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CASE STUDY

Amplifying Engagement and Streamlining Employee Experience

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A medical college in the U.S., with approximately 6,700 eligible faculty and staff, partnered with Espresa to implement an LSA program. The primary goal was to consolidate multiple benefit offerings into a single platform, reduce administrative burden, streamline the employee experience, and provide a top-tier resource to enhance engagement.

THE PROBLEM

This U.S.-based medical college faced significant challenges internally managing its Tuition Reimbursement and Fitness Reimbursement Programs. Administering both programs required considerable hours from its benefits team, which was already taxed and operating at full capacity.

This internal management led to issues with submitting and tracking expenses, limiting the programs' flexibility and customization. As a result, the segmented Tuition Reimbursement and Fitness Reimbursement Programs struggled to gain traction and adoption among faculty, staff, and their dependents, placing an additional administrative burden on the benefits team.



- Low program adoption
- Decreased engagement
- Overloaded HR teams



- Separate wallets
- Disjointed solutions
- Difficult to manage



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THE SOLUTION

The medical college partnered with Espresa to administer a consolidated benefits offering, an LSA program featuring two wallets for their Tuition Reimbursement and Wellness Reimbursement Programs. By leveraging Espresa's flexible platform, the college could outsource these programs to a single provider, freeing up significant time for their benefits team to focus on other tasks and projects.

This partnership greatly enhanced the employee experience, allowing faculty, staff, and their dependents to easily submit claims, check balances, read program guidelines, and connect with customer service through the "in-claim" chat feature via both the platform and mobile app.

Additionally, partnering with Espresa enabled the medical college to expand their Wellness Reimbursement wallet to include weight management, nutrition programs and adoption and surrogacy. Espresa's platform offered greater flexibility and customization, allowing faculty, staff, and their dependents to personalize their reimbursements and access a wider range of allowable expenses.

Implementing Espresa's platform has saved the medical college hundreds of man-hours, conserving significant time and resources while improving employee experience and member satisfaction.

Flexible and Personalized LSA Wallets

**Streamlining solutions with
two consolidated LSA
wallets**

- + Tuition Reimbursement
- + Welless Reimbursement

**Flexibility and opportunity
for program expansion**

- + Nutrition and Healthy Weight Reimbursement
- + Family Expansion and Caregiver Reimbursement
- + Work-from-Home Allowance
- + Emotional Well-Being



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Driving global employee engagement programs, Espresa is inclusively available in all languages, time zones, and currencies. And, with Espresa LSA Plus™, companies can power flexibility and freedom of choice with integrated total well-being, recognition, and community in a single app.

Our people built this for our people - and yours

Espresa believes in people first and the immediate long-lasting impact that individuals create in an organization. Let our expert team help create what's next for your organization with inclusive workplace benefits designed for life.



Espresa - Powering Great Workplaces® with benefits designed for life
Discover Lifestyle Spending Accounts (LSA), total wellbeing, recognition, and community. Espresa scales to meet all of life's moments - plus.

Learn more on all the benefits Espresa brings to HR and culture - connect with Espresa, today.



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