

# Intellect Digital EAP

The full continuum of mental wellbeing on any device. Nurture a thriving workplace and have peace of mind with a robust safety net.

Receive quality care when you need it. With Intellect EAP, you can access support during stressful circumstances and connect with experienced responders for effective, in-the-moment care. Confirm an appointment with qualified counsellors and psychologists.

- **Easy 24/7 access via phone, web & app**
- **Trained and experienced responders**
- **Speed to appointment**
- **Critical incident support plan (CISP)**

	Standard EAPs	Intellect
Helpline Responders	Unqualified, call-centre responders	Experienced, vetted & trained local responders
Helpline Quality	Little to no quality control due to some outsourcing network	Responders have clear SOP to effectively de-escalate and triage to appropriate levels of care
Helpline Speed to Booking	Call-back service (30 min+)	Immediate confirmation 24/7, no call-back required
Speed to Appointment	1-4 weeks to appointment	Helpline: 3 days to appointment App: As soon as 24 hours, SLA of 3 days
Care Methodology	Short-term reactive support	A wellbeing solution for every employee, from proactive care to a strong safety net for distress support
Adoption Rate	1 - 3% average adoption	20 - 40% average adoption
Implementation Support	Standard HR training on EAPs	Full-year onboarding & engagement strategy with dedicated client success team
HR Analytics & Reporting	Limited data shared annually	Live HR dashboard with adoption, utilization & productivity charts, supplemented by QBRs
Clinical Research	Limited to no research	Proven efficacy of solution in top scientific journals