

## RESOURCES ON CALL GETS **A+** GRADE FOR SERVICE

In mid-1999, Nancy Grava, the manager of compensation and benefits for VICOR Corporation, was looking for ways to help employees with work/life balance issues. Nancy wanted to provide a good resource to help employees with everyday needs such as child care, plumbers, elder care, after school programs, grocery delivery and much more. And she found the answer through Newton-based Resources On Call (ROC) and its co-founder Marian Klein.

Marian worked with Nancy to determine the types of services VICOR's diverse employee population could best use. Time was an issue for employees. Many were not able to search for and contact service providers during normal business hours and would greatly benefit from the assistance of Resources On Call. Marian explained that ROC was able to fulfill requests for the usual services as well as for unusual services, such as finding a childcare provider for a non-English speaking child or a subsidized/low-cost day camp. With Marian's assistance, Nancy was able to see that ROC would be an excellent investment for the company and be perceived as a valuable benefit by VICOR'S employees.

Today, more than 1600 VICOR employees have access to ROC and approximately 25 percent have used the service. Each employee request is quickly answered and extensive follow up is conducted to ensure employee satisfaction. In addition, ROC provides reports that help Nancy measure the financial effectiveness of the program.

"From day one I have been impressed with the level of enthusiasm and dedication that the Resources On Call team demonstrates. They have been very proactive and flexible in meeting my needs as a benefits manager as well as the needs of our employees."

Nancy Grava, Manager,  
Compensation & Benefits,  
VICOR Corporation

### **The Company**

VICOR Corporation (NASDAQ NMS: VICR) designs, develops, manufactures, and markets modular power components and complete power systems based upon a portfolio of patented technologies. For the fiscal year ending December 31, 2000, VICOR had revenues of \$258 million US. VICOR Corporation has headquarters and a primary manufacturing facility in Andover, Massachusetts.

### **The Challenge**

find a work/life balance solutions company to assist employees with everyday services such as elder care, child care, and after school programs.

### **The Solution**

Bring in Resources On Call, a low-cost, tangible employee benefit solution that helps employees make the right contacts and save valuable time.

### **The Results**

- ◆ Last year VICOR received a 479% return on investment in Resources On Call
- ◆ Increased employee commitment
- ◆ Increased employee productivity
- ◆ Real-life employee needs met and satisfied