



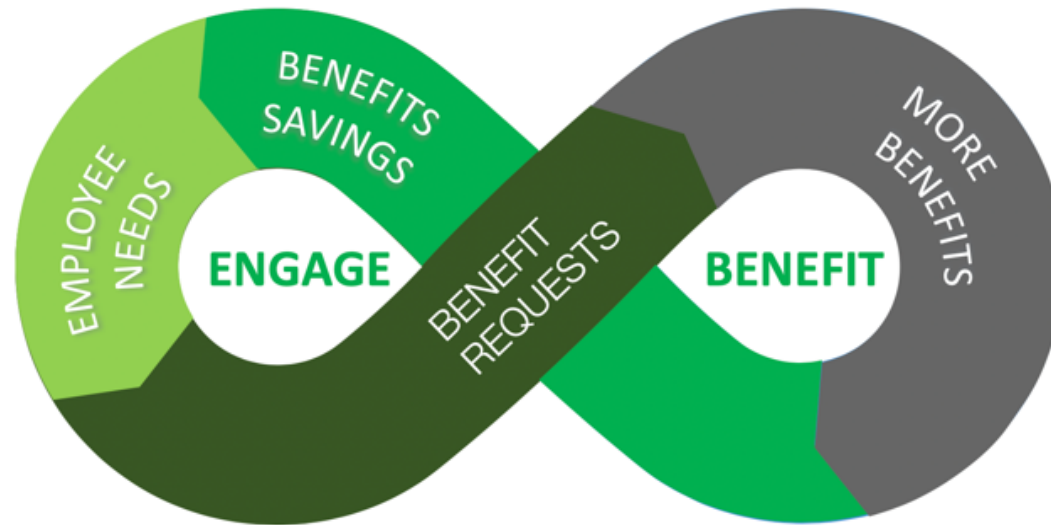
Case Study - Pharma



THE eB MODEL

EMPLOYEE NEEDS

Employee life needs and wants are changing all the time.



BENEFITS SAVINGS

With every purchase, benefits create continuous savings for Employees.

MORE BENEFITS

We use our ever-growing purchase power to secure more deals offered as benefits to Employees.

BENEFIT REQUESTS

Employee requests for new benefits that best suites their current needs.

eBC – Client Case Study no.5 – MNC Pharmaceutical (first 3 months)

Client Information

- Initial Number of Employees: 52
- Number of New Employees: 6
- Number of Leavers: 1
- Number of Account Administrators: 1 User
- Duration: 4 Months
- Location: Dubai UAE

Company Savings

- Number of Transactions: 4
- Savings: \$2,707

Employee Behaviour

- Average Employee Visits: 0.7 visit per month
- Number of Benefits Subscriptions: 91 Transaction
- Number of Benefits Request: 11 Request
- Complete Benefit Requests: 8 Requests
- Total Savings: \$11,042
- Average Saving per Employee: \$212.3
- Average Saving per Benefit subscription: \$121.3
- Employee Benefit Shares: 19 Internal shares
- Number of Returns and Refunds: \$0.00
- Total Subsidized Benefits Subscriptions: \$0.00

* References can be furnished upon request

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Employee Engagement Survey

The company ran an Employee Net Promoter Score (NPS)* Survey on the third month after the introduction of eBC under the name of “*The Flex Benefits Program*” and results came as follows compared to previous year’s survey:

Survey Questions:

- How likely is it that you would recommend working at OUR COMPANY to a friend or colleague?
 - Select top three reasons. Reasons are divided internal into +ve influence and -ve influence. (The Flex Benefits Program was included within the +ve influence options of the recent survey only).
- the question is answered on a scale from 0 to 10, where anyone answering 0 to 6 considered a *detractor*, 7 and 8 considered *passive*, and 9 and 10 respondents are considered *promoters*.

Previous Year Results

Participants: *71% of the total employee population*

Detractors: *23%*

Passives: *51%*

Promoters: *26%*

NPS: *0.03*

Current Year Results (3 month after the introduction of the Flex Benefits Program powered by eBen.work eBC)

Participants: *78% of the total employee population*

Detractors: *15%*

Passives: *31%*

Promoters: *54%*

NPS: *0.38*

The Flex Benefits Program Rank: 2nd in the +ve influence reasons.

* **Employee NPS = (promoters - detractors)/ total respondents.** A negative score indicates that more employees said they would not recommend someone to work at the company, whereas a positive score indicates that more people would recommend the company as an employer of choice. Evidently, the more positive the score, the better. Employees that are engaged will be more likely to recommend a position to a friend or colleague. eBC contribution in an overall employee engagement contributor.



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