GLOBAL BANK IMPROVES EFFICIENCY AND EMPLOYEE WELLNESS WITH SAPIENCE

When you're managing a global workforce of thousands, employee efficiency is critical. Our client, an international bank with over 75,000 employees, was looking for a solution to increase productivity across their workforce, and better manage capacity. They wanted to understand employees' daily work patterns and identify manual processes that could potentially be automated, freeing up employees' time to work on higher-value tasks. Managing headcount was another key goal. If the bank could achieve even a modest lift in productivity, they would realize substantial savings by avoiding unnecessary staffing increases.

- **Financial services Industry**
- **Wealth management, private equity, retail banking, investment banking, credit card services**

75,000+ EMPLOYEES

CHALLENGE

Leading financial institution lacked visibility of work effort behavior and its impact on high-value tasks. The customer was looking for an automated approach to remove waste in day-to-day work activities.

RESULTS

5% INCREASE IN PRODUCTIVITY

MAJOR REDUCTION IN SOFTWARE COSTS

2-HOUR DECLINE EXCESSIVE WORK

sapience
Know how your business REALLY works.

SOLUTION: Sapience Vue

Sapience was deployed across two teams of 1,500 employees each, working in the bank's internal operations and technology departments. Within the first three months of deployment, our client saw a 5% increase in productivity. Sapience Vue data also revealed inefficient manual tasks and underutilized software licenses, providing more cost-saving opportunities. In addition, data showed that some employee teams were working excessive hours, leading management to implement policies to improve work-life balance and employee wellbeing.

GROWTH & IMPACT

● **IMPROVED WELLNESS**
Sapience Vue data showed that teams in Asia worked excessive hours compared to other geographies, often putting in 10-hour days. Concerned about employee wellness, burnout and errors, bank leaders implemented a policy requiring managers to leave early. This resulted in a 2-hour drop in excessive work times.

● **OPPORTUNITIES FOR AUTOMATION**
Sapience Vue data reported that Outlook and Excel were the most-used applications, and further identified specific files accessed often, by multiple employees. This revealed a manual workflow dependency with automation potential.

● **SOLUTIONS TO SAVE TIME AND MONEY**
To reduce time spent in Outlook on a manual process, our client purchased an e-mail solution to automate this time-consuming, non-strategic task.

● **REDUCED SOFTWARE COSTS**
Data revealed that the top five applications supporting business operations were used less than 5% of the time. Our client retired apps, which had high licensing costs, but low value.

● **INCREASED PRODUCTIVITY**
Work hours spent in core applications rose by 5%, resulting in more efficient daily operations.

Let's discuss how Sapience can help improve workforce efficiency.
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