

2026 Case Study

How SPS Strengthened Efficiency and Transparency Across Regions with KYP.ai



Introduction

SPS operates large, multi-client service environments where accuracy, scalability, and operational consistency are essential. The organization already had strong delivery processes and governance frameworks in place, but as the scope of services expanded across regions and clients, SPS identified an opportunity to add more integrated, real-time visibility into its operations.

To support this evolution, SPS partnered with KYP.ai. The aim was to strengthen transparency, efficiency, and data integration in an environment where volume, variety, and complexity naturally grow. KYP.ai provided an intelligence layer that helped SPS enhance its existing operational model and continue delivering high-quality services at scale.



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01. The Opportunity

1 Natural Complexity in Multi-Client Operations

Serving many clients across regions means working with multiple systems and data sources by design. SPS handled this effectively, while recognizing potential to simplify how project-related information was aligned.

2 High-Precision Billing at Scale

SPS manages many simultaneous client engagements. KYP.ai offered a way to further streamline how data from different systems was brought together to support accurate, timely billing.

3 Strong Reporting, With Room for Deeper Insight

SPS already monitored performance and service levels through established processes. KYP.ai provided a more granular, real-time view that supported faster adjustments and more detailed continuous improvement.

4 Multiple Data Streams

Because teams work on both online and offline activities, data naturally lives in several environments. KYP.ai made it easier to unify these inputs without changing established workflows.

02. The Solution

KYP.ai enhanced SPS's operational framework by adding an integrated productivity intelligence layer.

1 Automated Process Signal Collection

Digital process signals were captured from existing workflows, reducing manual preparation work and improving accuracy for project attribution.

2 Unified Data Integration

The Integration Database (IDB) consolidated operational data from various systems into a single

model. This improved consistency and reduced administrative alignment work.

3 Real-Time SAP Connectivity

Validated data was transferred automatically into SAP through an IDoc connection, enabling more efficient and reliable billing processes.

4 Enhanced Operational Insight

Real-time dashboards provided deeper visibility into workload distribution, process variations, and performance trends. This supported faster decision-making across teams and regions.

03. The Results

1 Administrative Effort Reduced by Over 50%

Tasks related to assembling, validating, and aligning project-related data became significantly more efficient, allowing teams to dedicate more time to value-adding work.

2 Productive Capacity Improved by 25%

With smoother workflows and reduced administrative overhead, teams were able to focus more directly on client-related tasks.

3 Greater Transparency Across Regions

Differences and patterns across teams became easier to identify, supporting targeted continuous improvement in a way that complements SPS's existing processes.

4 A More Streamlined System Landscape

Two separate systems were replaced with one integrated operational data layer, simplifying maintenance and improving scalability.

By the Numbers

- More than **50% reduction** in administrative alignment work
- **25% improvement** in productive capacity
- **13 percentage points** more time spent on value-adding activity
- **Two systems** consolidated into one integrated data layer

04. Key Takeaways

- 1 SPS enhanced an already mature operational environment with an additional layer of visibility and efficiency.
- 2 Leaders gained deeper insights while maintaining a low reporting burden for employees.
- 3 KYP.ai enhances the consistency required in multi-client shared services.
- 4 The integration strengthens SPS's ability to maintain high-quality operations across regions.
- 5 The approach creates a scalable foundation for expanding productivity intelligence into additional service areas.

Strategic Implementation Partnership

Office Samurai served as the strategic implementation partner, bringing both technical expertise and their transparent #nobullshit approach to deliver positive ROI.

Working closely with the SPS team, Office Samurai conducted deep user needs analysis and process mapping to ensure precise KYP.ai platform configuration.

As certified KYP.ai Platform Evangelists, they provided comprehensive user training and on-boarding, with their engaging approach building confidence within the SPS team and contributing directly to the project's rapid success.



05. About

About SPS

SPS is a leading technology-driven business transformation company. With their innovative Enterprise Workplace Solutions, they empower organizations to adopt hybrid work concepts to enhance productivity and flexibility. Their Technology Business Solutions bring together cutting-edge technology, deep vertical process expertise, and a diverse global workforce to support clients in their digital transformation journey and efficiently tackle their most complex challenges.

Headquartered in Zurich, Switzerland, SPS operates in more than 20 countries and focuses on clients in banking, insurance and health. SPS has more than 8,500 employees and is recognized with a world-class NPS by its global client base

About KYP.ai

KYP.ai Productivity 360 is a Process Intelligence platform built on three pillars: a 360° View capturing real-time data across your organization's people, processes, and technology; a Business Transformation Engine that quantifies inefficiencies and calculates automation ROI; and an Agentic AI Enabler generating ready-to-execute agent code with structured business context. KYP.ai goes beyond limitations of traditional process mining and task mining by delivering full operational visibility, ROI-prioritized automation opportunities, and turning data into production-ready AI agents.

Curious to see the platform in action?

Change

Automation candidates ⓘ

06.01.2025 - 09.06.2025 📅

ID	Process	Type	Potential (%)	Potential (Time/FTE)	Savings
K001	CX	AI Agent	28,74%	874h / 109,21 FTE	4.914 540 USD
K002	FINANCE	IDP ↔ Agentic AI	19,69%	599h / 74,82 FTE	3.366 990 USD
K002	HR	GenAI	16,32%	496h / 62,02 FTE	2.790 720 USD
K002	SCM	Integration	17,87%	543h / 67,91 FTE	3.055 770 USD

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