

How MH3 Boosted Employee Happiness and Reduced Absenteeism at a Global Financial Services Firm

"MH3 helped us reduce absenteeism by 3% in just 6 months, saving over \$870,000. It's also improved employee morale and created a more positive workplace culture. I highly recommend MH3."

CHRO
Global Financial Services Firm



[READ THE STORY ↓](#)

BACKGROUND

A global financial services company headquartered in the Netherlands, with a workforce of approximately 1,000 employees, faced significant challenges that were impacting their organizational health. High absenteeism rates of 8%, coupled with low employee engagement and dissatisfaction, were creating financial and cultural strain. Traditional biennial surveys failed to provide actionable insights, leaving leadership uncertain about how to drive meaningful change. Adding to the complexity, a major company-wide restructuring added uncertainty and stress to an already disengaged workforce.

The organization needed a data-driven solution to understand the root causes of employee dissatisfaction and develop targeted interventions to foster a more engaged workforce and reshape its workplace culture.

THE CHALLENGE

- 01 High Absenteeism:**
At 8%, absenteeism rates were costing the company significantly in lost productivity and additional expenses.
- 02 Low Engagement:**
Employees felt disconnected, and traditional surveys failed to capture the depth of their concerns.
- 03 Uncertainty:**
A new organizational strategy introduced stress and instability across the workforce.

Recognizing the need for a fresh approach, the company partnered with MH3 to implement a robust employee well-being strategy designed to address their challenge.

SOLUTION

A STRATEGIC SHIFT: FROM REACTIVE TO PROACTIVE SOLUTIONS

To help address these challenges proactively, MH3 introduced its employee well-being platform. This tailored solution focused on frequent and actionable insights:

- 01 Monthly Mood Measurement:**
Monthly mood surveys provided real-time insights into employee sentiment and flagged potential issues early.
- 02 Baseline Surveys:**
Conducted every six months, these surveys captured a broader picture of well-being and employee sentiment.
- 03 Targeted Interventions:**
Department-specific surveys were deployed to address localized issues and focus on areas needing immediate attention.

Through these tools, the company shifted from reactive problem-solving to a proactive approach that emphasized open communication and rapid response to employee concerns.

OUTCOMES





Immediate access to personalized, quality support eliminates barriers to mental healthcare and drives positive clinical outcomes. The financial services firm saw an impact across three key areas.

Within six months of MH3's launch, the firm saw an improvement.




The absenteeism rate, previously at 8%, dropped significantly to 5%, saving the company an estimated \$870,000 annually. Employees reported feeling more engaged, with the company's largest department experiencing an Employee Net Promoter Score (eNPS) increase from 28 to 40—a testament to the improved trust and loyalty among the workforce.

Despite the pressures of reorganization, the company maintained a steady improvement in overall mood scores, rising from 63% to 65%. These results demonstrated that even during times of significant change, a proactive focus on well-being could drive measurable positive outcomes.

KEY METRICS

<p>EMPLOYEE ENGAGEMENT</p> <p>eNPS increased from 28 to 40, showing stronger employee loyalty and satisfaction.</p> 	<p>REDUCED ABSENTEEISM</p> <p>Absenteeism decreased from 8% to 5%, saving the company approximately \$870,000 annually.</p> 	<p>EMPLOYEE MOOD</p> <p>Overall mood score rose from 63% to 65%, demonstrating resilience during a period of change.</p> 	<p>ACTIONABLE INSIGHTS</p> <p>Data-driven solutions allowed targeted interventions, fostering trust and psychological safety.</p> 
--	--	---	--

TAKEAWAY

-  **Proactive Data-Driven Interventions:**
MH3's frequent mood tracking empowered the firm to address issues before they escalated, driving tangible results to the bottom line.
-  **Cost Savings Through Absenteeism Reduction:**
The proactive intervention led to reduced absenteeism which helped the firm with significant financial benefits, cost savings and fostering a healthier work environment.
-  **Building Trust Through Transparency:**
Employees felt heard and supported, leading to a stronger, more engaged workforce.

Industry	Company Size	Time Period
Financial Sector	Large-size	6 months