



Lauren Maher
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CASE STUDY

Modernizing Compensation Management at Amwell with CompLogix

Amwell, a company that offers payers and health systems a single, comprehensive, technology-enabled care platform, has long been at the forefront of delivering digital-first healthcare solutions. With offerings and programs that span the full continuum of care, including urgent, acute and specialty care, behavioral health and services for the treatment of chronic conditions such as heart and cardiometabolic diseases,—Amwell’s mission is to enable greater access to more affordable, higher quality care. During the COVID-19 pandemic, the company made a strategic shift, embracing a fully remote working model and went public in 2020.

This operational pivot brought significant challenges, especially for the HR team tasked with managing compensation for nearly 1,000 employees across the globe. Lauren Maher, Amwell’s Senior Manager of Compensation, described her early days at the company as eye-opening:

“When I started, the process was entirely manual – spreadsheets everywhere. It was overwhelming. Leaders were expected to fill out 60 spreadsheets, send them back, and then we’d have to aggregate everything. I thought, ‘Sure, I’ll do this now, but I’m not doing this again next year.’”

The Challenge: An Outdated Process

Before implementing CompLogix, Amwell relied on spreadsheets for its compensation planning, which introduced several pain points:

» **Data Security Risks:**

"We were constantly on edge. There's always a risk when you're emailing comp data in spreadsheets. Sometimes, spreadsheets would be sent to the wrong person, even if they were password-protected. It was a nightmare for data security."

» **Administrative Burden:**

"The manual effort was exhausting. Preparing the spreadsheets, collecting them, and aggregating the data—it all added up to hundreds of hours. And then there were the comp statements. Generating those letters was another 20 to 30 hours on top of everything else."

» **Scalability Issues:**

As Amwell expanded globally, handling different currencies and ensuring consistency across international teams became increasingly difficult.

Lauren knew that to stay efficient, the company needed a modern, secure, and scalable solution.

"I'd used CompLogix—back when it was called Harvest—at a previous job. We had 20,000 employees at the time, so I knew if it worked there, it would be perfect for a company our size."

The Solution: Choosing CompLogix

Lauren and her team selected CompLogix for its simplicity, flexibility, and security. From the start, the platform proved to be a perfect fit for Amwell's unique needs:

"We wanted a system that was easy for leaders to use. They should be able to log in, do what they need to do, and get out without a bunch of questions. CompLogix delivered that simplicity while giving us the flexibility to make adjustments year after year."

The configurability of the platform was a standout feature.

"Every year, we've added a new feature or made a change, and the CompLogix team has been fantastic. I'll share my vision, and they'll work with the developers to bring it to life. It's so seamless. We're not just handed a one-size-fits-all solution; it truly fits our business."

CompLogix also addressed Amwell's global operations. Lauren explained,

"We track budgets in USD, but with employees in different countries, we need to manage multiple currencies. CompLogix makes that easy. It's built for the complexities of businesses like ours."

Another benefit was the platform's ability to accommodate Amwell's virtual-first model:

"With everyone working virtually, we don't have in-person meetings where managers hand out comp statements. Now, managers can generate PDFs for their teams, hold virtual one-on-ones, and email the statements. It's streamlined and professional."

The exceptional customer service provided by CompLogix further enhanced the experience. Lauren praised the team's responsiveness and expertise.

The Impact: Efficiency, Security, Scalability—and Stellar Support

Implementing CompLogix transformed Amwell's compensation planning process. Lauren highlighted the key benefits:

» Time Savings

"We save about 2 days on the front end and 2 days on the back-end of planning by eliminating spreadsheet prep and consolidation. Leader reports are now a click away, saving hours of reporting prep. Comp statement prep and sending takes 4-5 hours less than before, and with the system already configured, we save a few hours of setup time each year. Overall, at least 40 hours of work time is saved each week."

Lauren added, *"That time can now be used to help leaders plan more meaningful compensation for their employees, while also cutting down on the planning period to give leaders more time back."*

» Improved Security

"The system's audit trails and tracking capabilities give us peace of mind. We know exactly who made changes, and there's no risk of sending sensitive data to the wrong person anymore."

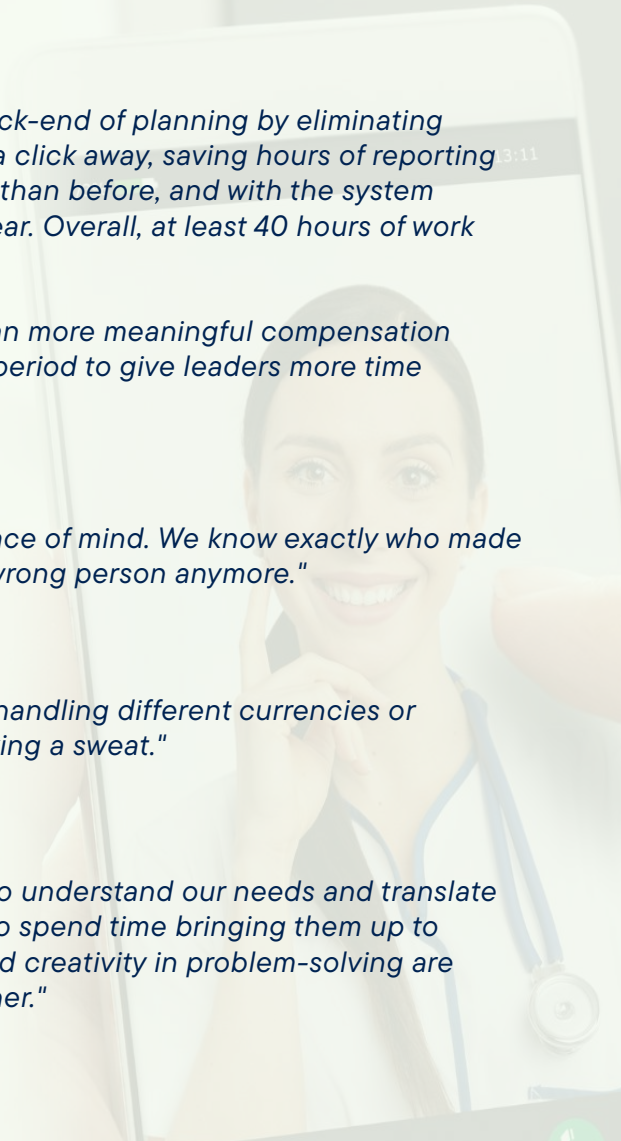
» Scalability

"As we've grown, the system has scaled with us. Whether it's handling different currencies or managing larger datasets, CompLogix keeps up without breaking a sweat."

» Outstanding Support:

"The CompLogix team goes above and beyond. Their ability to understand our needs and translate them into actionable solutions sets them apart. I never have to spend time bringing them up to speed—they get it right away. And Brandi's responsiveness and creativity in problem-solving are invaluable. We've never had an issue we couldn't solve together."

"The team at CompLogix is fantastic—responsive, helpful, and experienced. Our customer success representative, Brandi, has been incredible. She's super responsive, understands the system so well, and translates our needs into solutions seamlessly. Even if there's something we can't do exactly as planned, she'll always provide alternatives. Their experience with other clients also helps—they often share ideas from similar use cases that we hadn't considered. It's like having a partner that truly gets our business."



A Modernized Future

Lauren summed up the transformation succinctly:

"CompLogix has taken the stress out of compensation planning. It's secure, efficient, and easy for our leaders to use. We've gone from the Stone Age of spreadsheets to a modern, streamlined process."

For Amwell, adopting CompLogix wasn't just a technological upgrade—it was a leap forward in how the company approaches compensation management, enabling HR to focus on supporting its growing, global team.



To learn more about CompLogix,
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