



The Insights-Driven Workforce:

***HOW ENTERPRISES UNLOCK EFFICIENCY, ENHANCE
VALUE FROM AI INVESTMENTS AND BRING
TRANSPARENCY TO EXTERNAL LABOR COSTS***



CIO DIVE

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EXECUTIVE SUMMARY

Today's enterprises face growing pressure to do more with less. At the same time, the workforce has become more complex as distributed teams, hybrid schedules, and outsourced vendors have become the norm. And with companies rapidly increasing AI investments, meaningful ROI data is elusive. Despite these concerning (and costly) trends, many organizations still lack clear, reliable insight into how work gets done.

An **workforce intelligence platform** gives enterprises unbiased, application-level insight into how both internal teams and external vendors are performing for improved workforce visibility, operational optimization, resource planning and insights into the value of AI investments. With such visibility, IT leaders can empower HR, Finance, Risk and Compliance, Procurement, and Operations with comprehensive productivity data for decision making.

This playbook explores how workforce intelligence can unlock productivity, reclaim millions in labor costs, and build a data-driven approach to resource planning and vendor oversight. **For modern enterprise leaders, visibility isn't just a nice-to-have—it's the new foundation for performance.**



THE WORKFORCE HAS CHANGED — WHY VISIBILITY MUST TOO

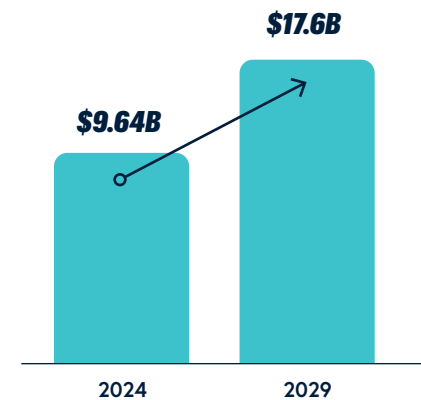
Hybrid work, generational shifts, and a growing reliance on contingent labor have radically changed how businesses operate. Meanwhile, agentic AI and AI tools like co-pilots and personal assistants are reshaping the very nature of knowledge work.

These changes create new opportunities for productivity, but also new risks and hidden costs: Employees may unknowingly expose IP or sensitive data when using unsanctioned AI tools; Contractors may overstate hours; and Teams may operate in silos, straining budgets and slowing execution. To improve performance, enterprises need workforce visibility that reflects how work happens today.

And yet, many IT leaders are still operating with yesterday's tools: VPN logs, timecards, and anecdotal reports: Seeing someone in the office doesn't mean they're actually working.

This market growth is largely driven by C-suite demand for unifying views across employees + contractors + AI-augmented workers—a modern labor model few other platforms address holistically. Beyond that, the huge savings enterprises see after implementing workforce intelligence – including both the value of identified incremental capacity and the millions in cost optimization across external labor – generate massive ROI and help fund vital transformation initiatives.

GLOBAL WORKFORCE OPTIMIZATION MARKET



Guessing vs. Knowing:

WHY ENTERPRISES ARE TURNING TO WORKFORCE INTELLIGENCE



How many key decisions are made on gut instinct or anecdotal evidence? This was once common in sports and investing, until data changed the game. Now, the same shift is happening in workforce strategy.

Traditional workforce productivity systems, like login trackers or manual timesheets, fail to collect accurate data on when and how work gets done, therefore offering little real insight for decision support. Many large enterprises give unvalidated approvals to most vendor timecards without question. And internal productivity metrics are often proxies, not proof.

Unified workforce intelligence changes the equation by capturing real-time, application-level activity data—securely and ethically. Rather than relying on self-reported hours or vague time entries, the platform automatically collects passive telemetry on how users interact with systems, tools, and workflows throughout the day. The platform records which applications are used, for how long, and in what context (e.g., work-related systems vs. nonproductive applications), even capturing time in calendared meetings. It gives a clear, objective view into effort distribution.

Unlike the vast majority of workforce intelligence platforms, the most advanced and modern solutions achieve this without intrusive tactics like keystroke logging, screen capture, or webcam monitoring. This privacy-conscious approach ensures the platform respects employee trust while still delivering the depth of insight enterprise leaders need to make informed decisions about capacity, vendor performance, workload balancing, and workforce planning.

Now more than ever, enterprises can achieve an unprecedented level of clarity to optimize labor strategy.

SELF-REPORTED WORK VS. WORKFORCE INTELLIGENCE

| <i>METRIC</i> | <i>SELF-REPORTED WORK</i> | <i>WORKFORCE INTELLIGENCE</i> |
|------------------------------------|----------------------------------|---|
| Data Source | Manual entries / surveys | Automated, real-time telemetry |
| Accuracy | Low | High |
| Bias Risk | High | Low |
| Granularity | Coarse (hour-level) | Fine (app/task-level) |
| Employee Trust | Low (perceived surveillance) | High (no keystroke/screen/video tracking) |
| Managerial Insight | Subjective & delayed | Objective & real-time |
| Ability to Benchmark | Inconsistent | Standardized |
| Governance & Compliance | Weak | Strong |

Internal Visibility: ***THE HIDDEN CAPACITY UNLOCK***

Many leaders assume their teams are either at full capacity or need more headcount. Without comprehensive and reliable data, though, it's guesswork. Meanwhile, a workforce intelligence platform like Sapience uncovers hidden capacity and inefficiencies by measuring actual effort across both internal and external teams – regardless of location or region.

Some real-world examples from Sapience clients include:

- A global insurer saw +2.5 hours/day more productivity per employee.
- A leading mortgage lender gained \$16.7M in productivity by optimizing remote work.
- Rapid optimization on contingent labor costs have generated savings opportunities greater than 30% of total external labor billing in less than 90 days.

Organizations use the workforce intelligence platform to detect overwork and anticipate burnout or unwanted attrition, rebalance workloads, and plan smarter staffing decisions. Whether it's HR evaluating skills alignment, or Ops balancing workloads, the platform helps departments elevate from anecdotal evidence to actionable insight.

"A leading mortgage lender leveraged Sapience workforce intelligence for remote work strategy and saved over \$16 million in improved productivity."

LET DATA AND CULTURE DRIVE REMOTE WORK POLICY, NOT TECHNOLOGY LIMITATIONS

The return-to-office vs. remote work debate seems endless. But Stanford research shows that employees who work from home for two days a week are just as productive as their fully office-based peers. But it doesn't matter anymore. The reason? Workplace intelligence gives you clear insight into time spent actually working. In every instance, you have the actual data necessary to make adjustments as needed for your knowledge workers' performance and health—both in the office and remotely.

MOVE FROM AI PRESSURE TO PERFORMANCE — AND PROVE YOUR WORKFORCE ROI.

Enterprise leaders face mounting pressure to justify the business value of AI investments. But delivering measurable ROI requires more than powerful models — it depends on how people adopt, use, and scale AI in real work. Sapience provides the workforce intelligence needed to connect enterprise AI strategy to real-world execution, adoption, and performance.

| | |
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| BENCHMARK FOR ROI BEFORE DEPLOYMENT | High value use cases like ticket resolution, document processing, or customer interactions can be measured with current performance and output. These baselines are then used to quantify gains once AI is brought into the workflow. |
| MONITOR ADOPTION, USAGE & PRODUCTIVITY | Once AI tools are deployed, Sapience provides real-time visibility into tool utilization, task automation, and capacity gains across teams. Hard data connects AI tool usage to measurable results. |
| UNCOVER COMPLIANCE AND GOVERNANCE GAPS | Shadow AI—unofficial or unvetted tools—can introduce risk. AI Value Assurance detects AI usage across applications, surfacing unauthorized adoption. This enables governance teams to enforce policy, control risk, and ensure data integrity. |
| OPTIMIZE WORKFORCE READINESS & RESKILLING | Sapience analyzes current skill levels and identifies where training is needed for effective AI integration. When coupled with capacity planning data, your organization can scale AI more efficiently. |
| ENABLE CONTINUOUS IMPROVEMENT | With repeatable KPIs and on-demand ROI reporting, leaders can adjust adoption tactics, reallocate resources, and refine processes based on empirical results for continuous AI evolution. |

WHY ENTERPRISE LEADERS CHOOSE SAPIENCE FOR TO ENHANCE AI INVESTMENT VALUE

Workforce Readiness for AI Programs

Identify training gaps, adoption barriers, and skills mismatches across teams.

Operational AI ROI Reporting

Quantify AI-driven gains in productivity, efficiency, and business outcomes.

AI Automation and Agentic Opportunity Sizing

Evaluate which processes are ready for AI augmentation or full automation.

Governance, Compliance & Risk Mitigation

Monitor AI usage securely, detect misuse, and align with enterprise policies.

Total Workforce Visibility: **EMPLOYEES + CONTRACTORS**

Most workforce tools are optimized for either full-time employees or contractors—and few excel at both. But the Sapience advanced workforce intelligence platform is designed for modern enterprise complexity, enabling unified visibility across your **entire labor ecosystem**.

Whether you're managing salaried knowledge workers, BPO or ITO providers, or contingent labor from professional services firms, unified workforce intelligence ensures every team is at optimized capacity and worked hours and timecards are reconciled before any payments made.

On average,

30–45%

of billed contractor hours are for time with no corresponding work activity at all.



External Oversight:

EXPOSING THE CONTRACTOR COST GAP

Vendor oversight remains one of the biggest blind spots in enterprise labor strategy. Most contingent workers report time manually. And far too often, companies accept it without verification. Sapience has found that, on average, **30–45%** of billed contractor hours are for time with no corresponding work activity at all. **The cost implications are massive:**

- A U.S. bank saved **\$6.8M** by renegotiating vendor contracts.
- A global enterprise secured a **\$12M rebate** after identifying 70% inactivity in one team.
- One client recovered **\$18M** in overbilling through Sapience-driven audits.

By integrating with VMS platforms and validating self-reported contractor time against actual work activity, advanced workforce intelligence gives Procurement and Finance teams the power to negotiate from a data-backed position of strength.

Suppliers may initially push back—especially those used to low-visibility, high-margin arrangements—but with indisputable data collected automatically by the platform, reason prevails. Meanwhile, some forward-thinking vendors leverage workforce intelligence as a competitive differentiator, proving value through transparency and performance.

"A global bank confirmed suspicions that its vendors were over-charging. With workforce intelligence data as proof, the enterprise recouped approximately \$18 million in excess timecard-based billing within 3 months."

REWARD RETENTION, RECOGNITION, AND WORKFORCE WELLNESS

A unified workforce intelligence platform helps leaders identify:

- Where effort is concentrated
- Where employees are stretched thin
- Where headcount, skills or workloads may be misaligned

Instead of approving blanket hiring requests across departments, leaders can use data to right-size teams based on actual workload. If ten teams each request two additional staff members, workforce intelligence might reveal that only four new hires are needed, if allocated precisely.

Additionally, the workforce intelligence platform flags inefficiencies that can't be seen in traditional reports. For example, Sapience can detect excessive context switching: one employee may toggle between apps 100 times a day while another in the same role does so only ten times. These hidden patterns lead to fatigue and lost productivity. Machine learning can automatically surface such outliers and recommend improvements through training — intelligent automation of AI.

Think about distributed teams. How do you precisely gauge their performance? In the past, it was impossible. But now, workforce intelligence empowers managers to identify high performers based on real effort data. This ensures those who go above and beyond are acknowledged.

Sapience has found that at several global banks, top contributors report greater recognition and job satisfaction, thanks to workforce intelligence. The platform also helps managers spot when individuals are operating at sustained high intensity, signaling potential burnout. At the other end of the spectrum, workforce intelligence provides data to coach underperformers or rebalance workloads. It's a win-win: engaged employees are supported, and struggling team members are empowered to improve.



Cross-Functional ROI:

ONE PLATFORM, MANY WINS IN ANY INDUSTRY

A unified workforce intelligence platform is more than just an IT tool. Its insights ripple across the enterprise:

- **HR** improves retention and capacity planning.
- **Finance** drives cost recovery and workforce ROI.
- **Procurement** holds vendors accountable and rationalizes spend.
- **IT & Security** gain visibility while preserving privacy.

What makes this possible? A platform like Sapience is purpose-built for large, tech-reliant enterprises. It scales easily, integrates with SSO, HRIS, and VMS platforms, and provides secure, anonymized data where required.

Workforce intelligence delivers cross-industry value by turning raw activity data into actionable insights.

In financial services, it helps ensure compliance and optimizes costly contractor usage. In healthcare, it enables better staffing models and reduces burnout risk. For manufacturing and logistics, it highlights operational inefficiencies and supports lean resource planning. In tech and professional services, workforce intelligence offers visibility into project velocity, billable utilization, and the impact of AI tools. No matter the industry, organizations benefit from a clear understanding of how work gets done.

WHAT TO LOOK FOR IN A WORKFORCE INTELLIGENCE PLATFORM

When evaluating any workforce intelligence platform, CIOs should prioritize:

- **Custom data collector:** Highly configurable for client specific environments, network configurations
- **AI classification:** Understands time use by role, system, and objective
- **Vast Integration capabilities:** HRIS, VMS, TEAMS, O365, Outlook, G-Suite, etc.
- **Output correlation potential:** Ingest and align third-party output data
- **Gen BI with AI data queries and visualization:** Instant insights, notifications, alerts, AI analytics, predictive ML and forecasting
- **Cloud-native design:** Modular services for enterprise-grade performance and scale
- **Scalability:** 10,000+ users, global deployments, both physical and virtual devices fully supported
- **Privacy-first architecture:** No screen capture or keystroke logging, multiple layers of role and access based privacy controls
- **Enterprise-grade compliance:** SOC 2 Type 2, ePrivacy Certified
- **Rapid deployment and results:** 2–4 weeks to deploy, insights within 30 days
- **Knowledge center:** For learning, collaboration, and certification
- **Innovation Lab:** Continuous advancement of insights, analysis and predictions

Unlike fixed-function tools made for SMBs or with built-in screen capture and keystroke recording, advanced platforms enable enterprise-specific customization—down to how each business defines "utilization" or "productive time."



DEPLOYMENT SPEED AND CUSTOMER SUCCESS

Sapience can be deployed in as little as two weeks, with meaningful insights emerging by day 30. The platform is built for rapid time-to-value and ensuring sustained benefits over the long-term.

"Clients often identify multi-million dollar savings and productivity improvements in less than six months."

MEASURING REAL ROI OF AI INVESTMENTS

In the race to ramp up AI adoption, how can enterprises tie AI investments to true business value? Sapience AI Value Assurance bridges the gap through workforce intelligence designed to prove, and continuously validate, AI-driven impact.



ASSUMPTIONS DON'T SCALE. VISIBILITY DOES.

Every enterprise wants better productivity, lower costs, and stronger resilience. But without visibility into how work gets done, those goals remain out of reach.

An advanced workforce intelligence platform equips CIOs and business leaders with the unbiased data they need to make smarter decisions across the workforce. The result? More informed hiring, stronger vendor negotiations, improved employee engagement, and quantifiable ROI.

Whether it's recovering millions in overbilled hours, balancing workload, or recognizing top performers, a workforce intelligence platform like Sapience transforms assumptions into accuracy and visibility into value.

NEXT STEP:

Explore your organization's workforce visibility maturity and see where Sapience can make an immediate impact.





The way work gets done in the modern enterprise is changing rapidly – with AI, hybrid models, and expanding reliance on external labor – yet visibility into how work happens to support improved outcomes and optimize costs, remains elusive. Sapience helps enterprise leaders solve this challenge by uncovering hidden productivity, controlling third-party labor costs, navigating changing location strategies, and unlocking ROI from technology investments—using accurate workforce data and insights, not guesswork.

LEARN MORE



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