



CASE STUDY

# VMware Expands Ergonomics Program Globally with One Expert and Cority Enviaance

VMware software powers some of the world's most complex digital infrastructures, making it one of the fastest-growing global software companies. Headquartered in Palo Alto, California, VMware is committed to acting as a force for good, which is why it decided to create a global ergonomics program in 2012 that could help its rapidly expanding workforce avoid office-related injuries. Over the next seven years, VMware grew from 3,000 employees to more than 39,000. But with help from Cority Enviaance, the company rolled out the ergonomics program to its entire workforce with just one full-time ergonomic program manager.

VMware is known worldwide for its innovations in cloud, networking, digital workspace, and security software. Diverse industries ranging from banking to transportation use its technology to empower their employees and operations.

In 2012, the growing popularity of VMware products led the company to expand its ergonomic team. The company also acquired other businesses, which meant taking on more new staff.

With its workforce growing rapidly, VMware decided it was time to improve its workplace safety. One priority was to create new ergonomic processes that could help employees remain injury-free at work.

## Strategy

### Putting Workforces Well-Being First

VMware's goals for its ergonomics program originate in its commitment to help

employees work comfortably, reduce work-related injuries, maximize productivity, and provide employees with a proactive, high-quality service. Additionally, VMware wanted to use the program to address common scaling and facilities challenges, including standardization of ergonomics equipment and adherence to regional health and safety laws.

However, with the company's workforce growing quickly at multiple sites and into new regions, VMware needed an easily scalable solution to better manage budgets across the organization.

### Scaling Up Ergonomics Efforts

VMware put Shari Prater Arribere, global ergonomic program manager at VMware, in charge of the project. She had worked for VMware as a part-time consultant before the company asked her to go full time and take the project worldwide using Cority Enviaance SaaS solution for office ergonomics.

#### INDUSTRY

Technology

#### REGION

Global

#### ORGANIZATION SIZE

39,000 +

#### SOLUTIONS

Office Ergonomics Solution

#### CHALLENGES

Deploying and scaling an office ergonomics program for VMware's rapidly growing enterprise

#### RESULTS

VMware trained and assessed employees' risk around office ergonomics and plans to add Cority Enviaance case management functionality after initial success

#### IMPACT

A single VMware ergonomic program manager expanded the global program from 3,000 to 39,000 employees with Cority Enviaance



“After managing the office ergonomics program at the Palo Alto headquarters, VMware was so happy with the results that leadership asked me use Cority Enviance to roll out the program to all 58 countries,” Prater Arribere said.

Prater Arribere and VMware kicked off the project by creating a global ergonomics playbook that would serve as a corporate-wide standard for all office ergonomics activities. However, a greater challenge remained ahead: training and assessing thousands of new staff and generating data about where to focus limited resources.

## Solution

### Rolling Out Assessment and Training Tools

VMware began offering new employees a voluntary ergonomics training program through Cority Enviance. As part of the onboarding process, new employees receive a welcome email from VMWare, automated

While the onboarding approach is simple, it’s been effective. In fact, Prater Arribere estimated that 70 percent of new employees take the online assessment after receiving the welcome email.

### Reducing Risk from Country to Country

As part of the training process, Cority Enviance shows employees how to correct their work habits and uses the self-assessments to identify those who engage in risky behaviors or work in an injury-prone environment. When employees report persistent problems they can’t resolve themselves, VMware arranges for an external ergonomic consultant to see them. Prater Arribere then uses data filters in Cority Enviance to prioritize which employees receive help.

“On the first day of every month, I run a filter to see how many people have taken the online training and rated themselves as high risk,” Prater Arribere said. “I do this for every single building in every single country.



Staff served by the global ergonomics program



46% reduction in employees at high-risk for injury



Only one full-time ergonomics expert

“I CAN’T IMAGINE NOT HAVING CORITY ENVIANCE. I KNOW THERE ARE OTHER WAYS TO COMPLETE THESE TASKS, BUT I DON’T THINK THEY’RE AS EFFICIENT OR EFFECTIVE.”

**Shari Prater Arribere**  
Global Ergonomic Program Manager, VMware

by Cority Enviance. When employees click the link in the email, Cority Enviance takes them through a 30-minute, self-guided integrated training and assessment. Using interactive visual guidance, the program teaches employees best practices on how to avoid workplace injuries.

Cority Enviance then gathers data on which employees are at risk of injury by taking them through self-assessments. Employees view photos of different desk setups and select the images that best represent their own sitting habits, such as the way they angle their monitor. Cority Enviance records the answers and calculates the employee’s injury risk.

If employees haven’t corrected their red flags after 60 days, I make sure a consultant sees them. Using this process, VMware has reduced the number of employees at high risk of injury by 46 percent since the start of the program.”

## Impact

### Saving Time Through Automation

Running the program with Cority Enviance allows Prater Arribere to minimize the time she spends on training and administration. As a result, she has expanded the program globally without additional full-time help.

“With Cority Enviance, the basic training is all done before I see anyone, and that saves me a half hour per person,” Prater Arribere said. “I can’t imagine not having Cority Enviance. I know there are other ways to complete these tasks, but I don’t think they’re as efficient or effective.”

Staff responses to the program have been positive, and internal surveys showed a 93 percent approval rate among employees.

### Planning Future Ergonomics Investments

Starting this year, VMware will use Cority Enviance’s case management functionality to schedule and track individual employee ergonomic evaluations. Not only will this help Prater Arribere to work more efficiently, the case management functionality will also enable Prater Arribere to provide more customized solutions.

“The case management functionality will save a ton of steps,” Prater Arribere said. “Ergonomists will be able to sign in, grab a report, and see a prepopulated case with red flags already identified.”

Although the case management functionality will help VMware provide better ergonomic resources and support, Prater Arribere still had to get approval from VMware stakeholders before adding the feature. Fortunately, the data in Cority Enviance made it easy to secure leadership buy-in.

“Last year, our leadership asked for the ROI on our office ergonomics program, and we easily and quickly showed that the money we spend on Cority Enviance was less than what we spend on snacks for employees,” Prater Arribere said. “It was so streamlined and

efficient that there was no way they could say no.”

By adding the software’s case management functionality, VMware can continue to scale the program by converting current manual program administration tasks to automated ones, allowing ergonomics expertise to be applied where it’s most needed.

### Continuing to Grow Efficiently

As of 2020, VMware has 39,000 staff in offices spanning 116 buildings in 58 countries. The company acquires three to five businesses each year and will continue to train and monitor staff on office ergonomics issues.

Fortunately, VMware has risen to the challenge. Its global ergonomics program is cost efficient, modern, and scalable — just like the software it creates.

“I’VE KNOWN ABOUT CORITY ENVIANCE FOR YEARS, BUT TO ACTUALLY DEEP DIVE LIKE THIS WITH THE CORITY ENVIANCE CUSTOMER SUCCESS MANAGEMENT TEAM HOLDING MY HAND HAS BEEN INVALUABLE.”

Shari Prater Arribere  
Global Ergonomic Program  
Manager, VMware



## Let’s start the conversation.

*Contact us today for more information.*

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