

EMPLOYEE SATISFACTION CONTINUES TO MAKE RESOURCES ON CALL A TOP CHOICE WITH HR PROFESSIONALS

When Rick Biedermann was hired as manager of compensation and benefits for StorageNetworks, he was charged with enhancing the current benefit offering. Since the company was still in start-up mode, employees were working long hours and Biedermann wanted benefits that would help StorageNetworks employees balance their work and personal lives. Having worked with Newton-based Resources On Call (ROC) at a previous company, Biedermann was impressed with ROC's service and commitment to its clients. The decision to call Marian Klein, co-founder and president of ROC, was an easy one to make. After discussing how ROC could fill the company's needs, StorageNetworks hired ROC in November 1999 and continues to work with them today.

In an effort to make the most of this benefit, StorageNetworks' human resources department and ROC work together to distribute timely email reminders about the service to all employees. In particular, employees have used ROC to find specialized summer camps, such as soccer, theatre, or fine arts programs. As a result, employees have been able to secure a place for their children when there is still availability. Other popular requests have included assistance with relocating new employees, childcare, and obtaining hard-to-find tickets to special events. Feedback surveys of StorageNetworks' 385 eligible employees have revealed high praise for ROC's services. The positive feedback led Biedermann to promote the ROC service in the literature that he distributes to job seekers to help assist with recruiting efforts. He also uses ROC's brochures in all new employee orientations to educate employees about the full range of service.

Biedermann has also shared ROC's cost analysis reports with senior-level executives in budget review meetings. This tool, as well as the employee feedback survey, identifies ROC as a critical and cost-effective benefit for the company's varied workforce. In fact, the latest payback reports reveal that the company has realized a 337% return on its investment.

"When reviewing proposed benefits with senior management, I rely on Resources On Call's payback reports to provide a cost analysis of the value of the service based on employee hours saved. Not only do the reports reveal that this low-cost solution helps our employees be more productive, but the employee feedback also demonstrates that this is a benefit StorageNetworks couldn't afford to be without."

*Rick Biedermann, Manager
of Compensation and Benefits,
StorageNetworks*

The Company

StorageNetworks, Inc. (NASDAQ: STOR) is the world's leading provider of data storage management services, and an innovator of storage management software. Its unique software and services enable enterprises, network service providers, and system integrators to deliver cost-effective solutions to store, manage, and protect information on a global basis. StorageNetworks simplifies data storage management and empowers customers with increased control and optimal utilization of complex storage environments.

The Challenge

Identify and select an additional employee benefit that would provide a valuable resource for employees and demonstrate a strong return on investment to senior-level management.

The Solution

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

The Results

- ◆ Last year, StorageNetworks realized a 337% return on its investment in Resources On Call
- ◆ Increased employee commitment
- ◆ Increased employee productivity
- ◆ Real-life employee needs met and satisfied