

# CASE STUDY - BUPA

“ We aim to make a positive impact on our customers, employees, wider society and the environment. ”

-Words from BUPA

## The Services Provided



### PLAN

Strategy and engagement



### ASSIST

Technical helpdesk



### ANALYSE

Knowing your data

## The Challenge

BUPA is an international healthcare group providing healthcare through hospitals, clinics, advice services and aged care facilities as well as its well known health insurance. Its origins and headquarters are in the United Kingdom and now serving over 32 million customers in 190 countries. With impressive targets on the management and reduction of waste, emissions and their environmental impact BUPA needed an effective way to collate analyse and report on sustainability data.

By selecting the Enablon platform, BUPA knew they had access to a world leading sustainability data management platform, but they need to make sure that it now matched up with their ambition. One of the biggest problems with any enterprise EHS software solution is ensuring that the system is collecting the right data, it is coming in accurately and on time and that the outputs and reports are what the different stakeholders need to see to make the changes to achieve the strategy set.

## The Solution

SustainIt know how to take a system out of the box and bring it to life. With over 15 years' experience working alongside Enablon as a technical partner, SustainIt know how to make the most out of the configuration options available to make sure that the system meshes with the company – with its design, with its terminology and with its feel.

With a system in place that matched their needs, they needed to make sure that their users were comfortable with it, and that meant building engagement through training materials and through web sessions. SustainIt were able to deliver, hereby providing BUPA with training documents and how-to sessions that matched their needs and presented users with vital information on what the system did, and why it was important.

## The Benefits

By driving engagement, optimising and configuring the system for BUPA's needs SustainIt were able to really help BUPA start using their data for change. Bupa is committed to being a responsible and sustainable business helping people live longer, healthier, happier lives is the core of their approach to corporate responsibility and sustainability.