

Global Bank Improves Efficiency and Employee Wellbeing with Workforce Analytics from

SAPIENCE

When you're managing a global workforce of tens-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 its workforce and better manage capacity. Company leaders wanted to understand employees' daily work patterns to identify manual processes that could potentially be automated, thereby freeing up employees' time to work on higher-value tasks and potentially creating a better work-life balance. Managing headcount was another key goal. If the bank could achieve even a modest lift in productivity, it would realize substantial savings by avoiding unnecessary staffing increases.



PROFILE

- + Financial Services Industry
- + Wealth management, private equity, retail banking, investment banking, credit card services
- + 75,000+ employees



CHALLENGE

Obtain visibility into employees' work effort behavior to find ways to remove waste in day-to-day work activities and improve employee wellbeing.



Results at a glance...



5% INCREASE IN PRODUCTIVITY



2-HOUR DECLINE IN EXCESSIVE WORK



NEW POLICIES TO IMPROVE EMPLOYEE WELLBEING

CASE STUDY



SOLUTION: SAPIENCE

Our client deployed Sapience, an automated workforce analytics platform for optimizing workforce capacity management, across two teams of 1,500 employees working in the bank's internal operations and technology departments. Within the first three months of deployment, the company saw a 5 percent increase in productivity. Sapience dashboards 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.



IMPACT

+ **Improved Employee Wellbeing**

Sapience 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.

+ **Automation Opportunities**

Sapience 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. To reduce time spent in Outlook on a manual process, our client purchased an email solution to automate this time-consuming, non- strategic task.

+ **Reduced Software Costs**

Data revealed that five applications the enterprise deemed essential to business operations were actually used by employees less than 5% of the time. The company retired lesser-used apps with high licensing costs, resulting in significant cost-savings.

+ **Increased Productivity**

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

+ **Data Transformation**

With automated workforce analytics, business leaders and front-line managers could easily use data to set goals, measure progress, and improve decision-making, leading to sustained improvements.



Let's discuss how Sapience can improve your workforce efficiency to reduce costs and improve the employee experience. Email [MARKETING @ SAPIENCEANALYTICS.COM](mailto:MARKETING@SAPIENCEANALYTICS.COM) to learn more.