

Quarterly Report

1 July 2024 – 30 September 2024

Executive Summary

Adoption & App Engagement

- *10 new sign ups this Q1 with 20% adoption rate. Total cumulative sign ups is 100.*
- *100 new self guided app sessions utilised*
 - *4 average sessions per user*
 - *Top 3 session: Morning journal, deep breathing and anxiety*

Coaching & Clinical Utilisation

- *5x coaching credits utilised this quarter. Total of 50 credits utilised.*
 - *5/5 rating*
- *5x clinical credits utilised this quarter. Total of 50 credits utilised.*
 - *5/5 rating*

Executive Summary

Holistic Utilisation

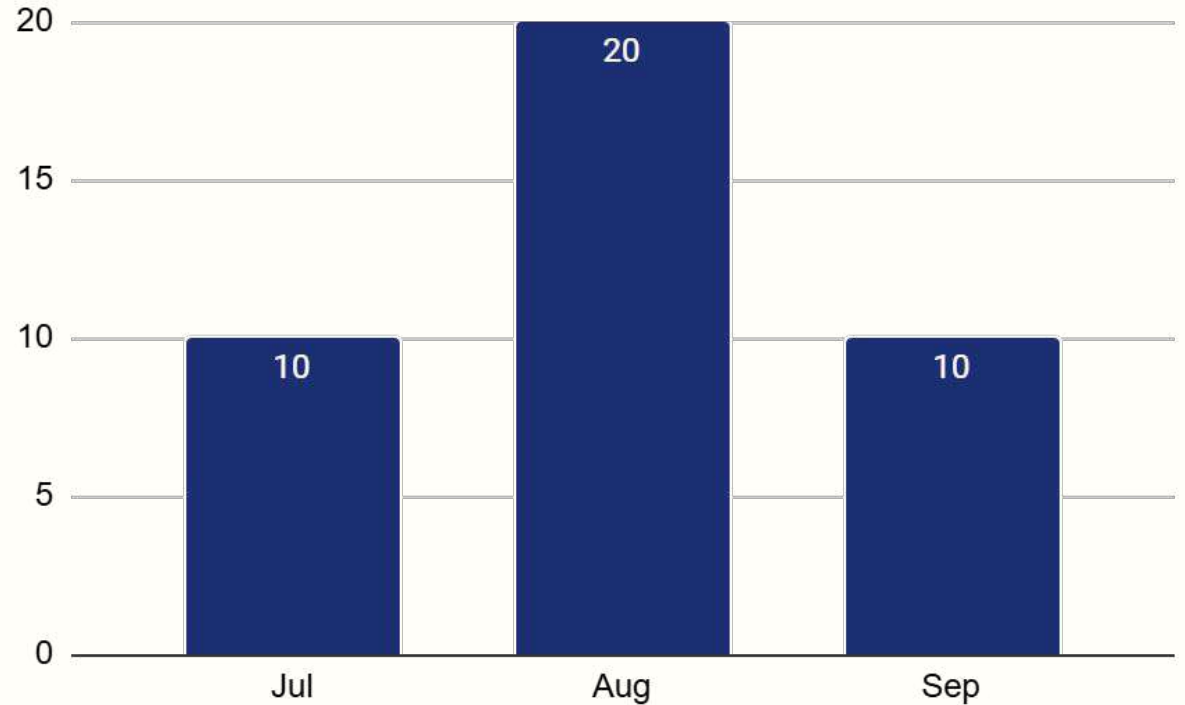
- 5x coaching credits utilised this quarter. Total of 50 credits utilised.
 - 5/5 rating
 - 1x fitness
 - 2x financial
 - 2x nutrition

Webinar & Helpline

- 5 webinars conducted this quarter
 - 5/5 rating
- 5 helpline calls received this quarter (low risk). Total of 10 calls received.

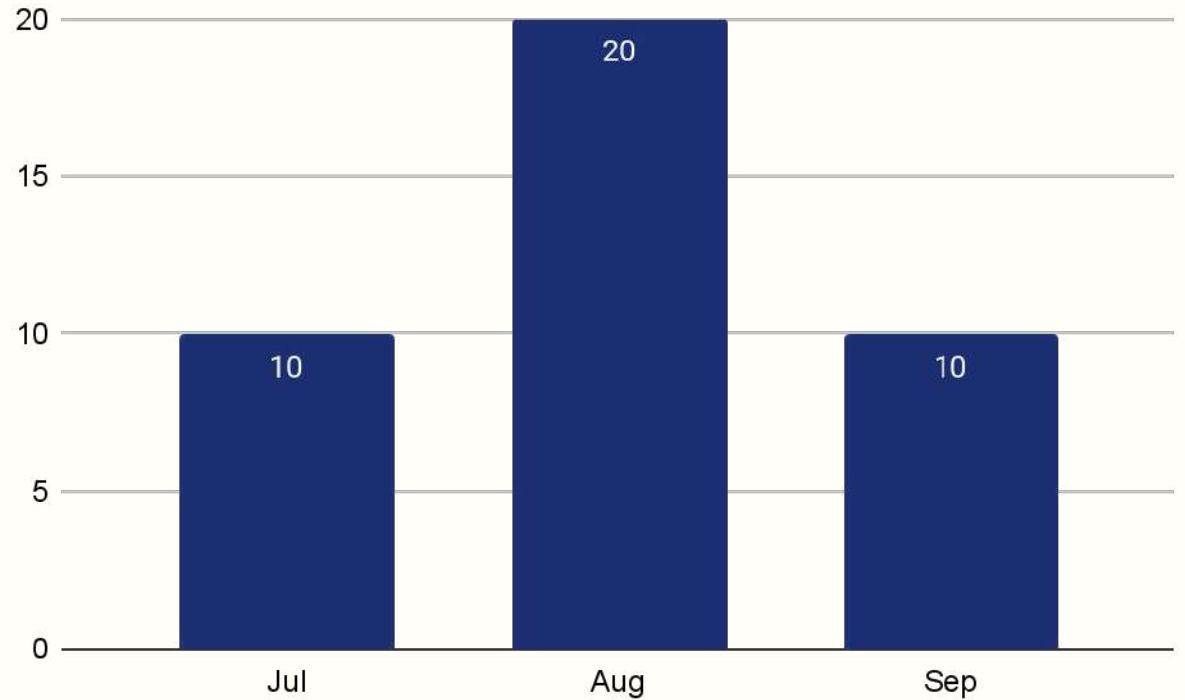
Monthly Trends: Adoption

Adoption Trends
No. of App Sign-ups



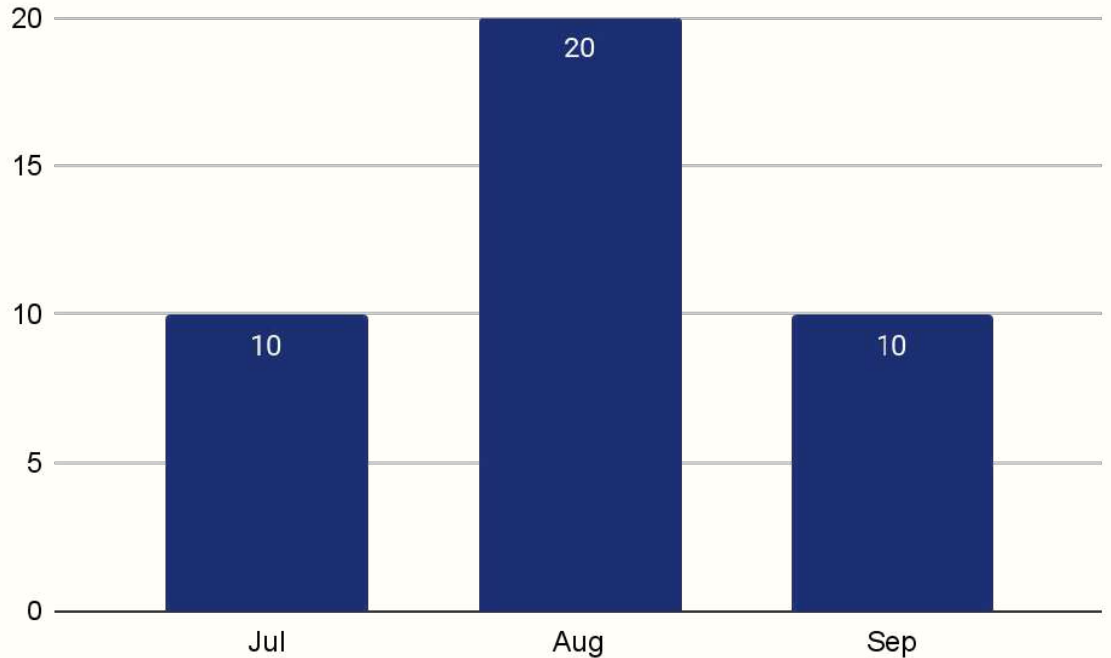
Monthly Trends: App Sessions

App Session Trends
No. of Self Guided App
Sessions Utilised



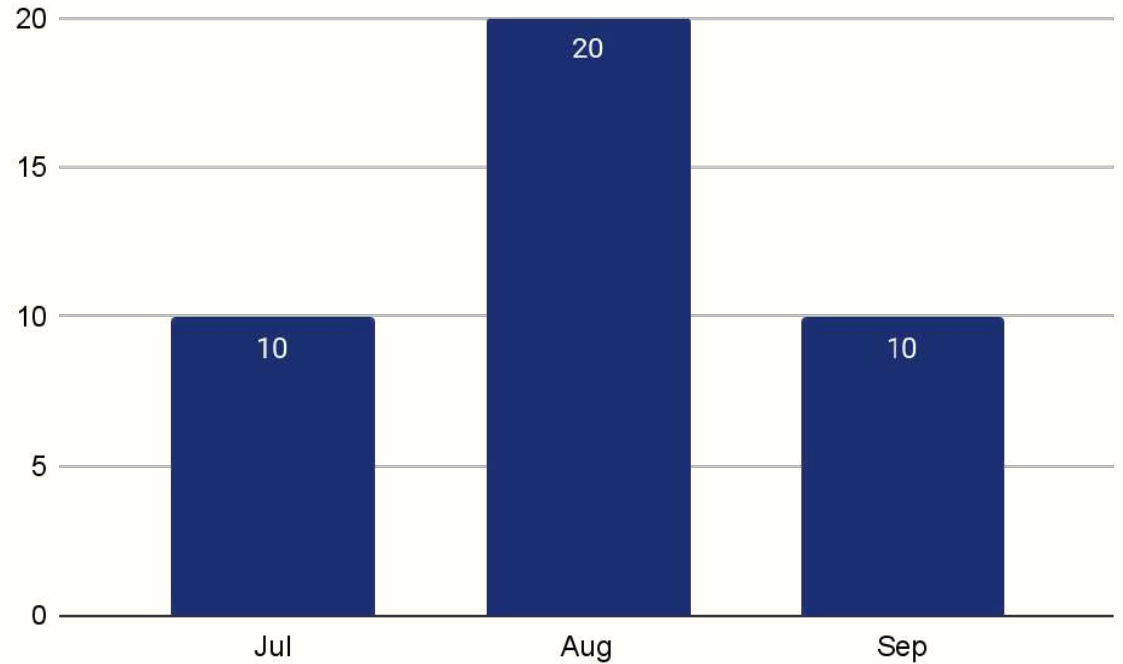
Monthly Trends: Coaching Utilisation

Coaching Utilisation Trends
No. of Coaching Credits
Utilised



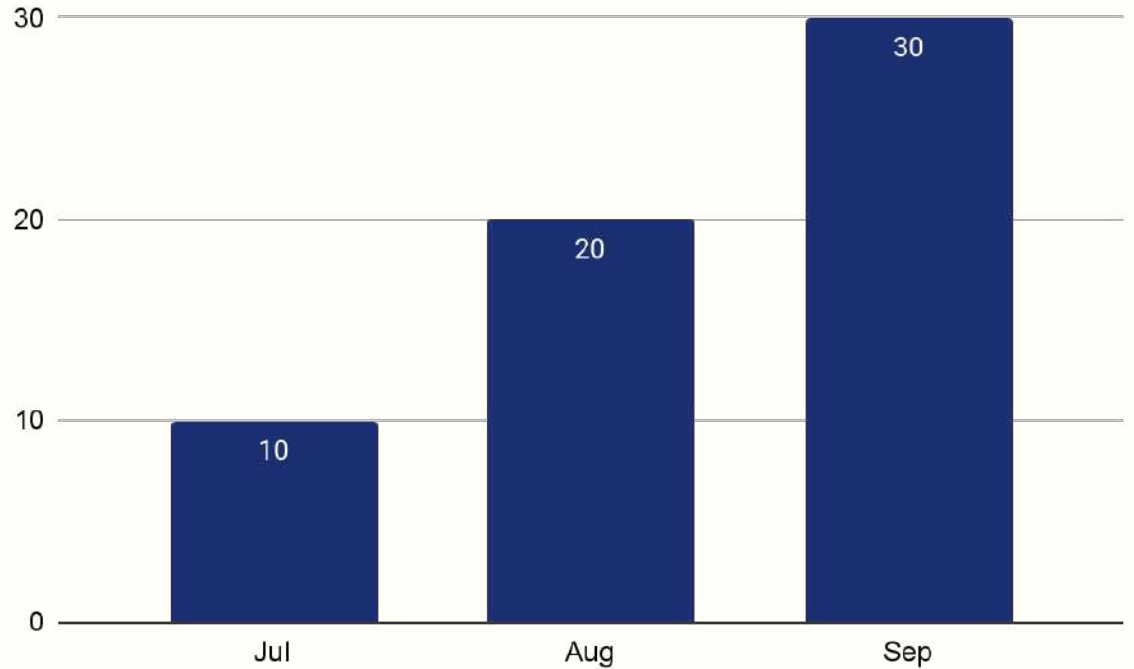
Monthly Trends: Clinical Utilisation

Clinical Utilisation Trends
No. of Clinical Credits Utilised



Monthly Trends: Holistic Utilisation

Holistic Utilisation Trends
No of Holistic Credits Utilised



01

Adoption

This is the number of users who have signed up on the app. Adoption rate is the no. of users signed up on app/HC per LOE.

Adoption Breakdown

Overall Insight

Department with the highest number of sign ups:

- Dept E

Departments with the lowest number of sign ups:

- Dept D

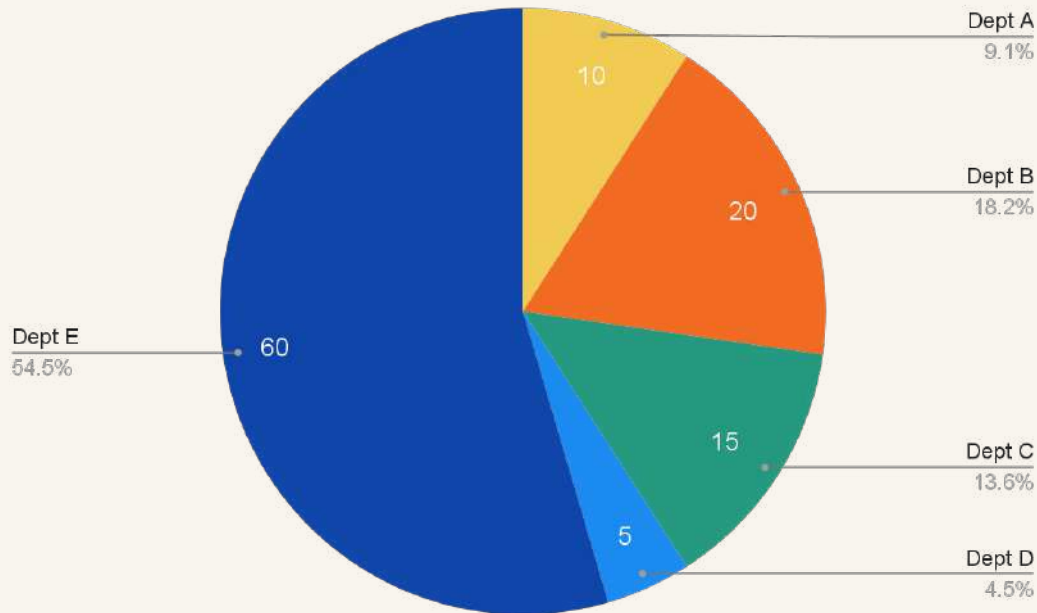
100

Total Sign-ups

10 dependents sign ups

20%

Adoption Rate

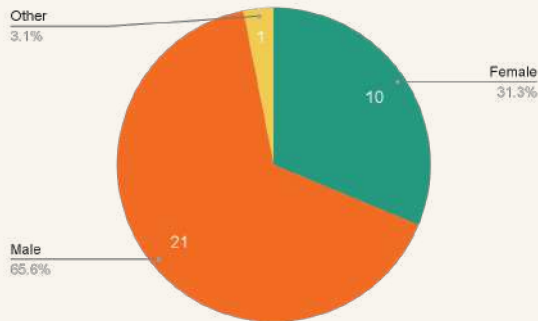


Adoption Breakdown

Overall Insights

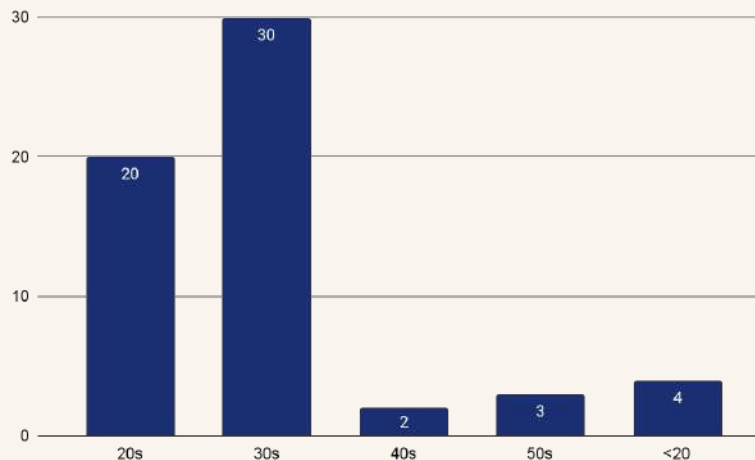
- Higher proportion of females have signed up with the app compared to males
- Majority of sign-ups fall within the age of 30s, followed by 40s and 20s

Gender Breakdown



*Note: Please be advised that above figure may not tally with total sign ups due to incomplete/undisclosed information provided by the user as information is not mandatory during sign up

Age Breakdown



*Note: Please be advised that above figure may not tally with total sign ups due to incomplete/undisclosed information provided by the user as information is not mandatory during sign up

02

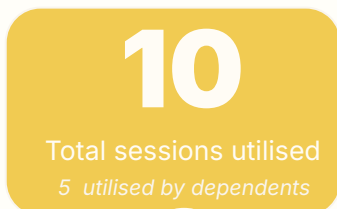
App Engagement

This is the user interaction and utilisation of the Intellect App. It includes user activity and engagement through the various services and features available on app specifically on the utilisation of self guided app sessions.

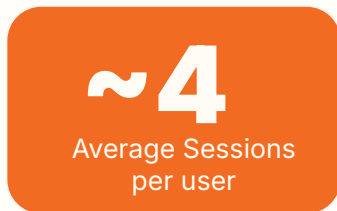
App Engagement

Overall Insights & Recommendations

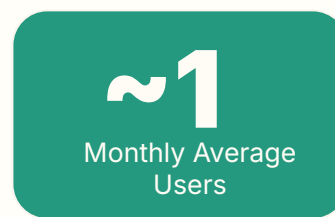
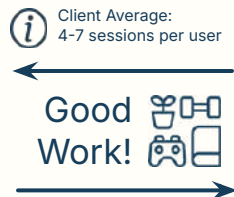
- High active users with healthy engagement of diverse app programs and self-care sessions
- Top sessions for March 2024:



i Total Session sessions only counted. Includes guided journal c...
i self guided app sessions are counted. Includes journal, rescue, well being quiz.



i Ave session per User: Average self guided app sessions utilised per user



i MAU: Average utilised/interacted with any of the app features at level



i MRU: Average percent of active users who utilised/interacted with app more than once (MRU/MAU)

Breakdown of App Sessions & Topics

Wellbeing Check Ins



Personal Insights



Learning Path Session

Your Sleep Experiences
Visualisation Meditation
What is Emotion Regulation?
20 Sessions

Guided Journals

Future Self Journal
Problem-Solving Journal
Reflection
10 Sessions

Rescue Sessions

Low mood
Insecurity
Feeling lost
20 Sessions

Daily Exercises

Pre sleep relaxation
Leaves on a Stream Meditation
Forest Stream
40 Sessions

Note: Learning Path session count includes "Getting Started" sessions

03

Coaching Utilisation

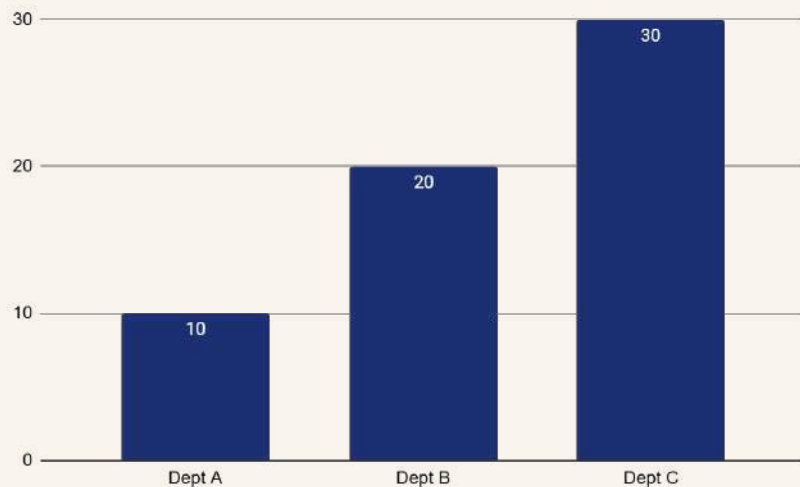
This refers to the extent of coaching services utilised through the app. It comprises of calculating number of coaching credits used, number of users who utilised coaching credits, as well as identifying areas of concern etc.

Coaching Utilisation

Overall Insights & Recommendations

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Team/Country Breakdown of Coaching Credits Utilised



20 Total Coaching Credits Utilised
1 credits utilised by dependents

5 Coaching Credit Utilised This Quarter

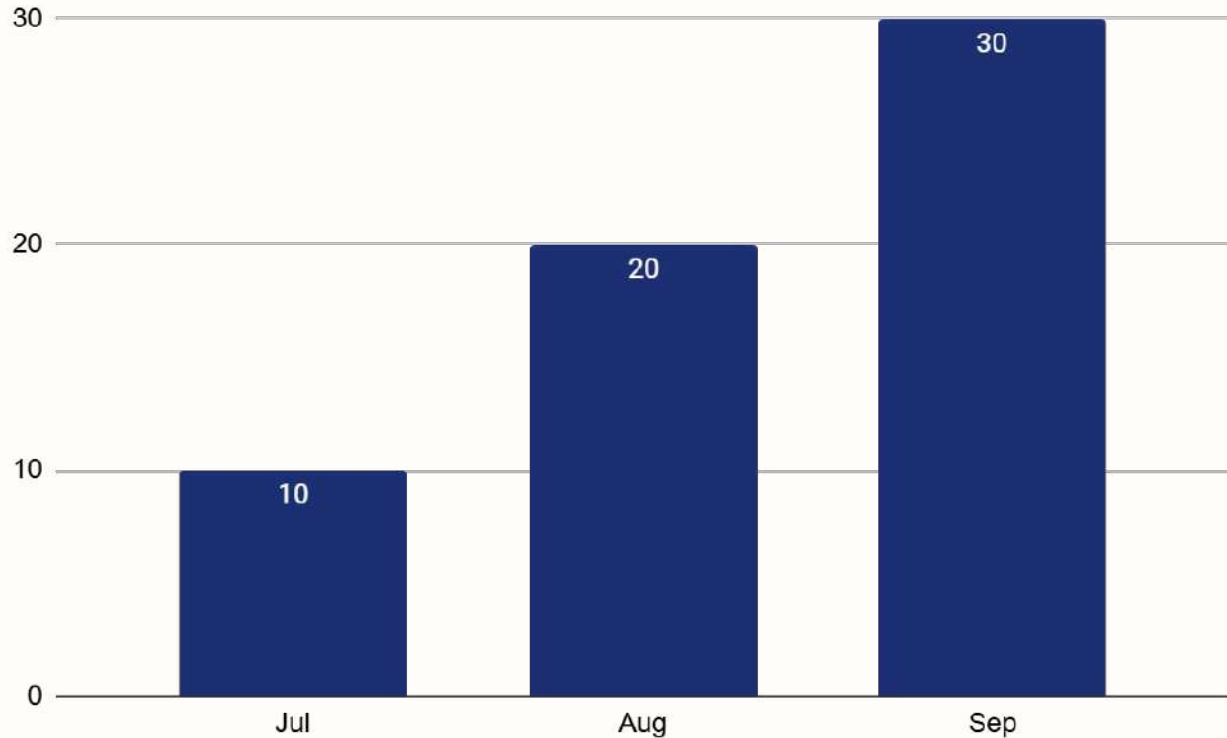
10 Unique users who matched with a coach

2 Unique users who utilised a coaching credit

**Users who completed the coaching journey*

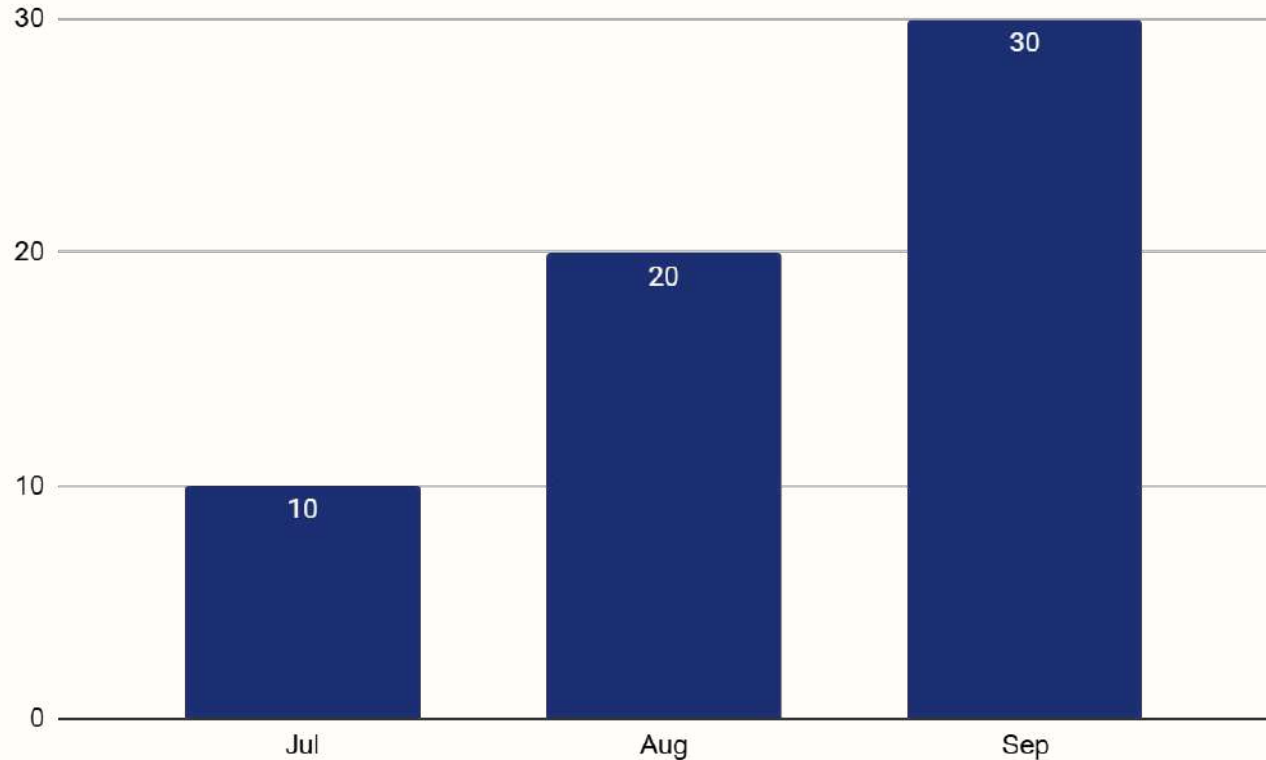
Unique Users who Matched with a Coach

Refers to unique users who have matched with a coach unique for the month

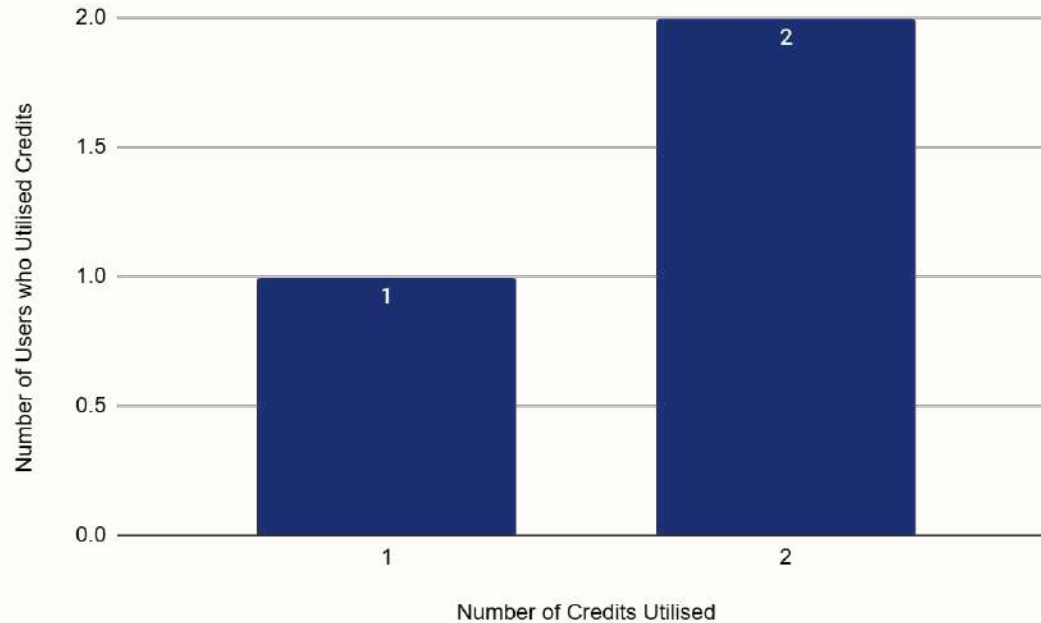


Unique Users who Utilised Coaching Credits

Refers to unique users who utilised credit by attending a session for the month

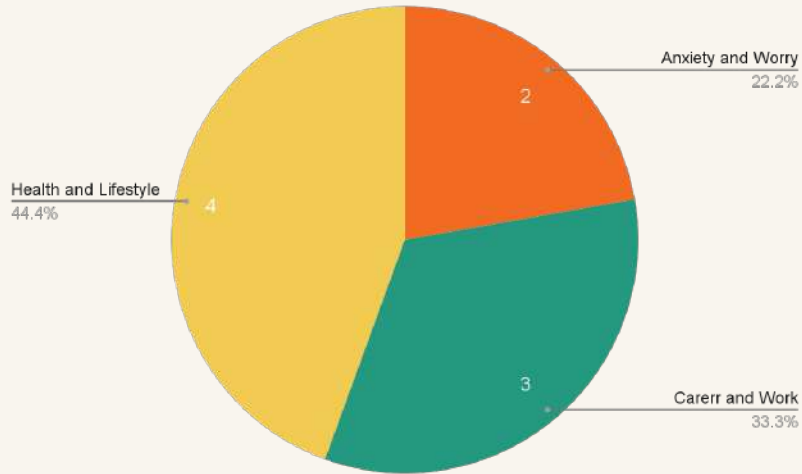


Users who utilised Coaching Credits vs. Number of Coaching Credits Utilised



Top Coaching Goals and Coaching Feedback

Breakdown of Top Coaching Goals



Amazing!

Users rated their experience with counselling



4.8/5

" Good session"

04

Clinical Utilisation

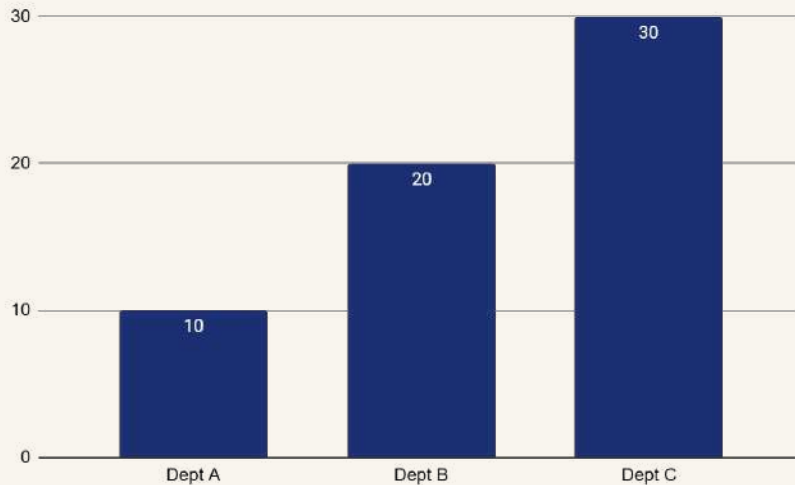
This is the extent to which clinical services are being used by users. It involves calculating number of clinical credits used, number of users who utilised clinical credits and users who are matched with clinician

Clinical Utilisation

Overall Insights & Recommendations

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Team/Country Breakdown of Clinical Credits Utilised



50 Total Clinical Credits Utilised
1 credits utilised by dependents

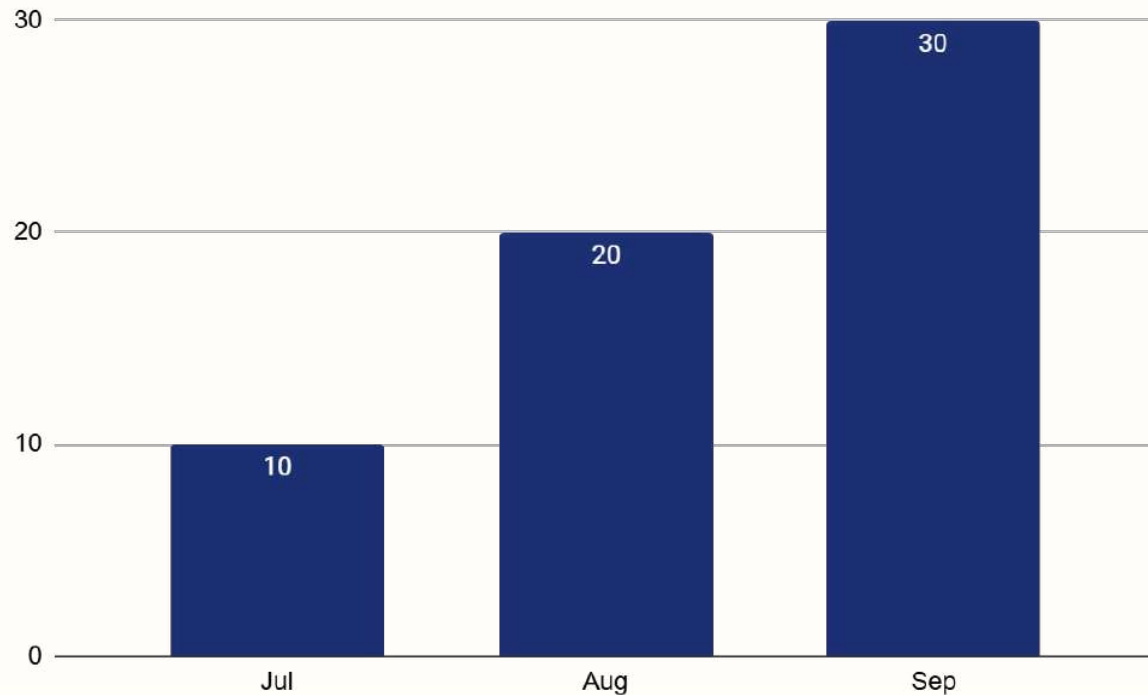
5 Clinical Credits Utilised This Quarter

10 Unique users who matched With a clinician

2 Unique users who utilised a clinical credit

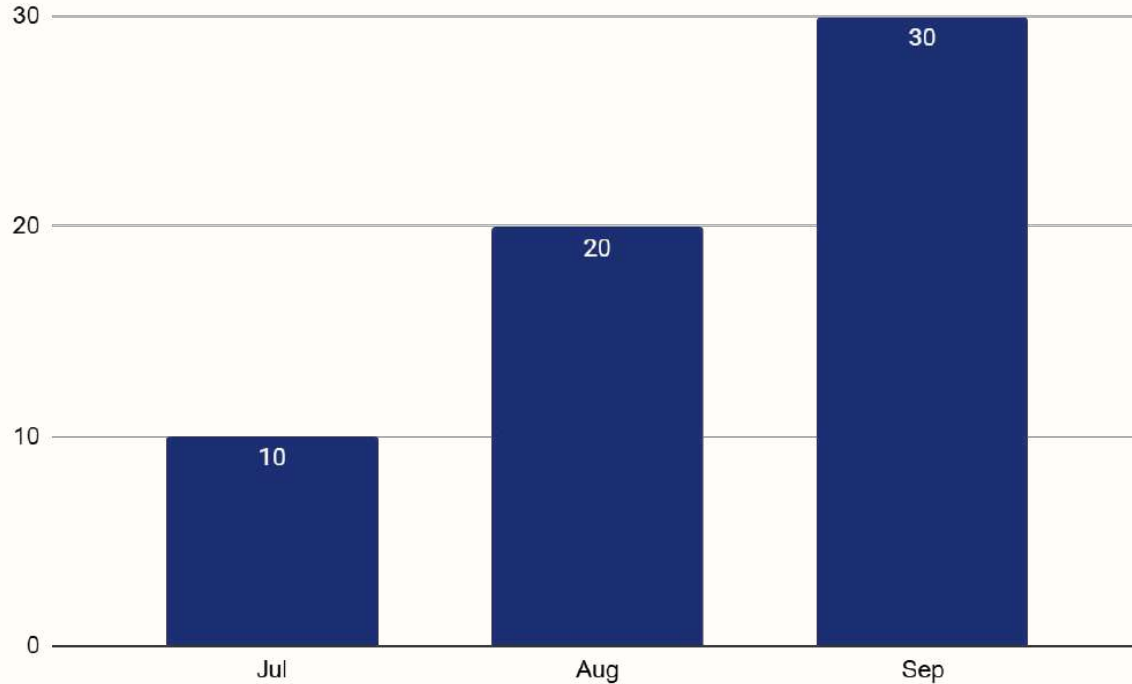
Unique Users who Matched with Clinician

Refers to unique users who have matched with a clinician unique for the month

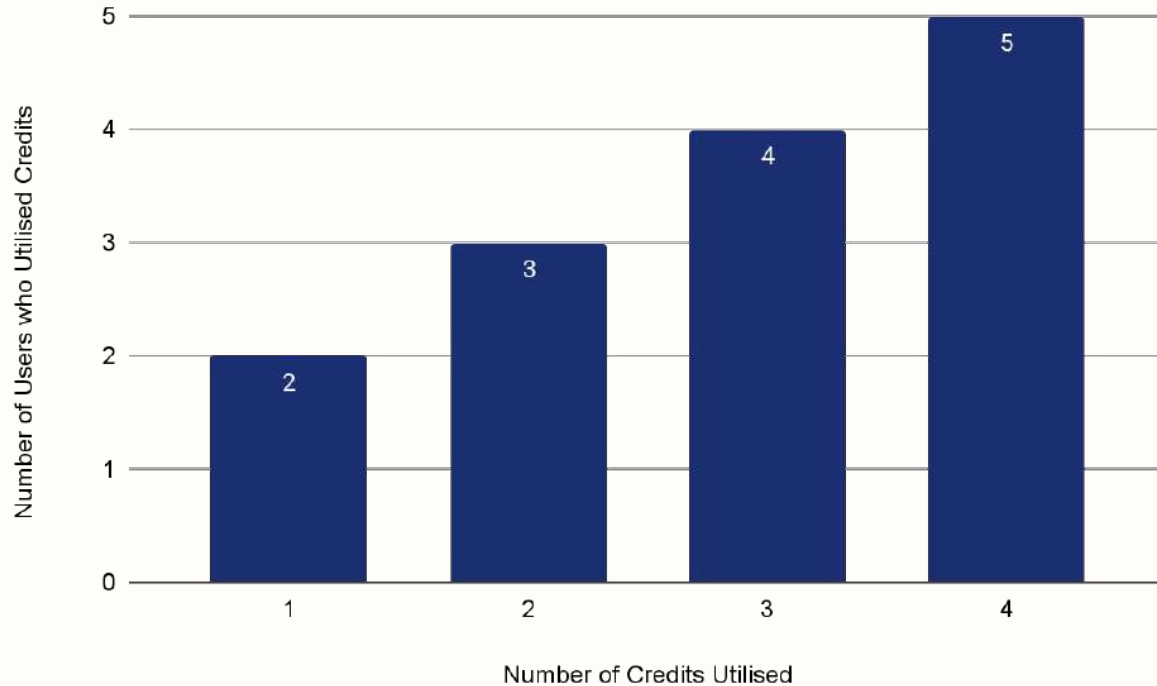


Unique Users who Utilised Clinical Credits

Refers to unique users who have utilised credit by attending a session for that month

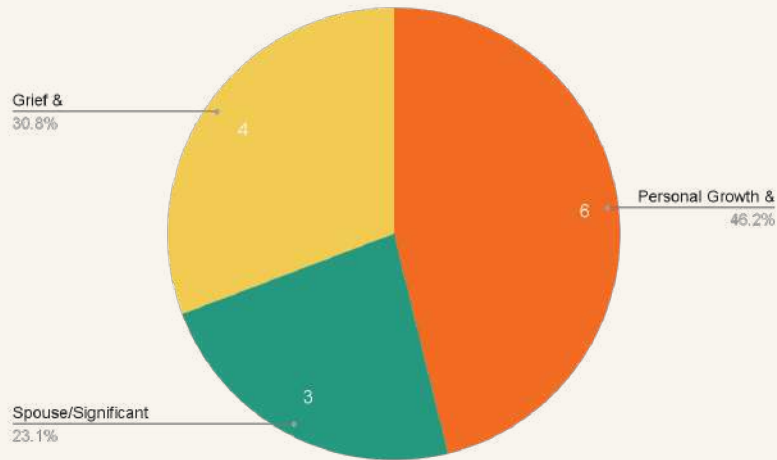


Users who utilised Clinical Credits vs. Number of Clinical Credits Utilised



Top Presenting Issues and Clinical Feedback

Breakdown of Top Presenting Issues



Amazing!

Users rated their experience with counselling



4.8/5

" Good session"

05

Holistic Utilisation

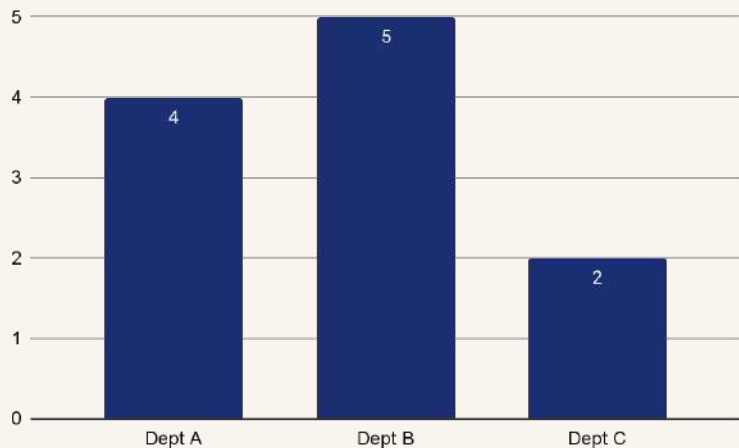
This is the extent to which holistic services are being used by users. It involves calculating number of holistic credits used, number of users who utilised holistic credits and users who are connecting with holistic consultants

Holistic Utilisation

Overall Insights & Recommendations

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Breakdown of Holistic Credits Utilised



50 Total Holistic Credits Utilised
1 credits utilised by dependents

5 Holistic Credits Utilised This Quarter

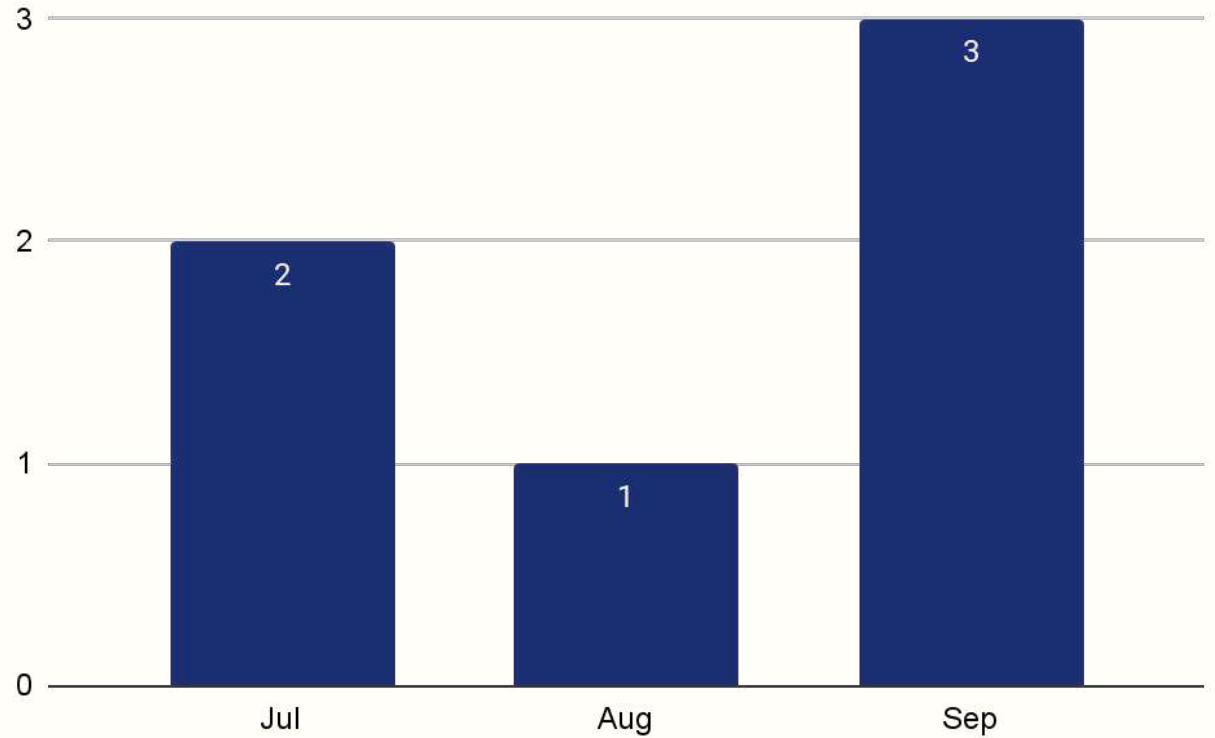
10 Unique users who matched with a holistic provider

2 Unique users who utilised holistic credit

Nutrition Credit Utilisation

1

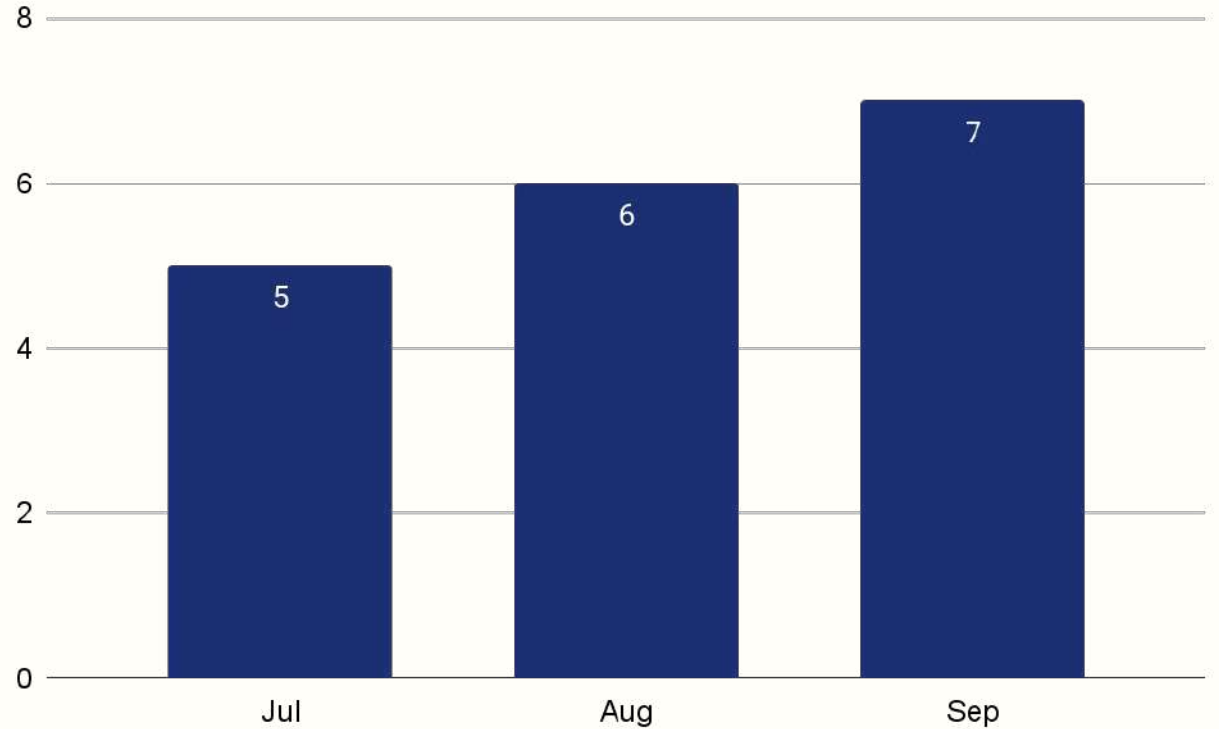
Nutrition Total
Holistic Credits
Utilised



Financial Credit Utilisation

2

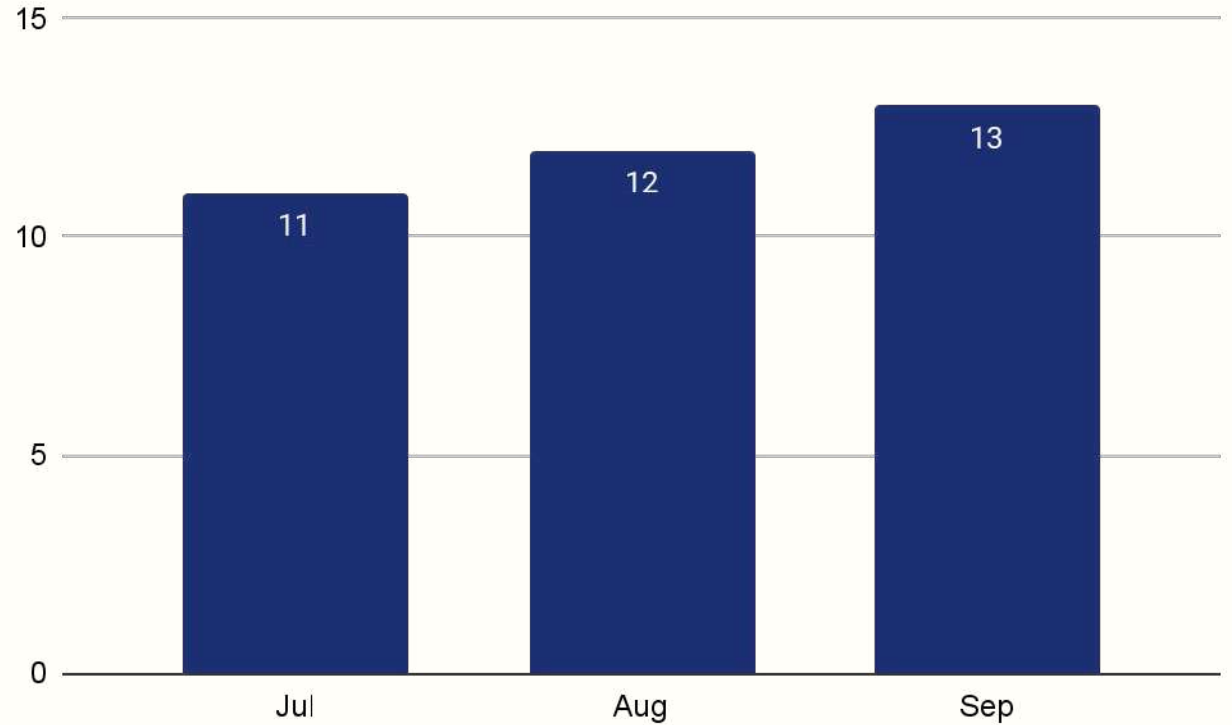
Financial Total
Holistic Credits
Utilised



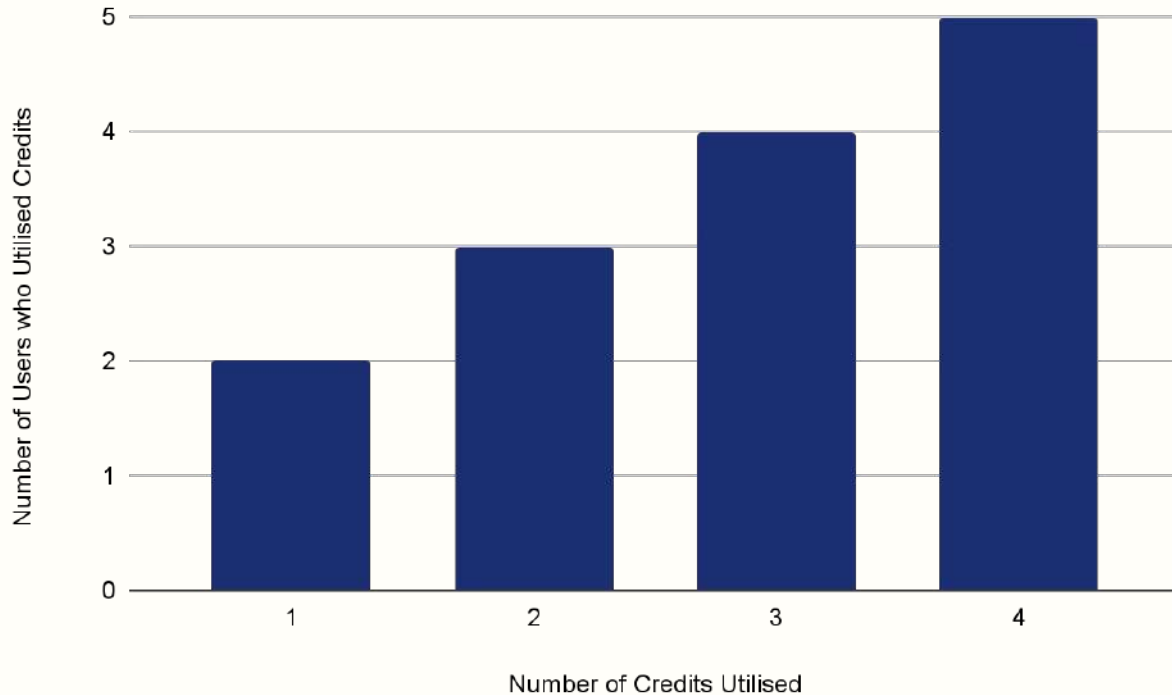
Physical Credit Utilisation

2

Physical Total
Holistic Credits
Utilised



Users who utilised Holistic Credits vs. Number of Holistic Credits Utilised



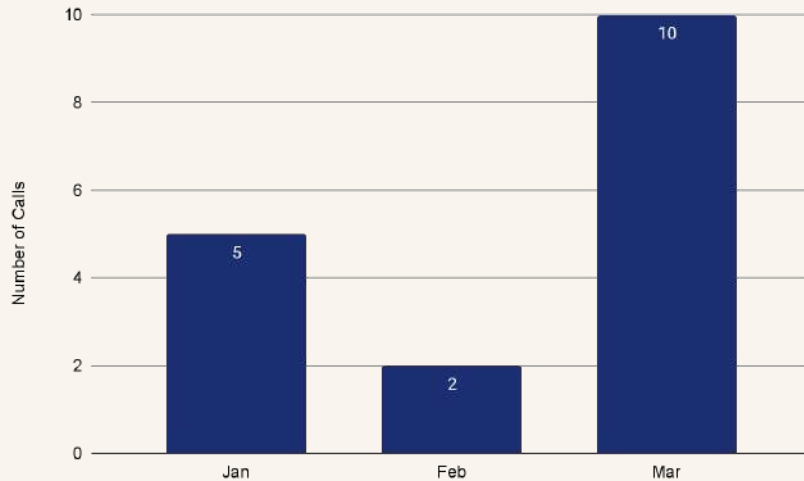
06

Helpline Utilisation

The number of helpline calls received

Helpline Utilisation

Helpline Calls Trend



10

Total Helpline Calls

0 call received from dependents

10

Helpline Calls
this Quarter

1

Sessions Booked
through Helpline

07

Webinar

Refers to number of webinars conducted and webinar feedback

Wellbeing Webinars for Ongoing Education

Month	Webinar Topic
May	The Food-Mood Connection: Wellbeing Through Better Eating
Jun	Emotion Regulation
Jul	Self-care Isn't Selfish
Aug	Proactive Skills to Manage Stress
Sep	Self-care Isn't Selfish

feedback *feedback*

Webinar Feedback
Here's what attendees have to say:

feedback *feedback*

feedback

feedback

08

Observations and Recommendations

Observations & Recommendations

Observations

- 10 new sign ups this Q1 with 20% adoption rate. Total cumulative sign ups is 100.
 - Highest number of sign ups: Dept A
 - Lowest number of sign ups: Dept C
- 100 new self guided app sessions utilised. High active users with healthy engagement of diverse app programs and self-care sessions 4 average sessions per user.
 - Top 3 session: Morning journal, deep breathing and anxiety
- 5x coaching credits utilised this quarter with 5/5 rating. Total of 50 credits utilised.
- 5x clinical credits utilised this quarter with 5/5 rating. Total of 50 credits utilised.
- 5x coaching credits utilised this quarter with 5/5 rating. Total of 50 credits utilised.
 - 1x fitness
 - 2x financial
 - 2x nutrition
- 5 webinars conducted this quarter with 5/5 rating
- 5 helpline calls received this quarter (low risk). Total of 10 calls received.

Recommendations

- Recommend initiating app awareness campaigns that highlights features and benefits of app to boost sign ups and utilisation within company.
- Recommend coaching campaigns that highlight benefits of coaching to encourage users to seek coaching.

09

ROI Calculator

Return on Investment

Total Contract value
= USD

Total ROI
= USD Amount
=

	Rack Rate Price (ad-hoc/B2C)	Headcount or No. of Sessions	Value (USD)
Self care app	USD45 / person		
Coaching	USD75 / session		
Therapy (Virtual)	USD140 / session		
Therapy (In-Person)	USD160 / session		
Launch webinar	USD500 / session		
L&D Webinars	USD800 / session		
Total			

** Return on Investment (ROI) is defined as the return generated on your investment relative to its cost. In this instance, ROI is measured by analyzing your employees' usage, as well as engagement services such as webinars and on-site sessions, as outlined in the contract.*

***The total ROI calculation does not account for EDMs, collaterals, dedicated Client Success Support, or the potential cost savings from reduced absenteeism and presenteeism associated with regular use of Intellect. Including these factors could result in even greater cost savings.*

