

Save \$30m in 90 Days

Contingent Workforce Spend | Today's Reality

- **Emboldened suppliers exploit their client's control point weaknesses and reward their economic models by submitting unverified self-reported timecards to their clients & invoicing at the highest levels contractually allowed.**
 - **Businesses lack a viable real-time verification mechanism and for that reason routinely entrust in their supplier's timecard accuracy and unquestioningly approve them.**
 - **Sapience is consistently proving there is a sizeable gap between self-reported supplier timecards and actual time worked.**
 - **Enormous transformation and cost savings is achieved by identifying the gap and holding suppliers responsible.**
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sapience
Know how your business **REALLY** works.

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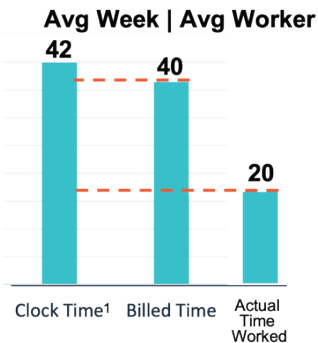
Unbiased data reveals gaps between supplier reported and actual

Knowing how your contingent workforce is actually working provides the opportunity to optimize spend & manage suppliers differently.

Businesses typically uncover at least a 30% gap between the supplier's timecards and the work time reality

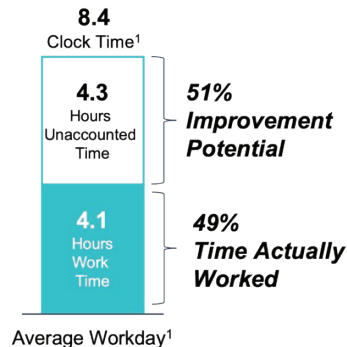
Typical Work Week

Small gap between clock & billed time. Large gap between billed time & actual work time. Data confirms self reported timecards are an unreliable basis for supplier invoicing.



Typical Workday

Workers can have long days based on clock time. Data confirms the actual time worked is materially lower and the supplier's self reported timecards are routinely based on clock versus worktime.



Typical Top/Bottom Workday

Data confirms a high degree of variability in work time across top & bottom performers. Interestingly, there is little variability between their self reported timecards.

Top 20%

11.14
Clock Time¹



Average Workday¹

Bottom 20%

6.89
Clock Time¹



Achieving Results | Approaches for How To Leverage the Data

Determining where to place responsibility for improvement is a key first step

Bottoms-Up Approach | Dept Manager is responsible

- Review reports, identify low utilization and address the underperformers
- Leverage workday data to verify timecards and reject inaccurate submissions
- Deal with supplier responses when performance push creates discomfort related reactions

Top-Down Approach | Suppliers are held responsible to ensure invoices are underpinned by actual work

- Accountable as the resource's employer; Must own worktime performance and related timecard integrity
- Address supplier responses at company vs. individual level

Determining the desired outcome(s) guides how and when data lead to results

Immediate Cost Savings

- Stop approving supplier submitted timecards; instead, use the platform worktime data as basis for supplier invoicing, and/or
- Establish worktime thresholds; use platform data to determine which timecards to approve versus reject for correction and resubmission

Collaborative Journey to Improved Performance

- Platform data to baseline performance; determine future business placement decisions tied to each supplier's ability to achieve target worktime thresholds, and/or
- Work together on initiatives to achieve better results

Typical Time-Line



Deploy

- Deploy; review data & trends
- Utilize reports to create initial set of recommended actions & targets



Collect

- Communicate process changes
- Pilot and execute process changes
- Begin realizing value & savings



Action

- Process changes are new norm
- Vendors conforming & performing
- Savings aligning with business case

How the Sapience Platform Works & Where Data is Securely Stored



DATA COLLECTION

- Lightweight collector (called "Lens") installed (e.g., using SCCM) onto workers device (i.e., laptop) and/or the virtual infrastructure (i.e., Citrix, Azure Desktop)
- Automated active window meta- data (i.e., App name, version, URL, window title) & timestamp capture
- Lens does not remotely access the device, initiate camera/recording, or capture keystrokes, screen shots or user credentials



DATA STRUCTURING

- Automated data structure activities using proprietary logic & algorithms
- Non-work "gaming" automatically identified filtered
- Automated data mapping based on established settings via the intuitive Admin portal (initial set up at deployment with minimal adjustments necessary thereafter)
- Structured data made ready for access via User Interface (UI) & Business Intel (BI).



DATA VISIBILITY

- Intuitive UI with customizable privacy settings to view workday data
- Powerful BI engine on top of OLAP data model that offers predefined best practice reports & dynamic real-time report writing (including drill down into multi-levels)
- Security features with individual login credentials (incl SSO) and data access policies that govern platform admittance (i.e., who gets in) and data access privileges (i.e., what data can be accessed)

Where Data is Securely Stored

- As metadata is collected and prior to transmittal, the data is stored in the device's log file (Sapience program folder) with VDI the metadata stored temp file within the VDI session.
- Sends encrypted in transit files (~1kb) to MS Azure tenant (every 15-20 seconds)

- Encrypted in transit files automatically arrive and are stored in an encrypted database in a dedicated MS Azure tenant located in the United States.
- Sapience runs its ETL to structure the stored data in the encrypted database.

- Within the MS Azure tenant, Sapience builds daily BI cubes for reporting.
- Based on established credentials users can access their allowed reports containing the data in the dedicated tenant.

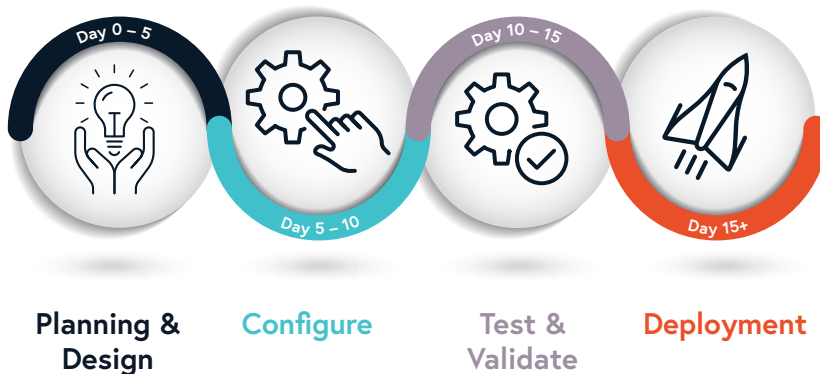
How the Platform Works

Onboarding | Time to value within weeks

Seasoned Sapience team members work side-by-side with our clients to lead them throughout their successful onboarding process and remain thereafter in a collaborative effort to help our clients achieve maximum value from Sapience.

Key Deployment Process Stages and Typical Timeline

All stages include extensive hands-on platform orientation and training.



Deployment Prerequisites

- Successful completion of client-side infosec, privacy, and other related internal requisites for SaaS platform deployment.
- Signed SaaS Subscription Master Agreement
- Client-side platform administrator identification and assignment
- Client-side platform privacy settings and access privilege decisions
- Determine in scope resources for data collection

DEPLOYMENT INSIDE OF YOUR INFRASTRUCTURE VERSUS END USER DEVICE DEPENDENCIES ON THE SUPPLIER

Roadmap to \$30m Savings in 90 Days

Sapience clients typically uncover at least a 30% gap between the supplier timecards and work time reality.

Annual Spend ¹	Number of Workers	Savings 30%
\$100m	1,000	\$30m
\$200m	2,000	\$60m
\$250m	2,500	\$75m

¹Assumes \$100k annual cost per worker.

Automatically collected, unbiased data provided in an easy-to-use intuitive SaaS platform enables Sapience clients to quickly reduce their spend.

Sapience is a powerful "insurance policy" to achieve optimal value from external labor spend.

Why Sapience is Better Than the Aggregation of Existing Data Sources

Dimension	Sapience "Connects Dots"	Data Aggregation "Gathers Dots"
Data Collection	<ul style="list-style-type: none">Fully automatedSingle tool, standard captureClear, complete & chronological day	<ul style="list-style-type: none">Partially automatedMultiple sources, noisy, unstructuredDifficult to sequence; incomplete day
Data Aggregation & Presentation	<ul style="list-style-type: none">Fully automatedNear real-time access; intuitive UIActionable insights; dynamic BI	<ul style="list-style-type: none">Manual; labor intensive esp. at onsetInterval based access (i.e., monthly)UI, BI & automation investments
Data Alignment	<ul style="list-style-type: none">Fully automatedFlexible views (i.e., org, matrix, ..)Traceable adjustments (who, what)	<ul style="list-style-type: none">Complex mapping needed to organize & maintain; impact to access intervalsPotentially rigid due to complexity
Security & Privacy	<ul style="list-style-type: none">Secure & encryptedGoverned, multi-facet access controlsPrivacy settings	<ul style="list-style-type: none">Complex chain of custodyGovernance & control layer requiredPrivacy elements at added cost