

Leading Mortgage Lender Implements a Remote Work Strategy and Saves Over \$16 Million with

SAPIENCE VUE[®]

When a residential mortgage and servicing company decided to implement a remote work strategy, it wanted to capitalize on the opportunity to improve operations and scale the business. With data available from multiple systems, management lacked a clear picture of work patterns to help predict completion of tasks, utilization, attrition, systems used, and more. Leadership wanted a non-invasive solution to deliver reliable, simplified analytics that demonstrated where and how loans were being efficiently processed. It was important that the chosen solution would improve the productivity of their teams, no matter where they were working.



PROFILE

- + Financial Services Industry
- + Production and servicing of U.S. mortgage loans and managing investments related to the U.S. mortgage market
- + 6,000 employees



CHALLENGE

Implement a successful remote work strategy that enables a positive work experience while improving operating performance.



Results at a glance...



\$16.7 MILLION VALUE OF IMPROVED PRODUCTIVITY



4 MONTHS TIME-TO-VALUE



**2 HOURS DECLINE IN NON-PRODUCTIVE WORK
PER PERSON/PER DAY**



REMOTE WORK STRATEGY IMPLEMENTED

CASE STUDY



SOLUTION: SAPIENCE VUE®

The company easily implemented Sapience VUE, an automated workforce analytics platform for optimizing workforce capacity management. The platform immediately provided leadership with powerful insights through dashboards and flexible business intelligence (BI) reporting and analytics. Managers gained visibility of their team's work patterns so they could guide efforts towards the right priorities. Within four months, leadership realized true value from the solution, allowing them to further optimize resources, realign and rightsize teams. Leaders set goals about expected work hours and time spent on productive applications based on Sapience data and reporting. Managers regularly reviewed the work data to ensure teams were spending time on the right activities, removing distractions and unnecessary, unproductive work to increase time on core work activities. The result was an approximately two-hour increase in productive work time per day per employee. Furthermore, as managers had full visibility into work activity and confidence in the teams' productivity, employees could continue to reap the benefits of remote work.



IMPACT

+ Executive Insight

C-Suite utilized data and insights for their leaders and teams to monitor KPIs, achieve operational excellence, inform work model forecasts and improve the overall business strategy.

+ Substantial ROI

Our client implemented solutions to save time and money and quickly realized reductions in spend and unproductive work efforts leading to more efficient daily operations.

+ Irrefutable, Reliable Reporting

Our client gained access to accurate data to properly evaluate and address work behaviors of top performing and non-performing employees to help employees be more productive daily.

+ Ease of Integration

Simple, non-intrusive integration with the enterprise's existing technology to connect to data that allowed the organization to quickly start pulling in work pattern data and generate reports by end of day.

+ Enhanced Employee Experience

Using Sapience VUE, company leaders had the data they needed to create an effective remote work strategy, artfully balancing employee demand for remote work options with the needs of the business.



Let's discuss how Sapience can improve your workforce efficiency to reduce costs and improve the employee experience. Email MARKETING@SAPIENCEANALYTICS.COM to learn more.