

Cocoon vs. other leave providers

Traditional leave providers handle leave manually—creating room for error, a subpar employee experience, and making leave a black box for both employers and employees. Cocoon’s design-forward software automates more parts of leave than any solution on the market, making Cocoon more reliable and easier to use.

	Cocoon leave management software	Traditional leave providers (e.g. Sedgwick, carrier solutions)	Other leave technology solutions (e.g. Tilt, Sparrow)
Employee leave planning	Employees can explore options in Cocoon at any time and privately <u>plan a leave in <10 minutes</u>	Employees notify HR and have an intake call with a rep from the provider just to explore options	Employees submit their leave via an intake call or online form and wait for final plan from a rep
Compliance	Software codifies <u>40+ federal/state leave laws</u> with your policies and auto-sends required notices	Humans must intake 20+ data points to <u>manually determine eligibility</u> and send required notices	Technology supports human teams to manually determine eligibility and manually send required notices
Claims	Cocoon handles employer portion and gives employees a customized dashboard with step-by-step guidance	Employees navigate claims on their own—resulting in room for error and missed claims	Employees navigate claims on their own or vendor files on employees’ behalf—resulting in room for error, lack of privacy, and missed claims
Payroll calculations	Automated with software for accuracy. Employees and admins have real time visibility into pay sources	Not typically offered	Done manually in spreadsheets. Employees and admins must request updates when leaves change.
Employee support	Support Team focuses only on <u>helping employees</u> ; average reply time of 3 hours 37 minutes during business hours and a CSAT score of 90	Reps are responsible for complex leave admin (e.g. compliance) and helping employees; SLAs between 48 and 72 hours	Reps are responsible for complex leave admin (e.g. compliance) and helping employees; SLAs between 24 and 48 hours
Leave plan updates	Employees can <u>update their plan</u> in a few clicks and all relevant compliance, claims, and pay details update automatically in real-time. Admin dashboard is automatically updated	Employees must contact a rep to make changes; rep manually updates relevant details and communicates changes via email	Employees must contact a rep to make changes; rep manually updates relevant compliance, claims, and pay details and communicates changes via email
Admin leave tracking	Dashboard with view of all leaves, plus granular details on each employee’s leave timeline, claims status, pay, documents, and eligibility	Limited visibility into employee leave, eligibility, or claims information — Admins rely on reps to provide info	Limited visibility into employee leave, eligibility, pay, or claims information — Admins rely on reps to provide info
Admin reporting	Real time in-product <u>reporting on population trends</u> like average policy time used and benefits recouped	No “source of truth” data hub results in limited visibility into population-level trends	Admins request custom reporting on an ad-hoc basis
ADA leave accommodations	Seamless in-product support for request, review, and approval processes; ongoing leave tracking	Manual request and review processes; limited or no in-product tracking	Manual request and review processes; limited or no in-product tracking