

IN CHANGING ECONOMIC CONDITIONS, ROC REMAINS A CRITICAL BENEFIT

During the economic boom of the late '90s, companies had to work hard to differentiate themselves to attract top-tier employees. Sapient searched for employee benefits that would help them stand out from others in the technology consulting landscape. The company identified its need for a benefit that would help their hard-working employees, who often traveled and worked long hours, address their personal needs. At the recommendation of a human resource colleague, Deb Tyrrell, senior benefits manager of Sapient, contacted Marian Klein, president of Newton-based Resources On Call (ROC). After learning about ROC's low-cost benefit solution for time-starved employees, Tyrrell looked no further and hired ROC in 1997.

As the economy slowed, Sapient recognized that ROC's services continued to be a key to retaining top employees. When other companies were cutting back some of their benefits to save costs, Sapient continued its commitment to assisting their employees' efforts to maintain a work-life balance, and ROC's services were integral to the company's goals.

Today, Sapient's 1,000 eligible domestic employees continue to take advantage of a wide range of ROC's services. From finding a resource to repair a car in the parking garage by the end of the workday, to tax assistance on April 14, to a family day care provider for a three month old, ROC has been there for the past five years to provide critical resources that address real-life issues in a timely manner.

"Resources On Call has been very important for us. It's provided our people with a time-saving resource and referral program that has been extremely valuable. We're very happy to offer Resources On Call as a critical benefit in these challenging times."

Deb Tyrrell,
Senior Benefits Manager,
Sapient

The Company

Sapient, a leading business and technology consultancy, helps Global 2000 clients achieve measurable business results through the rapid application and support of advanced technology on a fixed-price basis. Founded in 1991, Sapient employs more than 1,900 people in offices in Atlanta, Cambridge (Mass.), Chicago, Dallas, Denver, Düsseldorf, Houston, London, Los Angeles, Milan, Munich, New Delhi, New York, San Francisco, Tokyo, Toronto, and Washington, D.C. Sapient is included in the Standard & Poor's (S&P) 500 Index.

The Challenge

Identify and select a benefit that would assist employees who frequently travel and work long hours in addressing their personal needs.

The Solution

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

The Results

- ◆ On average, Sapient realizes a 300% return on investment in Resources On Call
- ◆ Increased employee commitment
- ◆ Increased employee productivity
- ◆ Real-world employee needs met and satisfied