

Autodesk achieves 3x engagement benchmark using Modern Health's Adaptive Care Model, consolidating benefits and improving well-being across its global workforce

OUTCOMES

20%

EMPLOYEE REGISTRATION RATE

15%

EMPLOYEE ENGAGEMENT RATE

98%

AGREE THAT THE PROVIDER HAS THE ABILITY TO HELP

4.9/5

AVERAGE PROVIDER RATING FROM AUTODESK MEMBERS

90%

AGREE CARE HAS IMPROVED WELL-BEING

<1

DAY FOR TIME-TO-CARE

OVERVIEW

Autodesk focuses on culture and well-being to support a high-performing workforce

Autodesk software products and services empower innovators to solve important business, environmental, societal, and design and creation challenges. As a global company with a high-performing and constantly evolving culture, Autodesk found that addressing mental health issues and bolstering career development across an entire global workforce was a complex process. With over 15,300 employees worldwide spanning 48 different countries, navigating fragmented mental health platforms presented multiple costly challenges for the company. Autodesk has worked hard to create a workplace where employees consistently rate it as one of the best, thanks to its inclusive environment and focus on work/life balance. Keeping that positive culture while reducing margins was key to its success.

THE CHALLENGE

Lack of cohesive, proactive support leaves a workforce susceptible to stressors

Seeing signs of stress, such as burnout, increased leaves of absence due to heavy workloads, and fatigue resulting from reorganizations, Autodesk took steps to support mental health and help get ahead of issues before they became severe. The company also identified behavioral health claims as a top cost driver, making the stabilization of employee wellbeing even more of an important strategic initiative.

Autodesk leveraged three separate wellbeing vendors to attempt to patch together a comprehensive solution to address mental health and career development globally. This led to inconsistent experiences for international members, with the Benefit and Learning and Development teams fielding the burden of managing multiple solutions. Adding to the insufficiency, these fragmented solutions failed to address the key issues of burnout and LOA appropriately while also resulting in a lack of streamlined insights.

It was important to the company that, in addition to supporting Autodeskers with clinical needs, they also supported those who needed more proactive, interim support to navigate life events or build skills and personal resilience. A more comprehensive solution should also support performance management and professional development.

The prognosis was clear: Autodesk's current solutions were failing to proactively engage employees before they developed more serious needs, while demanding more team effort to juggle multiple platforms. This contributed to operational inefficiency, decreased productivity, and increased costs.

As a company known for making progress instead of waiting for it to happen, it was apparent that Autodesk needed to find a partner in innovation that could support its commitment to resilience and equity through a consolidated, optimized approach.

THE GOALS Streamline an equitable path to employee wellbeing and support

Autodesk chose to consolidate on a single, comprehensive global solution with Modern Health to accomplish these goals:

- Offer a single, consolidated platform with a robust member experience and streamlined insights.
- Proactively address sub-clinical mental health challenges such as burnout and performance management, while also supporting those with more clinical needs such as anxiety and depression.
- Support existing rigorous wellbeing/L&D/DEI workflows, and support people leaders in developing their people.
- Enable a high-performing and evolving culture.
- Reduce costs driven by LOA.

THE SOLUTION

A proactive approach to support a global workforce and circumvent costly escalation

Autodesk partnered with Modern Health and launched in February 2025. Through Modern Health's Adaptive Care Model, Autodesk has been able to proactively address sub-clinical mental health challenges such as burnout and performance management, while also supporting its team members with more clinical needs, such as anxiety and depression.

Modern Health's Adaptive Care Model is grounded in science and designed differently than traditional, therapy-directed approaches. It's built from the ground up to address the whole population, not just the 20% of the general population needing clinical treatment, such as therapy. This model also recognizes that people live in family units that can impact an individual's well-being; by extending the mental health benefits to employee

dependents, Modern Health furthers its holistic approach.

The solution achieves this level of population support by utilizing an adaptive care engine that customizes the care plan for each individual, adjusting it throughout a member's journey to continually optimize the experience and achieve superior outcomes. Taking into account both clinical severity and personal preferences, the care plan is created leveraging all known individual metrics and assigns one or more modalities to align with their needs. The modalities include 1:1 care, digital care (such as meditations, programs, and courses), and group care. Layered with Modern Health's diverse, culturally centered provider network, Autodesk can deliver a high-quality experience for its employees.

Adaptive Care: an approach designed for your whole population

20%

CLINICAL TREATMENT

EXAMPLES: Thoughts of self-harm or depressive episode — needs stabilization and/or clinical treatment

60%

ELEVATED SUPPORT

EXAMPLE: Recent divorce and some anxiety symptoms — needs support

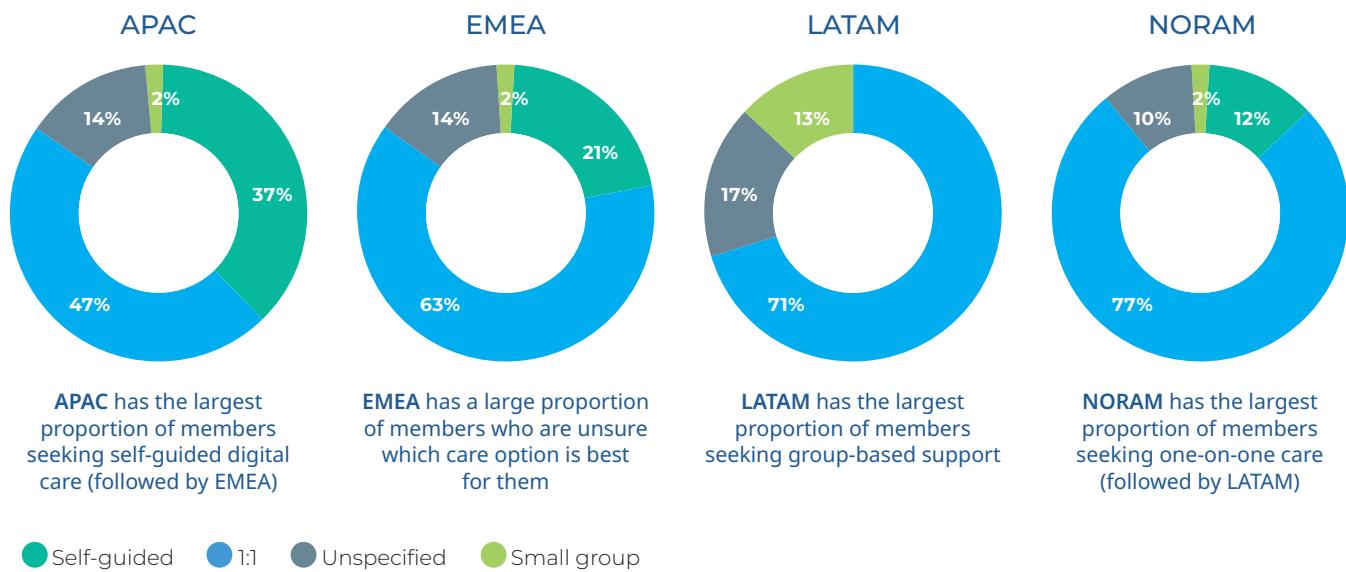
20%

MAINTENANCE

EXAMPLE: Focusing on personal resilience — needs skill-building

CARE TYPE PREFERENCES BY REGION

How Autodeskers prefer to receive care varies across regions



THE RESULTS

Driving holistic support to prevent elevated symptoms and clinical needs

Within one month of launch, the global rollout of Modern Health at Autodesk secured incredible success. Autodesk found its workforce using Modern Health for all aspects of well-being — from emotional and professional to relationship and physical — ensuring the holistic support Autodesk envisioned.

Registration rates reached 20% within the first month, which was 2x registration benchmark, and by Q2, Autodesk had achieved its benchmark of 25% of the eligible workforce registered.

Previously, Autodesk only saw an 8-9% engagement rate with their previous mental health solution; in comparison, registered Modern Health users reached an 11% engagement rate within the first month after launch, which was nearly 3x the engagement benchmark. Notably, by the end of Q2, engagement reached 15%, surpassing its benchmark of 5% threefold.

Something unique to Modern Health and part of the adaptive care model is the ability for members to choose how they

receive care: one-on-one, in a group, or independently. Because each individual's life experience, identity, location, and culture impact how they prefer to receive care, encouraging employees to engage with mental health support requires meeting them where they are most comfortable — and the adaptive model enables each person to engage in their preferred way.

This innovative approach benefited Autodesk's global employee population engagement, as the data collected through Modern Health shows clear differences in care preference based on region.

These tailored engagement strategies have driven a 20% engagement rate

across EMEA, 17% in Latin America, 15% in North America, and 11% in the Asia-Pacific region.

Overall, the modalities of 1:1 care and digital care have both experienced a 40% use rate, and while group care has an overall use rate of 4%, the modality's importance is underscored by the fact that Autodesk's Latin America region has 14% of its engaged members using it.

Most remarkable, perhaps, is that 90% of users self-reported an improvement in well-being. This directly ties into Autodesk's goal of fostering a high-performing and evolving culture by supporting mental health through both clinical and proactive needs.



Read more customer stories on our website to hear what other organizations have to say about partnering with Modern Health, or request a demo to see how Modern Health can personalize mental health care to improve your staff's well-being.