

RESOURCES ON CALL FILLS EVERYDAY NEEDS THAT EAP COULDN'T DELIVER

The human resource needs of organizations change as a company's dynamics change. At one point the employee dynamic may be comprised of many pregnant women, at another, employees looking for elder care or contractors to work on an addition. Employees' personal needs constantly evolve. Companies that offer only family-friendly benefits reach a small population of employees. What is really needed is a well-rounded, employee-friendly benefit that everyone on the staff can use, from admin to management to the CEO.

RSA Security (RSA) began its search for additional benefits to supplement its existing EAP in 1998. As a result of a new product and company name, RSA was looking at how it could position itself as an "employee-friendly" company with current and future employees.

Newton, MA-based Resources On Call (ROC) met with the HR department at RSA to talk about its low-cost benefit solution for time-starved employees. ROC's president, Marian Klein, went to RSA to discuss the employee needs of the company with its senior vice president of HR, Vivian Vitale. Vitale had an EAP to address some employee problems but wanted to offer a resource that could solve day-to-day needs. If childcare

or elder care was an issue for employees, the EAP solution could offer counseling on how to make the decision but could not provide the referrals based on individual requirements. After talking with Klein, Vitale learned that ROC could offer her employees additional resources that the EAP didn't provide. ROC could not only find the childcare providers that had confirmed openings, but also the referrals were in the most convenient town and at the cost determined by each employee request. Suddenly, Vitale could see how ROC could supplement the existing EAP solution and complete RSA's benefit offerings for employees. As a result, employees would save time and the aggravation of calling providers during work hours, and the company would save money by having more productive employees.

ROC was hired on the spot and has been serving the needs of every employee at RSA for four years. ROC has been able to quickly change direction as the needs of the employees have changed. From childcare to elder care to finding an immediate doctor's appointment to a wedding facility – ROC has been able to provide the appropriate, timely referrals that meet unique requirements and save time for employees.

"We chose Resources On Call because we wanted to supplement our existing EAP offering. We were looking for a classic fill-in for things like elder care and childcare and what we got was so much more. Resources On Call was able to provide the solutions for everyday needs – an employee-friendly benefit that everyone in the company can use."

Vivian Vitale,
Senior Vice President,
Human Resources,
RSA Security

The Company

RSA Security Inc., the most trusted name in e-security, helps organizations build secure, trusted foundations for e-business through its two-factor authentication, Web access management, encryption, and digital certificate product families. The company is headquartered in Bedford, Massachusetts.

The Challenge

Enhance the company's existing EAP benefit program by providing solutions that were focused on everyday employee needs.

The Solution

Bring in Resources On Call, a low-cost, tangible employee benefit solution for time-starved employees.

The Results

- ◆ Last year RSA realized a 388% on its investment in Resources On Call
- ◆ Increased employee productivity
- ◆ Real-life employee needs met and satisfied
- ◆ A well-rounded benefits offering for employees