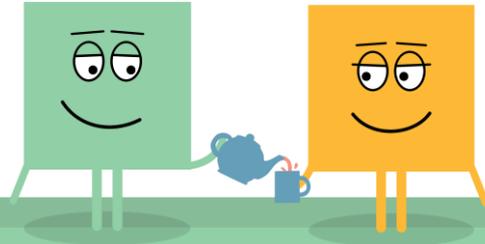


# The Behavioural Insights Team

The Behavioural Insights Team (BIT) is a social purpose company helping to improve public services through the application of behavioural sciences. The organisation has seen big changes over the last few years, growing from a small team of eight to a thriving operation with over 100 employees.

PES has provided BIT with a standalone employee benefits platform, managed a complex transition to the new system and kept users happy in the process.



## What were the challenges?

- As a fledgling company, BIT received internal operations support from the innovation charity Nesta (also a PES client) who ran its payroll, benefits and IT systems. But as the company grew, this became unsustainable. BIT needed an independent employee benefits solution.
- They also required a smooth, secure transition of all their data and benefits to the new system.

## What was our solution?

We migrated BIT over to **happypeople**, our unique employee benefits platform. Their employees were already familiar with our user-friendly interface thanks to BIT's association with Nesta. With a high employee engagement rate, there was little need for BIT to look elsewhere.

### At a glance

Sector: Private, social purpose

Employees: 100

PES services:

- Online employee benefits
- Group health broking
- Group risk broking

“ The transition has been seamless. The PES team have been beyond brilliant. It was quite a daunting prospect to take on our own benefits scheme having been part of a bigger organisation for so long. But our account managers have been on hand to answer every question. ”

Mia Samaha, HR Manager

## How did PES help?

### New benefits

We added some great new benefit choices to suit BIT's employee demographic, including Gourmet Society membership, Techscheme, Cycle to Work and Art Fund membership.

### Great value for money with expert broking skills

BIT were previously covered under Nesta's group health and protection policies. Our expert broking team managed to source standalone policies for BIT at extremely competitive rates.

### Fast, responsive support

“ All I had to do was email a question to PES to get a really fast response, or a phone call. Things could be a little slow at our end – it can be time-consuming getting multiple provider contracts passed by our legal team – but PES were incredibly patient and supportive throughout. ”

Mia Samaha, HR Manager

### More control of the scheme

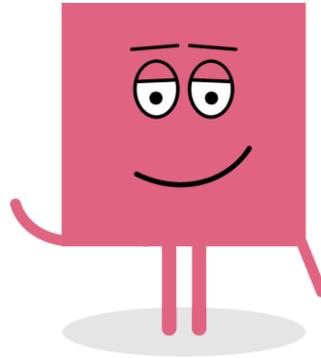
BIT are now able to deliver their own payroll and HR data, allowing them to manage the scheme in-house with less administration.

## What was the result?

BIT saw a **sustained engagement rate of 96%** with their employee benefits scheme – quite an achievement following the change to a new platform. With the industry averaging an engagement rate of around 60%, this is impressive!

BIT are also confident they chose the right partner.

“ PES are a breath of fresh air. What matters most of all for us with our suppliers is an open, easy relationship. That’s exactly what we have with PES. They’re like an extension of our team. ”



## Contact us

We'd love to hear from you. You can reach us by telephone on 01454 808658, or by emailing us at: [hello@wearePES.co.uk](mailto:hello@wearePES.co.uk).