



VOLCANO

“We recently transitioned our employee benefit consulting from a large, national firm to Intercare. Intercare provides us with the best combination of intellectual capital, administrative support and entrepreneurial drive to achieve great results. We couldn't be happier with the Fortune 500 level of support we are receiving from Intercare.”



Connie Garrett

VP of Human Resources
Volcano Corporation
Number of Employees: 850

Their Challenge:

Volcano Corporation, a leader in intravascular ultrasound (IVUS) & heart diagnostic tools, was with a large, national consulting firm and not getting what they wanted, needed or paid for. They had terrible plan administration, which caused significant employee relation issues. As a self-funded company they were receiving data and information, but they were receiving no assistance in analyzing and understanding that data. They were completely in the dark with regards to their budget forecasting and received no financial transparency or assistance in setting their reserve budget.

Our Solution:

Within the first 60 days of the relationship Intercare provided Volcano with more consultative and strategic support than they had received in two years with their previous broker. Intercare helped Volcano better grasp their plan administration and financials and provided them with a host of value-added services. Intercare assisted Volcano in identifying and setting their reserves, developed a cost structure on a multi-year basis (not an episodic basis) and eased their HR administration by implementing an online enrollment system, establishing a member services call center for their employees and providing professional, improved employee communication collateral.

Success:

- Saved Volcano over \$500,000 in the first 6 months, with potential to save them over \$1.2 million
- Moved Volcano from a paper based enrollment to an online enrollment system in less than 60 days
- Established a dedicated call center for employees and dependents
- Provided Volcano with sophisticated, customized employee communication collateral



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