



CASE STUDY

Company's Unprecedented Growth Revamps Processes Leading to Enhanced Employee Experience



The Request

Assistance in maintaining a customer's in-house leave management program

Company Profile

Industry: Retail

Employees: 100K+

Request

A national retailer rapidly grew from less than 20,000 U.S. employees to more than 100,000 in five years. With their exponential growth came challenges in maintaining their in-house leave management program, which was running on an internal database that could not meet the demands of users.



The Solution

Built a customized project scope to assess their current staffing model and identify critical vendor deliverables

Solution

Our Strategic Non-Medical Solutions team built a customized project scope that included mapping current leaves and varied company processes for leave administration, assessing their current staffing model and identifying critical vendor deliverables. In addition, the team provided financial analysis to compare the cost of outsourcing to insourcing and co-sourcing and worked with the customer to develop and release an RFP, conduct finalist meetings and facilitate vendor selection.

To assess the current return-to-work practices, the Strategic Non-Medical Solutions team conducted on-site interviews at the home office and production facilities around the country to map current return-to-work practices. The team developed a model for a combined OCC and non-OCC return-to-work program and worked with the customer to build a pilot program that would be run in two facilities before a broader launch. The team also assisted with a case white paper to propose potential solutions to the customer's senior management team.



To assess the current return-to-work practices, the Strategic Non-Medical Solutions team conducted on-site interviews at the home office and production facilities around the country to map current return-to-work practices.



The Results

Helped eliminate significant leave backlog, brought the program into compliance and improved tracking and reporting

Results

The team's analysis helped the customer make an informed decision to fully outsource their leave management program to a third-party administrator. This decision helped eliminate its significant leave backlog, reduced staffing (over 15 FTEs), brought its program into compliance, improved tracking and reporting, and improved the coordination between the disability and leave programs. It also transformed the return-to-work initiatives into one consistent, company-wide program. These processes helped to enhance the employee experience.

Because of the Strategic Non-Medical Solutions team's service model, the team's work with this customer continues. Its sustained rapid pace of growth, coupled with a focus on the associate experience, requires continuous improvement. Due to the success of this model, the customer has asked the team to assist in revamping their maternity leave process and benchmarking parental leaves at their competitors.



How Brown & Brown Can Help

Connect with our Brown & Brown team to learn about our knowledge in your industry, how we build our non-medical benefit strategies and how we can aid your business in building a cost-saving employee benefits program.



Find Your Solution at [BBrown.com](https://www.bbrown.com)

Brown & Brown, Inc. and all its affiliates, do not provide legal, regulatory or tax guidance, or advice. If legal advice counsel or representation is needed, the services of a legal professional should be sought. The information in this document is intended to provide a general overview of the topics and services contained herein. Brown & Brown, Inc. and all its affiliates, make no representation or warranty as to the accuracy or completeness of the document and undertakes no obligation to update or revise the document based upon new information or future changes.