

PRODUCTIVITY BOOST BY 1 HOUR/DAY FOR MAJOR U.S. BANK

Even before COVID made remote work a global trend, one of the largest banks in the U.S. wanted to bring more flexibility to their workforce through work-from-home and hybrid options. The company wanted to standardize employee effort levels at home and at the office to increase consistency across the board. After deploying Sapience for a team of 1500 outsourced workers, utilization increased by two hours per day over a period of 60 days. This added 3000 productive hours to each day, at a value of \$90,000 per a day, leading to a savings of around \$24 million. Encouraged by this success, leadership implemented Sapience across their internal loan services team, a group of 975 employees.

- Retail banking Industry
- Services: Checking and savings accounts, mortgages, loans, credit cards, insurance, investing, debt consolidation
- 17,999 employees

CHALLENGE

To support a more flexible work environment, management wanted a systematic approach to standardize employee effort levels at home and at the office to increase consistency across the board.

RESULTS



1 HOUR INCREASE IN PRODUCTIVITY



\$250,000

INCREASE IN WORK OUTPUT WITHOUT
HIRING ADDITIONAL EMPLOYEES

SOLUTION: Sapience Vue

With Sapience Vue data, leadership determined that employees in work-from-home environments had more hours of unaccounted time. Employees logged in and out of work systems at appropriate times, but were exposed to distractions at home that weren't present in an office environment. Managers worked with employees to implement strategies for reducing distractions and increasing focus time. As a result, they were able to increase productivity by one hour per day, on average, for each of their 975 users. This resulted in an additional \$250,000 in work output, without hiring any additional staff.

BENEFITS

● GREATER VISIBILITY INTO DAILY EFFORT

Employees accessed their own data, making it easier to identify distractions and take accountability for their actions.

● DATA FOR GOAL SETTING

Sapience Vue data revealed baseline productivity data used to set goals and measure progress, leading to sustained improvements.

● IMPROVEMENT ACROSS THE TEAM

Managers focused on improving effort teamwide rather than singling out individual performance, for a greater overall impact.

● BOOST IN PRODUCTIVITY

A one-hour boost in productivity per employee per day led to 975 additional work hours per day for the whole company.

● BETTER HEADCOUNT MANAGEMENT

By increasing the productivity of its existing team, the company was able to avoid hiring new employees.

● MORE ENGAGED EMPLOYEES

Engaged employees report higher job satisfaction. Workers are motivated by knowing they are making a valuable contribution.



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

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