



Espresa

Powering Great Workplaces®

CASE STUDY

servicenow[™] Emphasizing Employee Well-being Beyond Health Insurance

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“COVID taught us to open our hearts as humanity to be able to allow ourselves to step out of our bodies and rally together. That was when we asked Espresa – can we very quickly turn this on and be able to provide employees the means to get vaccinated wherever they are? It wasn't about the money. It was about, how do we save lives?”



Wendy Lim
Director of Asia-Pacific
Compensation and Benefits

ServiceNow is a \$4.5b global and publicly traded software company headquartered in the United States. With over 70 offices in 26 countries and nearly 27k employees, ServiceNow deployed Espresa's Lifestyle Spending Accounts (LSA) platform. As COVID-19 and variants began to become a significant health threat for their Indian populations, the HR team at ServiceNow made bold moves to ensure the safety of their employees – and they did so with Espresa.

THE PROBLEM

ServiceNow works on empowering culture for all their clients – however, first and foremost, for their employees. Protecting their people and delivering enlightened ways to keep them engaged and healthy is how they have continued to maintain being an exceptional place to work. The dramatic global pandemic shift in March of 2020 sent employees to work remotely.

In some areas of the world, such as India, access to vaccines and basic health services were slim-to-none.



THE SOLUTION

Because ServiceNow was already in an active engagement with Espresa – utilizing LSAs for wellbeing, the HR and people team along with Espresa’s customer success quickly pivoted to add 100 percent vaccine reimbursements and access to their entire India population. From ask to deployment, employees were using this benefit within three days.

Non-traditional benefits that helped save lives

ServiceNow’s benefits team focused on supporting the emergent health and safety needs of their entire employee population. While there was a concerted focus on India based on their lack of access, the team worked to reduce barriers to access with immediacy, while extending this benefit to their employees’ dependents.

With Espresa already online, ServiceNow launched a targeted reimbursement plan that was fully customized and with outsourced adjudication to Espresa. Including multi-language support and currency conversion, ServiceNow was able to quickly deliver this country-specific enhancement alongside their global LSA offering.

On average, employees were fully reimbursed for 2.9 vaccine shots. This included private hospitals, public clinics, villages, or doctors and nurses taking a medicine bag and walking into every home in a village.

“We reached out deeply into Silicon Valley with an international SOS. And every day we worked with large organizations who had their own crisis teams located in various places,” discussed Wendy Lim, Director of Asia-Pacific Compensation and Benefits at ServiceNow. “And every day we looked at means to get access to mobile ambulances and secure hospital beds, or hotels that could be converted to quarantine quarters. Espresa removed obstacles to help us save lives.”



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Measuring moments that matter

As a strategic culture partner of ServiceNow, Espresa was able to move quickly to meet the immediate demands of their people in India and around the globe. In addition, the Espresa platform was instrumental in helping their team go fully digital with unifying programs that kept their employees connected, beyond the crisis.

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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