

FINANCIAL SERVICES + OUTSOURCED WORKFORCE + WORKFORCE MANAGEMENT

Leading U.S. Bank **Saves \$6.8 Million** in Outsourcing Costs with Workforce Analytics



\$6.8M

COST SAVINGS

533%

ROI

4,000

EXTERNAL WORKERS

6,800

EXPANDED TO

Outsourcing increases output – but without on-site oversight, it's nearly impossible to know if you're getting what you paid for. This top 10 U.S. bank couldn't verify vendor timesheets, couldn't confirm whether goals were being met, couldn't eliminate overbilling, couldn't make smarter staffing and had no data to determine if additional hiring was truly justified.



CLIENT PROFILE

- Financial Services Industry
- Top 10 U.S. commercial bank
- Full-service offerings including mortgages and insurance
- 50,000+ employees



THE CHALLENGE

- No visibility into external labor's daily work effort
- Unable to verify accuracy of vendor-submitted timesheets
- Vendors recommended more hiring when goals weren't met
- Decision-makers lacked data to justify or deny headcount requests



SOLUTION: SAPIENCEIQ

The bank deployed Sapience across an **external team of 4,000 contingent workers**, providing immediate real-time visibility into daily work activity. For the first time, managers could see exactly what their outsourced teams were doing. Armed with this data, leaders **renegotiated vendor contracts, avoided unnecessary hiring, and eliminated unused software licenses** – saving \$6.8M and expanding Sapience to a wider workforce of 6,800 users.



THE IMPACT

● Reliable, Fact-Based Reporting

Sapience automatically consolidated data from disparate systems, delivering accurate and comprehensive reporting to support objective, confident decision-making.

● Data Verification

Vendor-tracked hours were cross-referenced against Sapience data, exposing discrepancies between hours reported and hours actually worked.

● Stronger Service Level Agreements

A new policy required managers to demonstrate a minimum utilization threshold before any headcount increase could be requested or approved.

● Better Workload Optimization

Leaders could now identify overworked and underutilized teams in real time and work with managers to redistribute workload more efficiently.

● Smarter Staffing

Auditing capabilities gave the bank the work effort evidence needed to renegotiate outsourcing agreements on far more favorable terms.

● Software Savings

App usage data revealed underutilized licenses across the contingent workforce. Eliminating unused software added another layer of cost reduction.

Customers typically realize savings of **30–50% in as little as three months.**

What will you discover with true visibility into your supplier relationships?

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