

FINANCIAL TECHNOLOGY + OUTSOURCED WORKFORCE MANAGEMENT

Fortune 500 Company **Saves \$12 Million** in Outsourcing Costs with Workforce Data



\$12M

COST SAVINGS

6 Wks

TIME TO RECOVERY

+1.5 Hr

PRODUCTIVITY GAIN

2,500

EXTERNAL WORKING

A Fortune 500 FinTech company relied heavily on external labor – and suspected overbilling. It needed hard data to prove it. What the data revealed was far more shocking: the vast majority of workers being invoiced weren't logging in to work at all. Sapience Workforce Intelligence delivered the irrefutable proof needed to recover \$12M in just 6 weeks.



CLIENT PROFILE

- Financial Services (FinTech Industry)
- Fortune 500 company
- Services: Payments, processing, consumer & channel management, risk & compliance, insights & optimization
- 44,000 employees



THE CHALLENGE

- Suspected overbilling by outsourcing vendors but lacked proof
- No visibility into whether contracted workers were actually working
- Internal productivity lower than expected but difficult to measure
- Needed irrefutable data to renegotiate vendor contracts



SOLUTION: SAPIENCEIQ

Sapience was deployed across an **outsourced team of 2,500 users**. The findings were immediate and striking. The company confronted its vendor with the evidence and **recovered \$12 million within just 6 weeks**. Energized by these results, the company then deployed Sapience across its internal workforce, set productivity goals, and sustained a **1.5-hour daily productivity increase per employee** – maintained over several years.

30%

Only 30% of invoiced workers were logging in each day. The company was paying for more than three times the number of workers actually engaged in projects.



THE IMPACT

● Immediate Outsourcing Savings

Armed with undeniable data, the company presented its vendor with proof of overbilling and recovered \$12 million in returned funds within 6 weeks of deployment.

● Software Savings

App usage data identified underutilized licenses across the outsourced workforce. Eliminating these added a further layer of cost reduction on top of the \$12M recovery.

● Visibility into Team Performance

Leadership gained clear insight into daily login rates, hours worked, and active engagement across all 2,500 outsourced workers.

● Irrefutable Evidence

Sapience automatically tracked work activity, eliminating manual timesheet errors and providing verifiable, court-ready proof of actual hours worked.

● Improved Partner Relationships

Full transparency into outsourcing activity built mutual accountability – strengthening vendor partnerships and ensuring work was completed per contract terms.

● Accurate Vendor Comparison

Sapience data enabled side-by-side performance comparisons across outsourced teams, giving the company a powerful tool for future vendor selection.

Enterprises typically realize savings of **30–50% in as little as three months**.
What will you discover with true visibility into your supplier relationships?