CUSTOMER STORY

How a professional services firm cut Backup Care costs by 50% while doubling in size

After a merger doubled its workforce, the organization moved from a legacy Backup Care model to Cariloop. The change gave employees more ways to find care, gave the benefits team more control over costs, and created one consistent benefit for the newly combined workforce.

ORGANIZATION
Leading professional services firm

WORKFORCE
Larger, geographically dispersed population after a merger

GOAL
More flexible care with greater control over costs

AT A GLANCE

50%
lower Backup Care costs

292
care days reimbursed

87
Backup Care requests

739
enrolled employees

1,812
unique caregiving needs

100%
Claims reviewed before payment

THE CHALLENGE

A legacy model was no longer delivering enough value

A major merger brought two workforces together just as the benefits team was reassessing a prior Backup Care program that was no longer delivering the return the organization needed. The organization needed one caregiving support benefit that could work for more employees in more locations. It also needed better control over spending and care options that made sense for employees at different life stages.

Reducing the benefit would have helped control costs, but it would also have left employees with less support during an already significant period of change. The team needed a model that offered more flexibility and financial predictability without making the transition harder for employees.

THE DECISION

Reimagine Backup Care rather than reduce it

The benefits team selected Cariloop because it could shape the program around its workforce, budget, and goals. Before launch, cost and utilization modeling showed the team how different reimbursement levels, care options, and program limits could affect employee access and total spend.

More ways to find care: Employees could use center-based care, in-home care, marketplace providers, personal-network care, pet care, day camps, and other temporary care options. That flexibility helped the benefit work for employees caring for children, adults, aging loved ones, pets, or several people at once.

More control over spending: The organization could set subsidies, reimbursement amounts, eligible care types, and a maximum program spend.

One place to get support: Employees could access Backup Care and broader caregiver support in the same Cariloop platform.

Review before reimbursement: Cariloop checked eligibility and documentation before paying each claim.

> *"Our employees are all living different lives. Some are caring for children, some are supporting aging parents, and others need help with pets or a combination of responsibilities. We wanted a solution that gave employees more options while giving us greater control over our costs."*
>
> *— Senior Benefits Leader, Professional Services Firm*

A THOUGHTFUL TRANSITION

Introducing a new model with confidence

Employees often turn to Backup Care when a care plan falls through, and they need help quickly. The organization wanted the new benefit to be easy to understand and use in those already stressful moments, without creating a burdensome rollout for the benefits team.

Before launch, Cariloop helped the team model costs, set reimbursement levels, choose eligible care options, and establish program guidelines and spending limits. Together, they prepared clear employee communications explaining how reimbursement worked and what new care options were available. After launch, Cariloop continued to support employee engagement and, with the benefits team, monitor early utilization and feedback.

The result was a transition focused on giving employees more flexibility and choice, not simply replacing a vendor or cutting costs.

> *"Changing an established benefit can feel daunting, especially when employees rely on it during stressful moments. Cariloop worked closely with us to design the program, prepare our employees, and make the transition as straightforward as possible."*
>
> *— Senior Benefits Leader, Professional Services Firm*

THE RESULT

Greater flexibility at half the cost

The organization cut Backup Care costs by 50% and continued offering the benefit as its workforce grew. Employees gained more ways to arrange care, along with support for the ongoing questions and responsibilities that don't end when the immediate care gap is filled.

Employees sought help with 1,812 unique needs involving children, aging loved ones, pets, education, self-care, and overlapping responsibilities. That range made clear why a child-care-centric model was no longer enough for this multigenerational workforce.

Care disruptions can quickly become lost work time and divided attention. Helping employees resolve those disruptions sooner may reduce stress and make it easier to return their focus to clients and responsibilities.

The organization will continue monitoring utilization, employee feedback, engagement, and retention. Early results already show that changing Backup Care providers doesn't have to mean less support for employees, a confusing transition, or significantly more work for the benefits team.

> *"We didn't want to choose between supporting our employees and managing our budget responsibly. Cariloop gave us the flexibility to do both."*
>
> *— Senior Benefits Leader, Professional Services Firm*