

health & wellbeing challenge

In July 2015, Coupa Software, a leader in cloud-based spend management officially opened its new European hub in Dublin, a key expansion phase in its ongoing growth across the EMEA region.

Ireland is one of Coupa's fastest-growing regions and the team provide world-class support for a diverse range of clients across Europe, Middle East and Africa.

Achieving a "dynamic cultural fit" was a key priority when it came to implementing a Health & Wellbeing programme at Coupa. In many ways, the Irish team are an International team as the workforce in Dublin is made up of several nationalities from around the world.

So, Coupa tasked laya healthcare with designing a cost-effective programme that brought people together and created "an environment that felt more like a village than a workforce" and empowered them to be healthier in mind and body, every day.

Budget was also a factor, and laya healthcare tailored flexible Health & Wellbeing solutions around Coupa's organisation and culture to ensure maximum value for money for the SME.

solution



The answer was Thrive, Laya Healthcare's Health & Wellbeing solution that empowers employees to live and be better, every day. 'Thrive' literally means to grow strongly and vigorously - to prosper, and Thrive Health & Wellbeing by Laya Healthcare helps Coupa's high-performing team to thrive at home, at work, physically and mentally, in body and mind. All Thrive programmes are underpinned by Ireland's largest team of clinical experts who are at hand to design, manage and support employees through their Thrive journey.

Key highlights from Coupa's Health & Wellbeing journey:

employee assistance programme (eap)

A confidential support service that's highly-valued by the Coupa team, Laya Healthcare's innovative EAP service breaks down barriers to encourage employee engagement at Coupa, offering a 24/7 online support service through its dedicated video consultation app as well as face-to-face clinical supports, as required. Coupa credit the service with helping to break down the stigma of mental health in the workplace, and fostering a healthy mindset around the importance of building mental resilience at work.

heartbeat screening

Laya Healthcare's free cardiac-screening HeartBeat was offered to all the team, producing fascinating results that helped shape Coupa's tailor-made Health & Wellbeing programme.

member app

Laya Healthcare has designed a member app that allows the team at Coupa to use and benefit from their membership 24/7 whenever they're online. Using the app, the team can access their digital membership card. They have access to a personalised Member Area online where they can check their health cover immediately, or make changes to their policy if required.

personal training

The Coupa team is made up of different nationalities who have very different fitness levels so a Personal Trainer was introduced on-site each week to put the team through their paces, and help align them towards a goal of participating in the team-based Hell & Back, a fun endurance event billed as "a crazy adventure race and Ireland's toughest 10km". As well as improving overall fitness levels of the Coupa team, the personal fitness training was hugely successful in terms of boosting team morale and encouraging more team bonding.

healthy eating

Instilling incremental healthy habits is the underlying philosophy around Health & Wellbeing at Coupa, and small cost-effective steps like introducing more healthy food choices at work proved a huge success. Swapping out sugary drinks for bottled waters and healthy juices proved a major hit with the team, along with the delivery of fruit boxes twice a week to allow them choose more healthily when experiencing a slump in energy.



results

Coupa's Health & Wellbeing journey has resulted in a demonstrable improvement in team morale and brought people together in new and memorable ways that ultimately has had a very positive impact on workplace productivity.

Feedback from the wider Coupa team on their Health & Wellbeing programme has been overwhelmingly positive, with plans now afoot to build incrementally on their hugely successful programme, in partnership with laya healthcare.



We've got a great relationship with the team at laya healthcare. They 'get' us and what we're trying to achieve at Coupa. They're creative and responsive and have worked very closely with us to create a Health & Wellbeing Programme that we're proud of, and one that's getting results!

It's tailor-made for us, so our team genuinely want to be a part of it and that's been a big driver of success. Preventative health will continue to be a priority focus for us, and we're excited to achieve more in this space with laya.

Aidan O'Neill,
Senior HR Manager,
Coupa Ireland



Coupa is a brilliant example of an SME that punches well above its weight when it comes to delivering a world-class Health & Wellbeing programme for their team. They're so ambitious in this space, and it's remarkable what they've achieved in a relatively short space of time. The positive energy and can-do attitude they bring to every health initiative is inspiring and we love working with them.

At Coupa it's clear that it's very much a 'top-down' culture where the senior team lead by example when it comes to instilling healthy habits and attitudes among the wider team; this is a distinct hallmark of some of the best Health & Wellbeing programmes globally, so Coupa must be commended in this regard.

Angela Hess,
Business Market Specialist
Laya Healthcare



Find out today how laya healthcare can help your team improve their Health & Wellbeing.

For a free consultation, please contact us today:

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