

FINANCIAL SERVICES + WORKFORCE EFFICIENCY & EMPLOYEE WELLBEING

# Global Bank Improves Efficiency and Employee Wellbeing with Workforce Analytics



5 %

PRODUCTIVITY INCREASE

-2 Hrs

EXCESSIVE WORK TIME

1,500

EMPLOYEES

2

BUSINESS UNITS

When managing a global workforce of tens of thousands, even modest efficiency gains create substantial savings. A global bank with 75,000+ employees wanted to understand daily work patterns, identify automation opportunities, and improve employee wellbeing – all while eliminating waste, avoiding unnecessary headcount increases, and protecting employee work-life balance.



## CLIENT PROFILE

- Financial Services Industry
- Services: Wealth management, private equity, retail banking, investment banking, credit card services
- 65,000+ employees
- 1,500 employees across internal operations and technology departments



## THE CHALLENGE

- No visibility into employees' daily work effort and behaviors
- Manual processes consuming valuable employee time
- Some teams working excessive hours, risking burnout
- Need to manage capacity without increasing headcount



## SOLUTION: SAPIENCEIQ

The bank deployed Sapience across **two teams of 1,500 employees** in its internal operations and technology departments. Within the first three months, the company achieved a **5% increase in productivity**. Dashboards also uncovered inefficient manual tasks and underutilized software licenses. Critically, data revealed that teams in Asia were working excessive hours – prompting leadership to implement new wellbeing policies that resulted in a **2-hour reduction in excessive daily work time**.



## THE IMPACT

### ● Increased Productivity

Work hours spent in core applications rose by 5%, translating directly into more efficient daily operations across both business units.

### ● Improved Employee Wellbeing

Data revealed teams in Asia regularly worked 10-hour days. Leadership implemented early-departure policies, cutting excessive work time by 2 hours per day.

### ● Automation Opportunities

Outlook and Excel were identified as the most-used apps, exposing a manual workflow ripe for automation. The bank purchased an email solution to eliminate the time-consuming task.

### ● Reduced Software Costs

Five applications considered business-critical were found to be used less than 5% of the time. Retiring unused licenses generated significant additional savings.

### ● Data Transformation

Automated workforce analytics gave front-line managers and leaders the tools to set data-driven goals, track progress, and make confident decisions – leading to sustained, long-term improvements across both teams

Ready to improve **workforce efficiency and employee wellbeing** at your organization?  
Let's start the conversation today.

[MARKETING@SAPIENCEANALYTICS.COM](mailto:MARKETING@SAPIENCEANALYTICS.COM)