

● CUSTOMER STORIES

Customer Outcomes

What changed. What we can learn.



Reported October Health outcomes from Forvis Mazars, PROPR and iWYZE, with source links, context and questions to guide your own evaluation.

For buyers evaluating employee support

6 pages · October collection

● FORVIS MAZARS · AUDIT & ADVISORY

A clearer view of burnout and wellbeing.

Forvis Mazars used October Health to understand wellbeing challenges and shape more targeted support, including attention to work stress and how people settle into the business.

 What the reported outcomes describe✓ **Burnout**

50% lower from first measurement

✓ **Wellbeing**

38% higher scores

50%

reduction in burnout from first measurement

38%

increase in employee wellbeing scores

What the story describes

A personalised wellbeing platform and data-informed decisions about the support offered to employees.

A question for your organisation

Can you identify which parts of the workforce need a different response, and who will act on that information?

● A QUESTION TO TAKE FORWARD

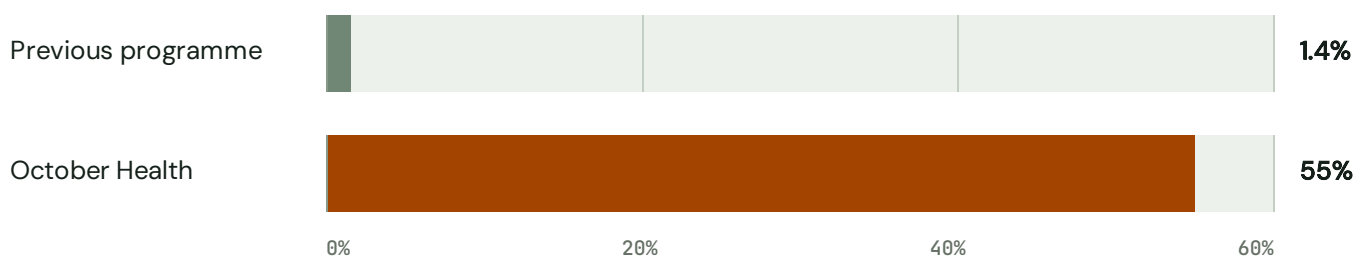
Participation is the beginning. The response to what you learn matters too.

Source: [Forvis Mazars customer story 7](#). These are customer-reported changes, not a controlled estimate of October's isolated effect.

● PROPR • RENTAL MANAGEMENT

Support that reached more people.

PROPR reported a substantial difference in employee programme adoption after introducing October Health, compared with its previous programme.



What changed

The reported adoption comparison is between the previous programme and October Health. It is not a before-and-after measure of the same October cohort.

What the team could do next

Quarterly insight reviews helped identify concerns and plan support. The report also describes a proposed in-app pulse survey to extend employee feedback.

A useful evaluation question

Which groups are using support, which are not, and what barriers could make participation harder?

Source: [PROPR customer report 7](#). Previous adoption was reported as around 1.4%; the chart uses a zero-based 0–60% axis.

● IWYZE · INSURANCE

Employee sentiment moved into positive territory.

The iWYZE pilot explored support in a demanding call-centre environment. Its reported employee Net Promoter Score moved from negative to positive.

Starting eNPS

-10.8

Later eNPS

13.5**24**

point eNPS swing, rounded as
reported

63%

reported team adoption

Read the measure in context.

eNPS is an employee advocacy measure. A change in sentiment can be informative, but it is not the same as an independently measured change in productivity or a financial return.

Source: [iWYZE customer story](#) ↗. The displayed endpoints differ by 24.3 points; the customer story reports the swing as 24 points. Measures reflect the reported pilot context.

● READING THE EVIDENCE

Different organisations. Different measures of progress.

These stories provide useful questions for an evaluation. Keep the definition and context of each measure visible when comparing results.



Make a fair comparison

01

Define

Instrument and population

→ 02

Compare

Period and baseline

→ 03

Interpret

Context and other changes

Measure	What to ask
Adoption	Who is counted, over what period, and what qualifies as use?
Wellbeing or burnout score	Which instrument was used, who responded and was the comparison group consistent?
Employee sentiment	What else changed in the organisation during the period?
Organisational action	What did leaders change in response to what they learned?

Keep attribution proportionate.

Customer-reported outcomes are not a guarantee. These accounts do not isolate every influence on the changes observed. Ask for the source and definitions relevant to your decision.

The figures in this collection are reproduced from October's published customer stories and underlying reports where available. They have not been pooled into a single performance claim.

● WHERE TO START

Define success for your organisation.

Start an evaluation with the outcome you want to understand and a plan for how you will respond to what you learn.



THE HUMAN SIDE

Agree what progress will mean.

Set the baseline, name the owners and return to the same questions.

01 Set the baseline

Choose a clear starting measure and document the population and timeframe.

02 Agree the response

Decide who will review participation and group trends, and who can make changes to work.

03 Review the whole picture

Look at employee feedback and organisational action alongside numerical changes. Record the limits of the comparison.

[Explore all customer stories ↗](#) · [Explore October Health ↗](#)

Discuss an evaluation ↗

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