

# VMware: Breaking the status quo to rethink global mental healthcare

Access to effective mental health care is a global crisis. The World Health Organization (WHO) estimates that it costs the global economy \$1 trillion annually in lost productivity from depression and anxiety alone. As global companies adapt to an ever-changing “new normal,” they face growing challenges to support their workforce across different languages, cultures, and uneven access to quality providers.

## Global mental health care, by the numbers:

### 70%

Of the global population doesn't receive treatment for mental illness

Source: Project Hope

### 62%

Of missed global work days attributed to mental health

Source: Business Group on Health

### \$16 trillion

Estimated global cost of mental health disorders by 2030

Source: Business Group on Health

VMware's global workforce encompasses over 37,000 employees from 50+ countries around the world. VMware's Senior Director of Global Benefits, Shannon Daly, shared key takeaways on their priority framework to select a new global employee assistance program (EAP) and their learnings in the process.

## 1 Invest in global mental health benefits that employees will actually use.

VMware sought a new global provider after seeing their data on high medical claims and low EAP utilization. “We were spending a lot of money on a global EAP that was just not getting the right momentum. There were lots of challenges with access to care, people weren't getting responses in time, and it was having a direct impact on our medical claims,” Daly says.

## 2 Evaluate solutions thoughtfully through a global lens.

VMware outlined deliberate, specific criteria to select a new global EAP with intention. Daly shares, “We needed to take a step back and design a strategy that meets our employees where they're at today, not a short-term, buzzword product. We anchored that approach around a global philosophy as a priority.” Through this approach, VMware launched Lyra International in 2021.

## 3 Offer culturally relevant care for a diverse global workforce.

“We wanted to get employees connected in their own language, which is something we struggled with before,” says Daly. Through Lyra, VMware members are connected to hyperlocal providers in 180+ countries, who can speak the local language and understand cultural norms

#### 4 Provide full spectrum care to address all employee needs.

“One size does not fit all, especially for a global workforce. Having a limited, traditional EAP was hard to support all of our employees from different countries and cultures. Lyra offered choice: global coaching, therapy, work-life programs, and workshops, even offered digitally,” says Daly.

#### 5 Get a clear view on how your employees are engaging with benefits.

Understanding your mental health investment can often feel like a black box and VMware’s previous global EAP lacked transparency around outcomes. With Lyra, VMware receives quarterly reports tracking data like average number of days to first visit, number of member registrations, number of members in care, clinical outcomes, and member satisfaction.

Lyra International, by the numbers:

**200+**

Countries where Lyra services are provided

**20,000+**

Global providers in Lyra’s network

**66+**

Languages spoken by support teams and providers

The final word from Shannon:

“

We saw that traditional EAPs weren’t supporting us and what we needed to do. We wanted to make sure we partnered with vendors that could help us think broader and be more flexible. That folded in nicely with our partnership with Lyra, making it easy for our employees to also find the right options, programs, and services. Lyra helps us meet people where they’re at today.”



Shannon Daly  
Senior Director of Global Benefits, VMWare

Learn more about Lyra International [here](#).

Learn more about Lyra International [here](#). Watch the “Building a Mental Health Strategy for a Post-Quarantine World” webinar featuring Shannon Daly, VMware’s senior director of global benefits, [here](#).