

Major U.S. Bank Uses Workforce Analytics as a Source of Truth for Remote Workers

SAPIENCE

Even before COVID made remote work a global trend, one of the largest banks in the U.S. rolled out work-from-home and hybrid options to provide more flexibility to its workforce. But without visibility into employees' work days, our client had no way of knowing if remote employees' efforts were consistent with in-office employees. To achieve visibility and better manage remote and hybrid workers, the bank implemented Sapience, a leading workforce analytics platform, across its internal loan services team, a group of 975 employees.



PROFILE

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



CHALLENGE

To offer employees the flexibility they desired without sacrificing workplace productivity by obtaining true workforce visibility.



Results at a glance...



1 HOUR INCREASE IN PRODUCTIVITY



**\$250,000 INCREASE IN WORK OUTPUT WITHOUT
HIRING ADDITIONAL EMPLOYEES**

CASE STUDY



SOLUTION: SAPIENCE

After deploying Sapience — an automated, unbiased workforce analytics platform — across a team of 975 users, leadership determined that employees in work-from-home environments had more hours of unaccounted time than in-office workers. Managers worked with employees to implement strategies for reducing distractions at home and increasing focus time, that way employees could continue to enjoy the benefits of remote work. As a result, the company was able to increase productivity by an average of one hour per day per employee. This resulted in an additional \$250,000 in work output, without hiring any additional staff.



IMPACT

+ **Increased Productivity**

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

+ **Massive Cost Savings**

By increasing the productivity of existing teams, the company increased work output and avoided hiring new employees.

+ **Empowered Teams**

The bank provided employees with access to Sapience data so individuals could more easily identify distractions and take accountability for their actions.

+ **Engaged Employees**

Because employees were playing an active role in improving business outcomes and better managing their time, they reported feeling more engaged at work. Engaged employees are happier, more productive, and more likely to stay with the company than disengaged employees.

+ **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.



An automated workforce analytics platform helps enterprises drive workforce efficiency no matter where they are working from, providing a source of truth for remote work policies. Ready to learn more? Email **[MARKETING @ SAPIENCEANALYTICS.COM](mailto:MARKETING@SAPIENCEANALYTICS.COM)** today.