

maple



How the future of work and healthcare intersect

How Automatic Data Processing (ADP)
benefited from virtual care



About ADP

Automatic Data Processing (ADP) is all about people. They're a leader in human capital management (HCM) software, with over 700,000 clients spanning 140 countries.

After more than 40 years in Canada, ADP isn't content to simply develop workplace tools. They also strive to anticipate and take action to shape the changing world of work.

As innovators in the Human Capital Management space, ADP ensures they prioritize their own people by remaining at the forefront of employee benefits. Technology tools that improve their employees' lives and free up efficiencies are a natural fit. So, ADP Canada implemented Maple to offer employees a benefit that really makes a difference.



“ I am talking to everyone who will listen about my experience...I just can't get over it. I picked up my prescriptions last night and the whole process took 20 minutes. It is still blowing my mind how effective, fast and simple it was and all that without having to call to make an appointment or wait for hours to be seen. I am truly grateful you had this feature added. ”

- ADP CANADA EMPLOYEE



The driving force

ADP's prior benefits plan was comprehensive, but static. It felt like a "one-size-fits-all" setup. ADP wanted to modernize their employee benefits plan by going where the data pointed – investing in innovative benefit solutions like virtual care.

ADP's goal was to provide flexibility to their employee benefits plans that adapt to their needs and living situations. Their focus was on virtual and holistic health options. Maple checks both those boxes by offering

24/7 virtual care, letting employees pay more attention to their wellbeing before small issues evolve into big health problems.

There was already reason to believe in virtual care's utility – ADP's own international experience. Their other divisions in the United States had already added virtual care to employee benefit plans. With those programs showing signs of success, the next move was to implement virtual care for their Canadian staff.

“ The team at Maple made the implementation process extremely smooth for our team and we were well supported rolling the program out. Registration and onboarding were easy and employees continue to remark how easy the app is to use. ”

- JILL DOUCETTE, SR. TOTAL REWARDS CONSULTANT, ADP



Why Maple?

ADP found Maple to be unique in a couple of ways.

First, our co-founder is a practising doctor, someone who saw the need for more accessible healthcare first-hand.

Second, our platform was found to be the most user-friendly out of all other options. With a couple button taps, patients are connected with a doctor in under five minutes. And, they see a doctor every time.

ADP also needed a platform that is easy to navigate and determine where to go for care, and which type of healthcare provider to see. With our Care Concierge healthcare navigation service, patients are guided to the pathway that is ultimately going to lead to the most appropriate care and optimal results; ensuring that

they receive the care, resources and treatment they require.

When it comes to benefit plans, it's not just about the employees themselves. Their families and dependents are also important parts of the picture. ADP was looking for a virtual care provider with family coverage options, which we've arranged for many of our partners.

Key features

- Hours of access — 24/7
- Speed of access — under five minutes
- See a doctor every time
- Smooth patient experience
- English and French options
- Care Concierge service
- Family coverage options





The results



After a smooth implementation, the internal feedback reflected how quick and convenient Maple is to use. It's a huge time saver for employees who need to renew long-standing prescriptions but don't want to leave work for hours to do so.

ADP's rural employees have found tremendous benefit from being able to log on, see a doctor in minutes, and carry on with their days. Access to healthcare in Canada's rural regions can be difficult. Rural residents

either have to drive, or even fly, long distances to obtain routine healthcare.

When COVID-19 emerged, this benefit multiplied. Employees could get the help they needed to feel reassured and healthy during this isolating time.

Overall, employees are sending positive feedback about having a more modern, flexible benefits plan. One key word is "appreciation." ADP employees work hard to help businesses around the world care for their people. ADP in turn has raised the bar for how they care for their own staff. Appreciation goes both ways — as ADP shows its gratitude for their employees' hard work, employees feel recognized and motivated. Mutual respect, appreciation, and caring are the basis for a terrific culture, and ADP is leading the way.

“ Virtual care has let our employees get high-quality healthcare without leaving home, it has made a tremendous positive impact. Our employees are able to focus on their jobs without worrying about their health, or that of their family. We keep hearing terrific feedback, which is a sure sign of engaged team members. ”

The impact



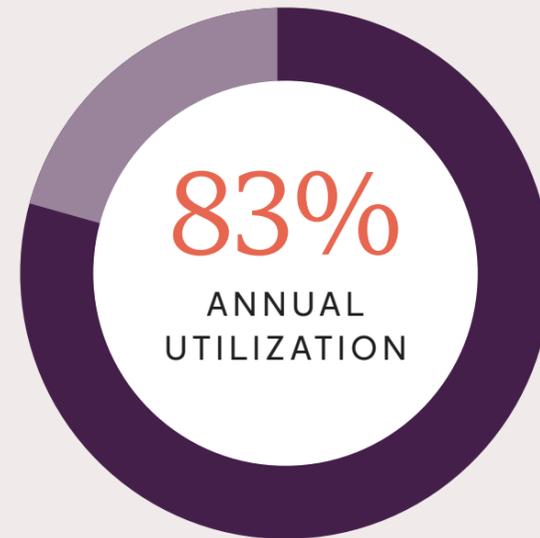
113%
SIGN-UP RATE



3 minute
AVERAGE WAIT TIME TO BE DIRECTLY
CONNECTED TO A DOCTOR



**Time
convenience**
EMPLOYEES CAN REFILL
PRESCRIPTIONS IN MINUTES,
WHEREVER THEY ARE



Automatic Data Processing (ADP) Stats for Case Study (As of March 31, 2021)

maple

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