



Leading Banks Are Embracing Workforce Productivity Analytics; Why Aren't You?

In today's banking environment, there is ever-increasing pressure on top executives to optimize costs, comply with changing regulatory requirements, maximize workforce efficiency, and drive strategic value for their shareholders.

Meanwhile, budgets are being scrutinized across the entire operation while teams are being stretched to do more with less. Banking leaders are searching for meaningful and lasting approaches to address these difficult challenges while also maintaining a workplace culture that fosters productivity, innovation, and drives the bottom line.

Many of the industry's leading banks have found the answer in Workforce Productivity Analytics.

Benefit #1: An Eye on Workforce Burnout and Retention

While turnover is inevitable in today's business environment, we also know that burnout is all too common in the banking industry. And that's where workforce analytics comes into play.

Leading banks understand that having a solution to identify possible workforce burnout simply makes good business sense. Sapience's platform, driven by trustworthy internal data, not only helps managers maintain awareness of potential burnout risks, but also helps the employee by allowing them visibility into their own activity levels so they can self-adjust or alert managers to their concerns. Moreover, Sapience's data helps companies predict what future work levels may require, so proactive capacity changes can be made *before* burnout has a chance to set in.

Often, top employees are at higher risk of burnout as their commitment to their responsibilities and careers finds them consistently taking on additional work. Seeing that in Sapience data achieves two goals: employers can identify top employees who are working harder to grow in their roles, and those employees can rest-assured the company can see and recognize their hard work.

Workplace analytics data, therefore, quickly becomes a solution that empowers the best employees to elevate themselves, while allowing banks to address unwanted burnout and retention problems.

Benefit #2: Workforce Intelligence Provides Economic Savviness

Sapience doesn't just help banks track actual work times in total and across categories—it provides **true Workforce Intelligence** that empowers leaders to make smarter decisions. Just as importantly, Sapience provides leading global, national, and regional banks with the ability to make data-backed decisions faster and with greater confidence.

For example:

- **Bank CIOs** are leveraging workforce intelligence to optimize IT staffing and contractor hiring and usage. Are they optimizing their time, skills alignment, and expertise? Could they use less contractors and save on those costs? Do they have the right people doing the right tasks? CIOs also use Sapience to identify underused or rarely used software products, thus creating license-optimization savings. Sapience provides bank CIOs with a ready-to-use, scalable, and secure solution that is fully operational within weeks of deployment and fully eliminates the time, effort, and investment required to develop and maintain an in-house solution.
- **Bank CFOs** are using workforce analytics data to identify productivity inefficiency and align workforce headcount with real operational needs. It helps with gaining valuable insight into staff productivity levels so annual budget development can accurately reflect true staffing requirements. Vendor management and strategic sourcing decisions become even more precise with Sapience, and bank CFOs can get the data they need to ensure every dollar spent on talent delivers measurable results.
- **Chief HR Officers** improve talent management, recognize staff burnout and attrition risks early, and develop a fairer work culture that's grounded in unbiased work data. More accurate resource capacity planning and skills requirement projections are also improved with comprehensive workforce data. Just as importantly, CHROs can use Sapience data to track employee performance across an increasingly distributed and often hybrid workforce.
- **Risk and Compliance Leaders** leverage Sapience workforce visibility that enables them to proactively identify and address potential control gaps, policy violations,

and operational inefficiencies. By providing granular, real-time data on how internal teams and third-party resources work—across systems, applications, and time—Sapience enables faster detection of anomalies, unapproved access, or risky behaviors that may signal compliance exposure. This intelligence supports more accurate staffing plans, enhances audit readiness, and ensures critical controls are consistently followed, helping institutions stay ahead of regulatory scrutiny and mitigate risk *before* it escalates.

Benefit #3: Reduce Contingent Workforce Spending by Up To 30%

The adage, “You don’t know what you don’t know,” is not a viable answer when it comes to your contingent workforce. The traditional approach of suppliers self-verifying the hours they worked should never be acceptable. Bank officers have a fiduciary responsibility to validate they are getting what they pay for. Further, there are developing regulatory requirements that will require financial institutions to validate the efforts and expense of their contingent labor.

Sapience Analytics has found that industry-wide, contingent labor costs are typically inflated by *30% or more* because of the mismatch between what is billed and the actual time the external resource worked. Sapience delivers a 100% automated solution that helps many leading banks confirm their receipt of goods (*actual time worked* by vendor), then match this to each labor supplier’s invoice. This confirms that the invoice they are paying is accurate.

Given the high cost of most contingent labor contracts, access to unbiased and accurate data that provides actionable insight into an external workforce’s performance is extremely valuable. Where there is a mismatch between invoices and actual time worked (there always is), bank leaders can go back to their providers, armed with verifiable data, to reduce those costs immediately.

Beyond identifying real and immediate savings opportunities, it helps bank operations, finance, and vendor management leaders make knowledgeable decisions about the true capacity of their contingent labor and what *should be* optimized staffing levels from each provider.

Sapience consistently finds its banking clients quickly achieve measurable impact—**reducing contingent workforce costs by 30% or more**—and reclaiming wasteful spending often worth **millions of dollars**.

See How Banks Are Using Workplace Analytics in the Real World

For years, Sapience Analytics has helped its banking clients continue to realize sustained and impactful outcomes. Below are just some of the results clients have achieved with access to valuable workforce data analytics:

Example A:

An international bank sought a solution to increase its workforce's productivity, better optimize capacity, and improve their employees' work experience. They leveraged Sapience to:

- Effectively reduce workdays by two hours per individual for teams that were working excessively long days, prompting the bank to develop policies to improve employee work-life balance;
- Deactivate underutilized software licensing, creating incremental cost-savings;
- Within three months, employee productivity across the firm increased by 5%.

Example B:

A residential mortgage and servicing company decided to implement a remote work strategy and wanted to capitalize on the opportunity to improve operations and scale the business. Management lacked actionable data on work patterns and leadership required a solution that delivered reliable, simplified analytics that demonstrated where and how loans were being processed most efficiently. They leveraged Sapience to:

- Implement a measurable remote work strategy that tracked and compared core work trends;
- Realize a \$16.7 million value of improved productivity with a four-month time-to-value timeframe;
- Achieve and sustain a two-hour decline in non-productive work per person/per day.

Example C:

A global bank suspected its contingent resource providers were overcharging it on self-reported hours. The bank chose Sapience to validate work activity against invoiced hours, identify opportunities for cost savings, increase productivity, and improve external labor capacity management. In just a three-month timeframe, the bank:

- Recovered approximately \$18 million in excess spending;
- Restructured its outsourced contracts for future work arrangements.

Choosing the Ideal Workforce Analytics Platform

Full Integration

To get the most out of workplace analytics software, the platform banks choose must be fully integrated into the services and applications they use every day.

Sapience can aggregate data from ERP, HCM, HRIS, VMS, payroll, and other systems via a robust API framework. Platform data and reports are easily exported into other platforms, analytics products, or AI-data sources to enhance benchmarking, forecasting, and modeling solutions.

Privacy to the Core

Preserving employee privacy is fundamental. Sapience's platform was built with a privacy-first mindset that firewalls personal and work data. Privacy is the platform's default setting. Specifically, Sapience **does not** screen scrape, log keystrokes nor mouse click inputs, turn on nor access device cameras, generate screen shots, or collect any type of video screen recording.

SOC-2-compliant and e-Privacy certified, the Sapience platform leads the industry for security and privacy. The platform offers role-based permissions and visibility controls across multiple levels. Its multi-modal privacy settings ensure banks can fully customize the level of visibility and data access executives, managers, and knowledge workers receive.

Don't Be Left Behind

Competition is fierce in today's banking environment, and the economy is highly unpredictable. Investing in workforce productivity analytics is more relevant—and necessary—than ever before. Leading banks realize that the more actionable data they have regarding their workforce, the more successful results they can achieve.

Now is the time to maximize decision-making based on accurate and comprehensive workforce insights.

Meet with a Sapience Banking Expert for a Custom Platform Demonstration

See how you can turn Sapience Analytics data into a competitive advantage by:

- **Improving employee retention and workplace morale** by identifying workload imbalances and acting *before* productivity drops or turnover spikes. Happy employees work harder, stay longer, and will seek internal promotional opportunities. It also helps with preventing under- or over-hiring.
- **Identifying employee skill gaps and specific skill deficiencies** needed to propel banks into a prosperous, sustainable future with effective new-hire prospecting, defining what skill sets are needed, and targeted training programs to bridge skill gaps.
- **Streamlining operations and unlocking hidden workforce capacity** with granular visibility into how teams work, so banks can align workforce resources more effectively and address inefficiencies that hinder overall productivity.
- **Realizing a highly centralized, scalable solution** with a platform that considers the bank's operational and growth strategies, can handle increasing data volume and complexity, and is designed to grow *with* the bank as new staff is added.
- **Reducing dependency on multiple tools** while maintaining the depth and quality of the bank's workforce analytics, ensuring a unified experience and an important move toward data-driven decision-making.

Sapience Analytics **offers a blueprint to smarter productivity management—and real cost savings.** Click [here](#) to schedule your custom demo and let Sapience help your bank become more powerful.