

Creating a *Family-Friendly* Culture

Back-Up Care |

Virtual Tutoring |

Group Coaching |

Nursery Access |

Work+Family Space |



Client Story: Marsh McLennan



Marsh McLennan is a global financial services leader with over 11,000 colleagues across the UK and an additional 1,000 in Ireland. Its operations span two primary divisions: Marsh, the world's largest insurance broker for large-scale projects like construction and aviation, and Mercer, a consultancy specialising in health and employee benefits.

With a commitment to inclusivity and innovation, Marsh McLennan strives to lead by example in offering progressive workplace policies. As a family-friendly employer, the firm aims to empower its diverse workforce to excel in both their careers and personal lives.

12,000

Colleagues across UK and Ireland

74%

of employees say: "my organisation's family friendly benefits are part of the reason I work here."

The Challenge

Marsh McLennan recognised that modern employees expect more than just salary and pension—they seek comprehensive benefits that support their overall wellbeing. Understanding the importance of flexibility, the firm focuses on helping employees balance professional and personal responsibilities while providing additional support where needed.

A key driver has been Marsh McLennan's commitment to fostering diversity in senior leadership. The firm has made strides in advancing women into senior roles and positioning them within the leadership pipeline. To build on this success, Marsh McLennan aimed to enhance flexibility and support, empowering women, and people of all genders, to balance careers and family life, particularly during early childcare years.

Furthermore, the firm wanted to address the pressures of the "sandwich generation," helping employees who care for both children and ageing relatives manage these responsibilities while maintaining their productivity and career progression at work.

The Solutions

Since 2013, Marsh McLennan has partnered with Bright Horizons to deliver a suite of tailored services designed to alleviate work-life pressures and enhance colleague wellbeing.

These include:

- Back-Up Care
- Virtual Tutoring
- Group Coaching
- Nursery Access
- Work+Family Space

The Impact

The partnership with Bright Horizons has had a profound impact on both employees and the business. Key statistics and feedback include:

In 2024, Bright Horizons achieved:

| **98%** Fulfilment rate for Marsh McLennan

| **206** Employees supported

| **1640** Uses
across services such as Virtual Tutoring, Holiday Clubs, Adult Care and Nannies.

Back-Up Care

Marsh McLennan sees Back-Up Care as a vital benefit providing employees with reliable family care solutions when their regular arrangements break down or need to adapt to changing circumstances. This service supports work continuity and promotes inclusion by bridging care gaps during school holidays or enabling more adaptable hybrid schedules.

"I've used the service twice, and in both cases, the caregivers were excellent and really bonded with my children. Access to professional, vetted, ad-hoc childcare for unexpected circumstances, at a very reasonable cost, allowed me to work - which I would not have been able to do otherwise.

Employee feedback

"Backup care is a wonderful benefit because it helps reduce the stress of being a mum while juggling work and home life.

Employee feedback

"The benefit of having backup care means that I am able to be stress-free and not worry about how I will take care of my son during the holidays.

Employee feedback



The *Impact* of Back-Up Care

In 2025, Marsh McLennan recorded an 18% increase in registrations with completed profiles, a 28% rise in care recipient registrations, and a 54% uplift in Back-Up Care usage compared to 2024.

Employees at Marsh McLennan said having Back-Up Care available

100%

means breakdowns are less likely to impact my ability to work

100%

has a positive impact on my productivity and performance

100%

eases the mental load of managing work and family and helps me to focus on my work during the day

100%

reduces stress

These results underscore the value of Back-Up Care in fostering employee satisfaction, engagement, retention, and overall well-being.

Virtual Tutoring

In response to positive user feedback on Bright Horizons' Back-Up Care Solution, Marsh McLennan also introduced Virtual Tutoring for its employees in 2022. This service provides 1-1 tutoring sessions by award-winning experts, using Back-Up Care session allocations.

The tutors are amazing. My son has flourished at school, and his math skills are now at the expected age level after just three months of one-hour tutoring per week.

Employee feedback

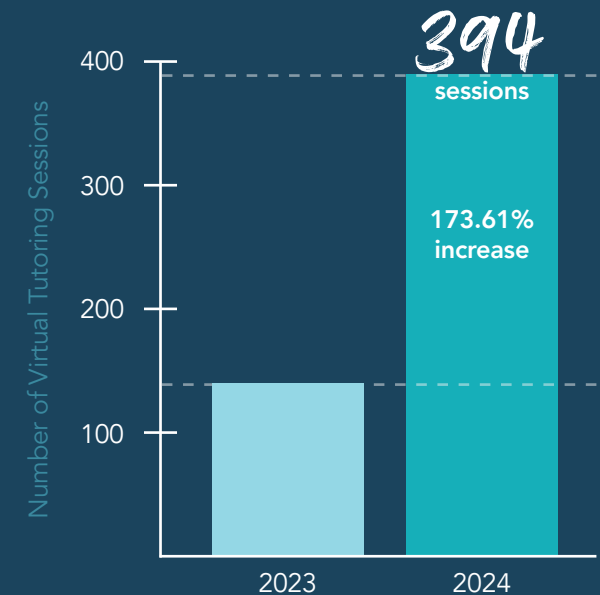
This has been a godsend for our family, and my daughter is really enjoying the sessions. It has greatly helped her with her schooling.

Employee feedback



The *Impact* of Virtual Tutoring

Marsh McLennan has found virtual tutoring to be a valuable support for both employees and their families, easing the worries of working parents about their children's academic progress. It provides structured support, helping children stay ahead in their studies while allowing parents to work with peace of mind.



In 2024, during the second year of Marsh McLennan using this service, their employees accessed 394 virtual tutoring sessions, reflecting a 173.61% increase in usage compared to the previous year.

Group Coaching

In 2021, Marsh McLennan expanded its benefits services further with Group Coaching – a programme that guides expectant and new parents through parental leave and on into successful working parenthood.

The group coaching is a safe space to normalise thoughts and plan ahead. For the last 10 minutes, an HR rep joins to deal with policy questions and otherwise it's a closed group.

The little cohorts of people are great because, with 11,000 colleagues across 70-something offices—funnily enough, not everybody knows everybody—but you've found yourself a little support group now that are in a similar situation to you.

Leah Gray, Benefits Manager UK&I at Marsh McLennan.



The *Impact* of Group Coaching

A 2024 survey evaluated how participants using Group Coaching rated their position before and after their sessions, focusing on their transition through parental leave and ongoing career success. The results at Marsh McLennan reveal a strong impact on participants' confidence levels after coaching:

43% rise in overall confidence in navigating this area.

41% boost in practical skills and know-how.

32% increase in confidence when engaging in influential conversations with stakeholders.

Marsh McLennan also found group coaching particularly appreciated by fathers, offering a supportive space to discuss their concerns and prepare for parenthood. These coaching sessions allowed partners on paternity or shared parental leave to voice their worries, or simply listen, with insights from practitioners helping to alleviate anxieties and offer new perspectives.

Nursery Access

Preferred enrolment and exclusive tuition discounts on full and part-time childcare at select Bright Horizons centres.

My daughter couldn't be happier attending nursery! Team and facilities are friendly and professional. My daughter has run into the building each day, which isn't normal for her, so a clear reflection of her experience.



Work+Family Space

A digital platform offering a wealth of resources, including webinars, expert advice, and life-stage-specific newsletters, all tailored to meet the diverse needs of employees as they navigate work and family responsibilities.



Why Bright Horizons?

For Marsh McLennan, the value of partnering with Bright Horizons is clear from several angles. From a financial standpoint, the significant number of days saved—where employees don't need to take time off to manage childcare or family care—has been a key benefit. For the HR team, the flexibility provided by Bright Horizons' services supports career progression by helping employees balance family responsibilities.

While there are measurable statistics around ROI in terms of absence and presence, Marsh McLennan primarily views these benefits as crucial for retention and attraction of top talent. As a global firm, offering family-friendly policies is essential to stay competitive.

Bright Horizons continues to introduce innovative solutions, offering fresh perspectives and services that meet Marsh McLennan's evolving workforce needs, from webinars to virtual tutoring and support for family bereavement. By offering these benefits, Marsh McLennan demonstrates that being a family-friendly employer is not just words, but a genuine, actionable promise.



Leah Gray, Benefits Manager for UK&I at Marsh McLennan, shared her thoughts on the relationship between their company and Bright Horizons:

“What I think is great about Bright Horizons is how it has evolved—thinking outside the box – and sharing these stories with our colleagues to help them realise the diverse benefits available to them.

“That is what I like about Bright Horizons – you're the ones who come up with new ideas. To be honest, I don't often sit down and think, 'Right, what more can we do to support parents and carers?' because you're usually ahead of the game and provide us with suggestions to consider.

“It's a long-standing relationship that really works, always feels fresh, and stays innovative and future-focused.



The colleagues of Marsh McLennan, agreed on how they feel supported by their company benefits and Bright Horizons making them feel more confident in their workplace.

90%

My manager cares about my work and home balance

80%

I feel confident discussing family related issues with my employer

82%

My organisation cares about my work and home balance

76%

I feel confident my employer will take account of my family responsibilities and treat them fairly



About Bright Horizons

What we do

For more than 35 years, Bright Horizons has been supporting the evolving needs of working families and their employers. We create, develop, and deliver solutions that remove barriers to performance, talent and diversity in our clients' businesses and help them succeed in their goals.

We address the wide range of challenges facing parents and carers in the workplace today, enhancing our clients' ability to attract and retain key talent, giving their teams the peace of mind and confidence to do their best work.

How we do it

Bright Horizons' services include workplace and partnership nurseries, coaching and development provision, digital resources, and manager guidance, plus Back-Up Care for adults, children of all ages - and even pets.

We provide our clients with access to live usage and engagement analytics on their programmes, and also keep them updated with ongoing research findings and benchmarking data.

Who we are

- We have operations in the UK, US, India, Australia, and the Netherlands. 1,300 clients globally, over 400 in the UK.
- We have been recognised as a UK Best Workplace by the Great Place to Work Institute every year since 2006, and are actively committed to Diversity, Equity, Inclusion and Belonging, and to Mindful Business practices.
- We strive to minimise negative environmental impact guided by our Future Earth green agenda and, through our registered charity the Bright Horizons Foundation for Children, to make a positive difference in the lives of children and families in crisis.

Our family of services includes:



Reliable, flexible **Back-Up Care** options for children of all ages, adults and elders - **and even pets** - when usual arrangements break down or schedules change. Back-Up Care is a trusted Plan B that protects productivity and supports wellbeing.



One to one **Virtual Tutoring** in 35+ subjects for children (aged 4-22 years) and also school entrance exam preparation. Tailored tutoring helps confidence and achievement, while easing parents' concerns about their child's education and mental health.



Work+Family Space, an easily searchable and personalised hub for all matters work and family, and a vital resource for busy workers. Filled with a world of information, tips, webinars and expert advice, there's something for everyone - whatever their life stage or personal situation.



Our innovative **Parental Leave Toolkit** is a digitised coaching solution delivering timely checklists and advice to the individual and their manager at every point in the journey, making a significant difference to return rates.

Beyond the parent transition, we've developed tailored coaching programmes for our clients on many major life events.



Workplace Nurseries and Nursery Partnerships provide parents with reassuringly high-quality and convenient care at, or near, their workplace.

The ultimate "sticky benefit" and a real game-changer for retention.

Get in touch to discover how we can help your business and your employees:



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