

Global Bank Cuts External Labor Costs by \$18 Million with

# **SAPIENCE TRANSPARENSEE<sup>®</sup>**

**A global bank relied on external labor as a critical part of its business strategy.** The bank was concerned, though, that vendors were over-charging for work provided by relying on workers' self-reported hours. The bank needed a solution to validate work activity against invoiced hours and hoped that increased visibility would reveal opportunities for cost savings and greater efficiency.



## **PROFILE**

- + Financial Services Industry
- + Leading multinational bank operating across 40 countries
- + 75,000+ employees



## **CHALLENGE**

Adopt a data-driven approach to managing a global contingent workforce to drive efficiency and cost savings and improve vendor management



Results at a glance...



**\$18 MILLION IN COST SAVINGS**



**2,400% ROI**



## **SOLUTION: SAPIENCE TRANSPARENSEE®**

The financial enterprise deployed Sapience transparenSEE — a workforce analytics solution for optimizing external labor capacity management — across a contingent workforce of approximately 6,000 workers. With visibility into contracted resources' actual work activity, the enterprise was able to confirm its suspicion that it was over-paying. Within three months, it recouped approximately \$18 million in excess spending. The bank was so impressed with the value of the insights gleaned from Sapience transparenSEE, it deployed Sapience Vue®, an automated, unbiased workforce analytics platform, to better understand the work patterns of its internal teams.



## **IMPACT**

### **+ Massive Cost-Savings**

Using Sapience dashboards, our client was able to show its Managed Services Provider (MSP) that vendors had been over-billing. As a result, vendors provided millions of dollars in rebates.

### **+ Level Playing Field in Negotiations**

The bank restructured vendor contracts using the unbiased workforce data, leading to even more cost savings and better management of external resources.

### **+ Software Savings**

By determining which apps workers used most often, our client was able to eliminate unused software licenses, further reducing costs.

### **+ Clarity in decision-making**

Before deploying Sapience transparenSEE, management struggled to manage global outsourced teams. The automated workforce analytics platform made it easier to track hours and activity remotely and glean valuable insights.

### **+ Increased Productivity**

Sapience transparenSEE data detailed hours in applications, meetings, emails, and other activities. This information was used to provide baseline productivity data and to set goals for improvement.

### **+ Process Optimization**

Understanding where teams spent their time gave managers insights to improve business processes, including workflow automation.



With Sapience transparenSEE, enterprises typically realize savings and/or rebates of 30-50% in as little as three months. Ready to learn more? Email [MARKETING@SAPIENCEANALYTICS.COM](mailto:MARKETING@SAPIENCEANALYTICS.COM) today.