

CLIENT SUCCESS STORY

By: Rebecca Bottorff, Chief People Officer, Bandwidth.com.



WORKPLACE CHALLENGE

As the Chief people officer for Bandwidth.com, I'm responsible for securing benefits for employees that align with our culture of supporting families. Recently I experienced my own care need and had to find an afternoon nanny in a hurry. I saw an ad initially advertising Care.com's Workplace Solutions, and decided to inquire and use the service to both fill my own personal care need and also to evaluate the service for Bandwidth employees. After going through my nanny search I realized how much time Care.com's service saved me. If this service was unavailable to me it clearly could have impacted my own productivity at work as well as my overall stress level about finding a safe, screened nanny on my own.

EVALUATION

This got me thinking about employees at Bandwidth who were already experiencing some of these care issues. I figured the stress of looking for care could impact their work performance and how much this service could help their overall well-being. I felt if I could offer Care.com's services to employees it could improve productivity by allowing workers to focus at work rather than worrying or securing these services on their own. With my own success in finding a nanny on the Care.com site and my confidence with their screening practices gave me the push to secure these services for Bandwidth employees. I knew the same peace of mind I experienced after securing safe screened child care would also be experienced by my employees if I could purchase this benefit.

care@work
BY CARE.COM

 bandwidth

OUTCOME

We've been extremely pleased with the Care.com program so far, especially with regard to these **Business benefits**:

Low cost benefit: Since the service was so low cost I was able to find the money in my budget and get the benefit approved and implemented quickly.

Ease of use: The technology was also a huge draw for me since I knew it could be easily accessed by employees day or night.

Strong caregiver vetting process: The technology also allows employees seeking care to hear recorded reference checks, and post an ad for a care position that would reach caregivers already vetted and screened and living in the employee's area.

Equity in benefit coverage: I also like that this service reaches the demographics of my entire organization. There is something useful on the site that every employee can use, whether it is finding a nanny, babysitter, child care center, special needs caregiver, tutor, elder caregiver, housekeeper, or pet sitter.

EMPLOYEE TESTIMONIALS

"I felt if I could offer Care.com's services to employees it could improve productivity by allowing workers to focus at work rather than worrying or securing these services on their own."

**Rebecca Bottorff, Chief People Officer,
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