

FINANCIAL SERVICES + REMOTE WORK STRATEGY & MORTGAGE LENDING

Leading Mortgage Lender Implements a Remote Work Strategy and Saves Over \$16 Million



\$16.7M

PRODUCTIVITY VALUE

4 Mo.

TIME TO VALUE

-2 Hrs

NON-PRODUCTIVE WORK

6,000

EMPLOYEES

When this mortgage lender moved to a remote work model, leadership lacked a clear picture of work patterns – making it impossible to predict task completion, utilization, attrition, or systems usage. They needed a non-invasive analytics solution that could provide clear visibility into work patterns and prove productivity regardless of where employees worked.



CLIENT PROFILE

- Financial Services Industry
- Production and servicing of U.S. mortgage loans
- 65,000+ employees
- Managing investments related to the U.S. mortgage market



THE CHALLENGE

- No unified view of work patterns across remote teams
- Unable to predict task completion, utilization, or attrition
- Needed to verify loan processing efficiency across locations
- Required a non-invasive solution employees would accept



SOLUTION: SAPIENCEIQ

The company implemented Sapience quickly and without disruption, gaining immediate access to powerful dashboards and flexible BI reporting. Managers could see exactly how their teams spent time and guide efforts toward the right priorities. Within **four months, leadership realized true value** – rightsizing teams, setting data-backed productivity goals, and eliminating distractions. The result was an **approximately two-hour increase in productive work time per employee per day**, and the confidence to sustain remote work as a long-term strategy.



THE IMPACT

● Substantial ROI

Reductions in unproductive work and smarter resource allocation delivered \$16.7M in productivity value – with measurable improvements to daily operational efficiency.

● Executive Insight

C-Suite leaders used Sapience data to monitor KPIs, achieve operational excellence, forecast work model needs, and sharpen overall business strategy.

● Irrefutable, Reliable Reporting

Accurate, unbiased data gave managers the ability to evaluate both high performers and underperformers – enabling fair, evidence-based coaching and accountability.

● Ease of Integration

Non-intrusive deployment connected seamlessly with existing technology, allowing the organization to begin pulling work pattern data and generating reports within the same day.

● Enhanced Employee Experience

With full visibility into team productivity, leadership had the confidence to build and sustain an effective remote work strategy – balancing employee demand for flexibility with the operational needs of the business.

Ready to build a smarter remote work strategy and **unlock millions in productivity value**?
Let's start the conversation today.

MARKETING@SAPIENCEANALYTICS.COM