

Employing leading-edge technology to manage workforce absence

CHALLENGE

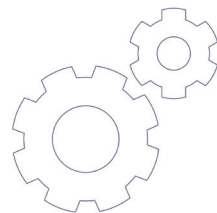
When COVID-19 took hold in early 2020, a multinational food and beverage provider saw an influx of employee leave requests from its retail locations. In short order, the company needed a systematic way to track these leaves, accurately process requests and payments based on benefits eligibility, and ensure employees were well cared for during an already stressful time.

SOLUTION

The company partnered with Sedgwick to add a “COVID-19 emergency” leave type to its benefit plan. Using robotic processing automation (RPA), we quickly converted thousands of open cases to the new leave type in our system — significantly

Used robotic automation to process

18,800+
employee leaves



reducing manual effort and turnaround times while facilitating prompt and accurate claims handling. Further, we added custom automation to simplify the ongoing processing of leave requests and deliver an employee experience built on efficiency, communication and empathy.

EMPLOYERS WHO PARTNER WITH SEDGWICK FOR WORKFORCE ABSENCE MANAGEMENT ENJOY THE BENEFITS OF OUR INDUSTRY-LEADING TECHNOLOGY CAPABILITIES AND PROCESS EXPERTISE.

RESULTS

A strong partnership between Sedgwick IT, workforce absence operations and the client resulted in the swift development of an effective solution. With Sedgwick’s help, the company was able to manage workforce needs, track leave requests, and care for their employees amid unpredictable circumstances — all while ensuring compliance with benefit policies and regulations.

WE DEVELOPED A SOLUTION THAT:

CONVERTED

16,600

cases to new emergency leave type in just 48 hours



REDUCED CYCLE TIMES SO REQUESTS ARE PROCESSED WITHIN

1 DAY



ACCOMMODATED A

171%

increase in leave requests during the COVID-19 surge, April-July 2020