ByteRatio

CaseStudy

BACKGROUND

ByteRatio delivers mission-critical IT solutions—spanning cybersecurity, cloud computing, and agile software engineering —centered on a people-first culture that empowers both clients and talent to drive innovation.

PROBLEMS

ByteRatio's HR team struggled to manage employee healthcare support. **Staff often faced claim disputes**, **confusing EOBs**, and **trouble finding in-network providers** or scheduling appointments. These issues caused stress for employees and placed a heavy administrative burden on HR, pulling attention from other critical responsibilities.

HOW WE HELPED

TouchCare partnered with ByteRatio to make healthcare easier for employees and lighter on HR. We guided staff through confusing claims and EOBs, connected them with in-network providers, and even handled appointment scheduling. By taking on these time-consuming tasks, TouchCare freed up HR to focus on bigger priorities while giving employees faster, clearer support for their healthcare needs.

MEMBER REVIEWS

"Super awesome and helpful. Very informative and thorough with messages."

-ByteRatio Member

"Wonderful that all I had to do was get y'all the information, and it was handled."

-ByteRatio Member

AT A GLANCE

CHALLENGES

- Claim issues and confusing EOBs
- Trouble finding providers and scheduling
- HR overwhelmed with healthcare tasks

BENEFITS

- Simplified employee healthcare support
- Reduced HR workload
- Improved employee satisfaction

"We have been happy with our Touchcare services. Those that have used it have said it's AMAZING!"

Jamie Sansom
DIR. OF ADMIN, BYTERATIO

ByteRatio

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