

FINANCIAL SERVICES + REMOTE WORKFORCE MANAGEMENT

Major U.S. Bank Uses Workforce Analytics as a **Source of Truth** for Remote Workers



+ 1 Hr

DAILY PRODUCTIVITY

\$250K

OUTPUT INCREASE

975

EMPLOYEES

0

NEW HIRES NEEDED

A leading U.S. bank deployed Sapience across 975 loan services employees to gain true visibility into remote and hybrid work – boosting productivity by one hour per employee per day. **Even before COVID made remote work a global trend**, they rolled out work-from-home and hybrid options – but had no way of knowing if remote employees' efforts were consistent with in-office workers.



CLIENT PROFILE

- Financial Services Industry
- Services: Checking & savings, mortgages, loans, credit cards, insurance, investing, debt consolidation
- 17,999 employees
- 975-person internal loan services team



THE CHALLENGE

- No visibility into remote employees' daily work patterns
- Inconsistent output between remote and in-office staff
- Difficulty managing hybrid workforce at scale
- Needed flexibility without sacrificing productivity



SOLUTION: SAPIENCEIQ

After deploying Sapience across **975 loan services employees**, leadership discovered that remote workers had more unaccounted time than in-office staff. Managers collaborated with employees to reduce distractions and increase focus time – preserving the benefits of remote work while improving output. The result: a **one-hour productivity gain per employee per day, generating \$250,000 in additional work output with no new hires.**



THE IMPACT

● Increased Productivity

A one-hour boost per employee per day generated 975 additional productive work hours daily across the entire team.

● Massive Cost Savings

By maximizing the output of existing staff, the bank added \$250,000 in work value without hiring a single additional employee.

● Empowered Teams

Employees were given access to their own Sapience data, enabling them to self-identify distractions and take personal accountability.

● Engaged Employees

With employees actively improving business outcomes, engagement scores rose – leading to higher retention and satisfaction.

● Data Transformation

Automated analytics gave front-line managers and leaders the tools to set data-driven goals, measure progress, and sustain long-term improvements in workforce performance.

Ready to use workforce analytics as a **source of truth for your remote workforce?**
Contact our team to get started today!

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