

CUSTOMER STORY

- Leading provider of technology business management (TBM) solutions
- More than 60% of the Fortune 100 use Apptio
- Best Cloud Analytics Product of the Year 2018
- 800 U.S. employees (1,100 employees worldwide)

Apptio unlocks the potential of company's employee benefits with personalized advocacy

Accolade Total Benefits drives employee engagement and utilization of Apptio's competitive health and benefits offering

ABOUT APPTIO

Apptio's products empower business leaders to drive optimal financial performance across their organizations. More than 60 percent of Fortune 100 enterprises trust Apptio to manage spend across the entire IT portfolio and beyond, so that they can focus on delivering innovation. Apptio automatically ingests and intelligently structures vast amounts of enterprise and technology-specific and operational data, and enables users across disciplines to report, analyze, plan and govern their investments collaboratively, efficiently and with confidence.

CHALLENGE

Apptio's commitment to innovation is just as strong when it comes to taking care of their own people. The company prides itself on offering a highly competitive benefits package to its 800 U.S. employees and their family members, and every year invests in innovative solutions to improve the health and benefits experience.

The challenge was helping employees take advantage of those benefits. Similar to workforces at most companies, Apptio's employees often weren't aware of the health programs and resources available to them, which meant these programs were underutilized. The lean HR benefits team at Apptio knew employees needed more support to navigate their benefits and make the best healthcare decisions for their health and well-being. A 1-800 help-line the company had in place proved too cumbersome to use and saw very low utilization by employees over two years.

"What we needed to do was raise awareness and appreciation for our benefits," says Apptio Total Rewards Director Gina Goodrich. "We needed a way to bring our benefits to the forefront for employees and their family members, while also giving them a path to have better medical outcomes."

Apptio's mission is to give its customers fast, data-driven decisions. It sought to duplicate that experience for its employees and their families, helping them make smart decisions for better health and well-being.

SOLUTION: PERSONALIZED ADVOCACY

Accolade Total Benefits, a personalized advocacy solution for employers and their members, presented Apptio an opportunity to innovate and rapidly fill in the gaps of their existing benefits offering. With Accolade Total Benefits, benefits experts and nurses work in concert with intelligent technology to engage employees and families in their health and help support them to make the best healthcare decisions for their health and well-being.

"Our approach over time has been to incrementally improve our benefits, and so we've done that year over year," said Goodrich. "We felt like this was another opportunity to enhance that benefit offering."

"Accolade has become a real partner for us. They continually seek our feedback, and then use that feedback to deliver better solutions."

- Gina Goodrich, Apptio Total Rewards Director



In implementing Accolade Total Benefits, Apptio wanted to give employees and families an ally in navigating healthcare—a single place to turn for personalized health and benefits support, allowing the HR team to focus on benefits strategy. Accolade Total Benefits would help employees and their family members:

- Select the best health plan for their unique life situation and needs.
- Get answers to health and benefits questions and concerns.
- Utilize the health benefits and resources available to them through Apptio.
- Find and access high-quality care to improve health outcomes.
- Resolve claims and billing issues.
- Improve health outcomes.

Deploying Accolade Total Benefits proved “effortless” for Apptio, according to Goodrich. Accolade took care of contacting brokers and providers to collect information on its benefits program. “I was impressed with how Accolade managed the entire implementation process,” says Goodrich. “They uncovered resources we weren’t even aware of.”

VALUE: IMPROVED ENGAGEMENT, BENEFITS UTILIZATION AND SATISFACTION

Accolade puts the member first in everything it does, mirroring Apptio’s commitment to its customers and employees. Soon after deploying Accolade Total Benefits, Apptio saw results in employee engagement, benefits utilization, satisfaction and cost savings, including:

- 25% employee engagement*.
- Apptio’s medical plan and programs, including telemedicine and employee assistance program.
- Increased utilization of Teladoc, Apptio’s telemedicine provider, from 10% to 20% in one month.
- Over 150 clinical interactions with members providing value-add services such as treatment decision support, care preparation, and referrals to carrier programs. These interactions would have been challenging or impossible for the Apptio HR team to support.

* Accolade is not the contact number on the back of the member ID card, and employees are not required to call Accolade to access care.

“Accolade made it all so easy. We’re a small company, with a small benefits department, so having Accolade manage our healthcare benefits has been a huge help to us.”

– Gina Goodrich, Apptio Total Rewards Director

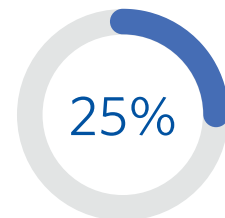
CUSTOMER SATISFACTION

April 2019 - May 2020



APPTIO EMPLOYEE ENGAGEMENT

Accolade Total Benefits





In addition, Apptio identified nearly 200 member interactions with Accolade Health Assistants® that HR would have been responsible for managing prior to implementing the solution - representing significant time savings for the benefits team.

Accolade also helped Apptio manage what can be one of the thorniest HR benefits challenges: Transitioning to a new health insurance provider, as Apptio did in January 2020. Moving to a new carrier often not only creates administrative issues for a company, but it can cause anxiety among employees.

For instance, an employee's family member needed a monthly drug infusion to manage multiple sclerosis. The individual was deeply concerned that a health insurance provider change might prevent them from receiving these necessary treatments. "The employee reached out to Accolade and followed up with me in January," recalls Goodrich. "They said 'I wanted to let you know that Sarah from Accolade spent several hours on the phone with the insurance company and CVS and the pharmaceutical company, helping me to coordinate. Everything is resolved!'"

A PARTNER IN THE TIME OF COVID-19

Apptio also has benefited from Accolade's robust response to the COVID-19 epidemic. The addition of a "COVID-19" tile in the Accolade Total Benefits solution makes it simple for employees and family members to get information and connect with a personalized Accolade Health Assistant.

Goodrich herself has participated in regular customer webinars hosted by Accolade Chief Medical Officer Shantanu Nundy, MD, since the outset of the COVID-19 crisis. "As we're going through return-to-office planning, I can ask questions about best practice and what other companies are doing. This resource has been really invaluable, and as we return people to work, it will continue to be invaluable," says Goodrich.

She added: "We think of ourselves as collaborative and innovative. We try to create an atmosphere where our employees can really have an impact on the success of the business, and we look for that same approach from our partners. Accolade provides that, and it's what makes them such a good partner for us."

"This is a huge success story for us. It would not have been possible without Accolade."

- Gina Goodrich, Apptio Total Rewards Director

