

# Global Child-Care Provider

# 1,000

## Interactions Logged in 2 Months

**Test ONEsupport** <TestONEsupport@brighthorizons.com>  
to me, ebenishek@intact-tech.com

**Incident 114417**

We are pleased to inform you that a request has been added to ONEsupport that the requester CC'd you on. The ticket # is 114417. Please retain this number for reference purposes.

Customer Name: Suraj Patel  
Phone:  
Email:

**Potential COVID Exposure Info:**  
Center Number: TEST  
Center Name: TEST  
Group Exposed: Staff, Teacher/Admin  
Case Type: Positive Parent  
Name: TEST  
Has the person in our center been isolated and removed? N/A  
Date last in center: 2020-08-04  
Provide relevant details in chronological order: TEST

**Classifications:**  
Service: Covid-19 Response  
Category: Potential COVID-19 Exposures  
SubCategory: General

Description: - (Submitted by Suraj Patel - Suraj Patel via Portal)

Bright Horizons

## GLOBAL CHILD-CARE PROVIDER AUTOMATES VISIBILITY INTO COVID-19 EXPOSURE ACROSS ITS NETWORK

### THE CHALLENGE

Bright Horizons, a child-care provider who operates more than 1,000 child-care centers worldwide, needed an effective way to manage COVID-19 interactions at all of their locations. They were tracking all reported COVID-19 incidents and potential COVID-19 exposure across all centers in a Microsoft Excel spreadsheet. There was little collaboration between team members, details were being missed and misinterpreted, the process was cumbersome, there was little to no visibility and reporting to help them manage this process, and it was impacting their ability to manage the data and use it to make decisions for their business. As reported incidents continually increased, they knew they needed a much better way to manage this process. If one of their centers closed down, it would have a direct impact on their business and brand, and on the health and safety of staff, parents, and students. Bright Horizons' taskforce asked their CIO for help, and the CIO asked Intact and Cherwell for help.

### HOW INTACT AND CHERWELL HELPED

In partnership with Cherwell, Intact's Managed Service ONPOINT replaced the Excel spreadsheet process with a COVID-19 Response application in Bright Horizons' Cherwell self-service portal. Now, child-care centers worldwide can log into the portal and fill out a COVID-19 interaction form that kicks off a workflow process and ticket for the COVID-19 response team to manage.

ONPOINT created role-based fields on this form to ensure data collection and storage one on single form with varying levels of accessibility to the information collected in that form, plus created a report for these forms to ensure collected data is properly processed and communicated. Bright Horizons can now leverage collected data for reports, dashboards, and communication across its centers.

### THE IMPACT

In the 2 months since the COVID-19 response application was implemented by ONPOINT into Cherwell, Bright Horizons has logged over 1,000 interactions. Bright Horizons now has visibility into COVID-19 exposure across its global network. This is critical for reducing the risk of its centers closing down and driving a negative perception of the Bright Horizons brand and for empowering data-driven decision-making as it shapes and plans its overall strategy for safely reopening.