

INSURANCE SERVICES INDUSTRY + WORKFORCE PRODUCTIVITY

# Global Insurance Company Doubles Workforce Productivity with Workforce Analytics



+2.5 Hrs

PRODUCTIVITY GAIN/DAY

2x

CORE WORK TIME

6.5 Hrs

DAILY PRODUCTIVE WORK

5,723

EMPLOYEES

For many companies, the number of hours employees actually spend on core tasks is surprising. This global insurer expected 7.5 productive hours per day – but data revealed employees were averaging just 4. What leadership discovered changed how they managed performance across the entire enterprise. With Sapience, they uncovered hidden productivity gaps and more than doubled core work time per employee per day.



## CLIENT PROFILE

- Insurance Services Industry
- Services: Property & casualty, workers' compensation, general liability, business owner policies, cyber liability
- 5,723 employees globally



## THE CHALLENGE

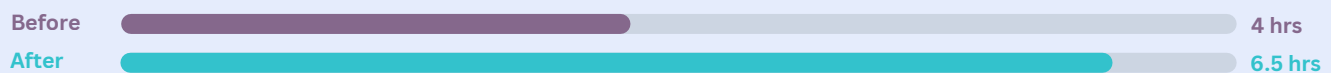
- No automated method to understand actual work patterns
- Managers not driving consistent behaviors to meet productivity expectations
- Excess time spent in meetings reducing core work output
- No data foundation for setting or measuring productivity goals



## SOLUTION: SAPIENCEIQ

Sapience was deployed enterprise-wide, **delivering immediate visibility into actual work patterns**. Data revealed employees worked far below the 7.5-hour expectation – with excessive meeting time as a key culprit. Leadership responded by capping meetings at one hour per day and setting a company-wide goal of 6.5–7 productive hours. **Within months, the goal was reached and sustained**. Core task time doubled from 2 to 4 hours per employee, and the productivity gains were rolled out at scale across the organization.

### Productive hours per employee per day – before vs. after Sapience



## THE IMPACT

### ● Increased Productivity at Scale

By capping meetings at one hour per day and setting data-backed work goals, the company increased productive work effort by 2.5 hours per employee per day – and rolled the strategy out across all teams.

### ● True Workforce Visibility

For the first time, leadership had accurate, automated insight into actual employee work hours – replacing assumptions with facts and enabling fair, consistent performance management.

### ● Reduced Headcount

By maximizing utilization of existing staff, the enterprise avoided backfilling open positions. A new policy required 90% team utilization before any new hire request could be approved.

### ● More Time on Core Tasks

Time spent on core business-critical tasks doubled from 2 to 4 hours per employee per day, directly improving operational output without adding headcount.

### ● Data Transformation

Managers embraced data-driven goal setting, using Sapience to track team progress with precision. The workforce analytics platform gave every level of leadership the confidence to make decisions and drive accountability across the organization.

Ready to use workforce data to **increase productivity across your organization?**

Let's start the conversation today.

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