



Remote employees create a culture of wellness amid pandemic

About BTS

- ✓ Professional Services Firm
- ✓ 400 Employees
- ✓ TaskHuman Launch Mid-2020

The Challenge

When the COVID-19 pandemic rocked the world in 2020, HR leaders on the BTS team knew they needed to provide a comprehensive and accessible tool that could help employees focus on their wellbeing during this unprecedented time.

BTS consultants were used to working with their teams and clients in person and were now having to adjust to not only a 100% virtual work environment, but a time when work and life were intertwined like never before.

The Start

BTS launched TaskHuman to 400 US employees in August 2020, due to the accessibility, comprehensiveness, and personalization that it offered. This new solution provided employees with unlimited 1:1 support from live wellness coaches through video calls at the time and place that worked best for them.

77%

Of employees engaged

BTS employees have made calls to coaches in almost **100 different wellness categories** including...



Body Conditioning



Yoga



Mindset Transformation



Conscious Relationships



Clean Eating



Pet Coaching



The Impact

Male and female BTS employees, spread from Connecticut to California, instantly gravitated toward the TaskHuman app and started making 1:1 video calls with live wellness coaches right away. Whether employees were looking for a quick stretching session in between meetings, seeking strategies for managing their stress, or wanting ergonomic guidance on their home office setup, they knew they could open the TaskHuman app and hop on a video call with a wellness pro instantly or book a future session with a coach.

What could have been an isolating and disjointed time for employees due to the pandemic became a new opportunity for team camaraderie and connection thanks to TaskHuman. Slack channels are now buzzing with recommendations on which TaskHuman coaches to call, what wellness topics people are focusing on, and what virtual group sessions to attend—which are an additional perk of TaskHuman and led by their coaches. Employees even self-sponsored an initiative to submit funny videos of themselves participating in a wellness-related activity. There is now a true culture of wellness that cannot go unnoticed.

What BTS is saying about TaskHuman

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Every coach I have worked with, the first question is "What are you trying to accomplish?" They are not judgmental. They are here to help you be successful and they want to help you achieve your goals.

TODD EHRLICH, CHIEF OPERATING OFFICER

[Learn about Todd's success with TaskHuman here](#)

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TaskHuman has really driven the wellness initiative within BTS as a whole. This program has made me a hero!

MELISSA FRIEDMAN, HR DIRECTOR

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I love the customized experience that TaskHuman offers. I appreciate that I can open the app at any time and do a quick yoga or stretching session. It is a great resource for kicking off my day or decompressing after the work day. The 1:1 format also pushes me to try harder as all eyes are on me.

AMANDA WEBB, EXECUTIVE ASSISTANT

1,427

Total coaching sessions

4.9/5

Avg. satisfaction rating

43,383

Total minutes of coaching

The Future

Wellness is not only in the conversation among BTS employees, but is now a key component of the company's culture.

Wellness has been added as a key pillar of focus during company-wide annual reviews, with managers checking in with their team to ensure that each person is finding what they need to feel their best. BTS is confident that this is just the beginning of their partnership with TaskHuman and looks forward to expanding their coaching offering to other global offices, as well as to their own consulting clients and partners.