

Rentokil Terminix Delivers AI-Powered Benefits Decision Support to 20,000 Employees

The Challenge

For Rentokil Terminix, the frontline is the workforce. With operations in nearly every U.S. state, thousands of technicians spend their days moving between job sites. A technician sitting in a parking lot between service calls needs to be able to pull up benefits guidance on their phone and get a clear answer before the next appointment.

What employees had was static information with no connection to what they were actually eligible for. Benefits eligibility varies by location and zip code, including High Performance Network medical plans. HPNs are one of the most effective levers employers have for controlling healthcare costs, but only if employees actually enroll in them. Without system-connected guidance, navigating the complexity fell to the employee.

What They Needed

- ✓ Mobile-first support that works in the field, not just desktop
- ✓ Personalized benefits guidance based on each employee's actual eligibility, employment status (full vs. part time), and location
- ✓ General HR Q&A for everyday employee questions beyond benefits
- ✓ Workday integration to apply eligibility rules automatically
- ✓ An escalation path so HR could handle edge cases with full context

99.8%

Case Deflection

Fewer than 1% of cases needed to be escalated to HR

“It went a lot smoother than any of us anticipated. We were very frank at the beginning, skeptical of the timeline. But the Cascade team was absolutely wonderful to work with.”

– Senior HR Leader, Rentokil Terminix

Implementation

Rentokil Terminix, working with their Mercer consulting team, selected Cascade AI as its employee support platform. Selecting Cascade through the Mercer Health Transformation Collaborative meant access to best-in-class solutions at a competitive price point.

Cascade deployed benefits decision support and HR Q&A across Rentokil Terminix's full U.S. footprint in roughly 6 to 8 weeks, covering Workday integration, eligibility logic, and escalation routing.

The Rentokil Terminix team was upfront about being skeptical of the timeline. Implementation went smoother than anyone anticipated, and the Cascade team turned around requested improvements quickly throughout.

4-6

Weeks

to deliver a complex implementation by Cascade and Rentokil Terminix

- **Deep Workday integration:** Eligibility rules, including location and zip code-based High Performance Network availability, applied automatically. Employees only saw plans that applied to them.
- Cascade provided both benefits decision support and general HR Q&A, giving employees one place to go for benefits guidance and everyday HR questions.

Results

The first open enrollment with Cascade demonstrated what changes when benefits guidance is designed around how employees actually work.

Fewer than 1 in 500 questions required human intervention.

Across both benefits decision support and general HR Q&A, employees got answers without waiting on HR.

Employees saw only the plans they were eligible for, including High Performance Network options.

Workday-driven logic handled location-based availability automatically, giving employees clearer paths to higher-value plans.

Legacy decision support tool fully replaced.

The previous vendor was eliminated, reducing cost while delivering a more personalized, AI-powered experience.

HR gained visibility into employee needs.

Centralized interactions gave Benefits and HR teams clearer insight into question patterns and where employees needed the most support.

Rentokil Terminix is now evaluating how to extend AI-powered support beyond benefits into broader HR and operational workflows.