GLOBAL INSURANCE COMPANY ACHIEVES 2X PRODUCTIVITY HOURS/DAY

How many hours per day would you guess that your employees spend on core tasks? Our client, a global insurance provider, had expectations of 7.5 productive hours per day. However, they were concerned that managers were not driving consistent behaviors to meet these expectations. They turned to Sapience to gain an understanding of work patterns, and improve efficiency across their workforce.

- **Insurance Industry**
- **Services: Property and casualty insurance, workers' compensation, general liability, business owner policies, cyber liability and more.**

5,723 EMPLOYEES

CHALLENGE

Management didn't have an automatic method to understand work patterns and improve efficiency across the enterprise.

RESULTS

2.5-HOUR INCREASE IN PRODUCTIVITY PER PERSON, PER DAY

REDUCED HEADCOUNT BY INCREASING UTILIZATION RATES RATHER THAN BACKFILLING POSITIONS

DOUBLED DEVELOPMENT TIME INCREASED CORE WORK TIME FROM 2 TO 4 HOURS/EMPLOYEE/DAY

sapience
Know how your business REALLY works.

SOLUTION: Sapience Vue

Sapience Vue data highlighted an excess of underutilized work hours, and also showed excessive hours spent in meetings. The data revealed that employees were working an average of four productive hours per day. Company leaders created a new policy requiring front-line workers to limit meeting time to one hour or less per day. They also set a goal of 6.5 to 7 hours per day of productive work. In just a few months, the company reached and maintains their goal of 6.5 hours of productive work per day. After discovering that employees were spending just two hours per day on core development tasks, the Sapience Customer Success Team worked with a team of managers and doubled development time to four hours per day.

GROWTH & IMPACT

● **CLEAR INSIGHTS INTO EMPLOYEE EFFORT**
Sapience Vue data provided the company accurate information into the actual hours employees were working, defining daily work effort.

● **MANAGEMENT BASED ON DATA**
Employees were spending less time on core tasks than expected. Data made it possible to set and achieve more productive work time goals.

● **LESS WASTED TIME**
Sapience Vue data revealed excess time in meetings, as well as too much unaccounted time.

● **MORE TIME ON CORE TASKS**
Through Sapience Connect, the company doubled the time spent on core development tasks, from two to four hours per day.

● **INCREASED PRODUCTIVITY TEAMWIDE**
Data helped inform ways to improve work effort 2.5 more hours per day. This action plan was modeled across a large team to impact productivity on a greater scale.

● **REDUCED HEADCOUNT**
This client was able to reduce headcount without backfilling positions.

● **IMPROVED LEAN OPERATIONS**
Using Sapience Vue data, a new policy was created requiring managers to achieve 90 percent utilization before hiring new staff.

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