



Quest Software: High Tech Industry Case Study

With work from home-related pain on the rise, Quest Software deployed Hinge Health to support employees and reduce claims costs.

Quest Software's workforce

For over 30 years, Quest enterprise software solutions have protected and empowered identities, users, applications, and data. The company's products help organizations streamline IT operations and harden cybersecurity from the inside out.

Quest Software employs 3,200 people worldwide, with around 1,000 in the United States. Approximately half of Quest's workforce consists of software developers. The other half of employees work in functions like sales, marketing, customer service, HR, finance, and IT. The sales team travels regularly to visit customers, while the inside sales group works in a call center environment.



“My shoulder is doing so much better. While in bed, I reached over to place my phone on the charger with no pain. Before I started Hinge, that was painful. Thanks so much for all your encouragement and help through this process. You are very much appreciated.”

Quest Software employee,
Hinge Health participant

Industry:
High tech

Eligible Lives:
~ 2,000 (US)

Member Population:
Current eligible
employees

Quest Software's benefits philosophy and the impact of COVID-19

Quest Software's values-based culture is very focused on wellness. That emphasis carries over to its benefits philosophy. The company views its benefits package as a way to differentiate itself in the labor market, attracting new talent and increasing employee retention.

Over the years, Quest Software has made a concerted effort to focus on preventive care coverage. Historically, the company held onsite health fairs which included immunizations and health screenings. The HR team paired these events with food trucks to create a festive atmosphere that attracted employees and their families. As a result, Quest Software saw high levels of employee engagement and lower healthcare costs.

Before 2020, 65% of Quest Software employees globally worked from an office. Like so many other companies, however, Quest responded to the COVID-19 pandemic by quickly pivoting to work from home. While the company now supports both remote and in-office work, leaders are actively trying to attract employees back to the office with fun and healthy activities, such as yoga classes and step challenges.

Seeking solutions for MSK pain

Although Quest Software's MSK claims in the United States were on the rise before COVID-19, the company saw those numbers increase in 2020 as employees began working at home and conducting their own ergonomic assessments with guidance provided through our remote work program. As a private-equity backed firm, Quest Software pays close attention to costs and the executive team knew that it needed to take action.

The company's insurance broker mentioned that Hinge Health would be a good solution to address MSK issues for employees who were working from home. The HR team realized that Hinge Health was something unique. It would be a differentiator for Quest Software's benefit package and it could also have a positive impact on the company's medical claims.



We were a bit skeptical about how Hinge Health would be received by employees, but it's a myth that people don't want to use digital solutions. Our employees realized that it really broke down barriers to care and the improved outcomes have really sold us on the value of Hinge Health."

LuAnn Johnson, Chief Human Resources Officer, Quest Software

Another advantage of Hinge Health was its easy implementation process. With only two employees responsible for U.S. benefits, Quest Software couldn't adopt a solution that would take an excessive amount of time or resources to deploy. When the leadership team analyzed the economics and realized that Hinge Health would be self-funding, the implementation decision became clear. The company completed the Hinge Health deployment in 2021.

Hinge Health is a perfect fit for a wellness-focused company

Initially, the HR team was a bit skeptical about whether employees would adopt Hinge Health. One byproduct of the pandemic, however, has been broader consumer acceptance of non-traditional forms of care delivery. Quest Software employees were eager to try Hinge Health and many have experienced powerful improvements in their lives.


Hinge Health is an ideal match for Quest Software's culture of wellness. Employees appreciate the alternative approach to getting healthier and stronger which doesn't require a visit

to a doctor's office or the stress of navigating the care system. Hinge Health provides an easier way to drive positive outcomes.

Since onsite health fairs no longer have the same reach that they used to, Quest Software is using a dedicated Microsoft Teams channel to communicate benefits information to all U.S. employees. This approach has generated good engagement, but there is always room for improvement. To increase awareness about Hinge Health, the HR team may create a series of video case studies with employees who have successfully used the program.

Seeking solutions for MSK pain

The Quest Software team found that Hinge Health participants reported a 67% reduction in pain after the first 12 weeks, and they saw a 78% reduction in absenteeism and presenteeism within the same group. In addition, the one-year likelihood of surgery decreased 68%.



"I have seen significant improvement in my mobility! I'm moving with less pain and able to do reverse lunges and jump lunges again - something I didn't think I'd be able to do just a short while ago."

Quest Software employee, Hinge Health participant

Hinge Health is creating a new health care system, built around you. Hinge Health is the #1 digital clinic for joint and muscle pain, delivering superior member outcomes and proven claims reductions. Four in five health plans and employers with a digital MSK solution trust Hinge Health, including Land O'Lakes, L.L. Bean, Salesforce, Self-Insured Schools of California, Southern Company, State of New Jersey, US Foods, and Verizon.

Learn more at hingehealth.com

Quest's member outcomes*

67%

Reduction in pain

78%

Reduction in lost productivity

68%

Reduction in surgery intent