

“We realised our financial ROI within the first quarter which is fantastic.”



Customer:

Bupa



Number of employees:

22,870



Sector:

Private healthcare



Launch date:

2020



About Bupa:

Established in 1947 Bupa is an international healthcare company headquartered in the UK, serving over 38 million customers across the world. Offering a holistic approach to overall health and wellbeing they pride themselves in providing person-centred care across global health insurance, dental, care homes, and pay as you go services.

Their state-of-the-art private international hospital is renowned for its continual investment in medical technology. For more than 75 years Bupa have been driven by their passion to provide high quality, affordable healthcare and our purpose: helping people to live longer, healthier, happier lives and making a better world.

“

We surveyed users within a month of having the system launched, and we noted a reduction in financial stress and a reduction of being distracted at work and a reduction of people using payday loans and overdraft facilities. It really does cut across demographics which is fantastic.

”



Rebecca Pearson
General Manager, Bupa

80%

Of enrolled Bupa colleagues say they feel less stressed with Wagestream

Challenge

What Bupa needed

In 2020 Bupa were looking for a solution to support the financial wellbeing of their UK and Ireland workforce to help provide them with a financial safety-net.

Additionally, with the chronic shortage of nursing and caring resources in the UK they were keen to offer a market-leading reward package to help with the attraction and retention of staff.

"Managers were struggling to get employees to work overtime or take a last-minute shift and offering Wagestream has really turned this around and been a complete game changer for us."



Katie Duxbury
Head of Payroll Services, Bupa

Measuring success

Implementation of Wagestream

The implementation of Wagestream delivered exactly what the Bupa needed; holistic financial support available to every Bupa colleague.

Following the months after launch Bupa noticed an immediate effect on colleagues' wellbeing and unexpectedly, from an operational perspective too, with colleagues opting to work more overtime in the knowledge that they could access those earnings instantly. This significantly helped to reduce agency spend.

66%

use the app to cover an unexpected expense. Half of these means they avoid having to turn to a payday lender as a result

57%

say their finances were either improved or significantly improved