



habithealth

“ 80% of our EAP bookings are integrated with the Sorsix booking process which has climbed steadily month on month from 25% - Mark Shirley – Chief Innovation Officer ”

ORGANISATION

Habit Health

SECTOR

Health Care and Wellness

SOLUTION

Pinga – Online Booking System

Executive Software – EAP Management Platform

BENEFITS AT A GLANCE

Streamlined Access to Support: Pinga enables employees to book EAP sessions online, reducing barriers to mental health and wellbeing support.

Integrated Case Management: Executive Software provides a secure and centralised platform for managing EAP referrals, sessions, and outcomes.

Flexible Delivery Options: Employees can choose between in-person, video, or audio sessions, enhancing accessibility and convenience.

“Empowering Employee Wellbeing Through Seamless Integration”

Habit Health is New Zealand’s largest integrated health provider, offering physiotherapy, rehabilitation, occupational health, EAP services, and fitness clubs. With a national footprint and a commitment to holistic care, Habit Health supports the wellbeing of Kiwis at home, in the workplace, and across more than 100 locations.

Challenges in Delivering EAP Services

As demand for mental health and wellbeing support grew, Habit Health faced challenges in delivering consistent, accessible, and confidential EAP services. Legacy systems and manual processes made it difficult to manage referrals, track outcomes, and provide timely support. Employees often encountered delays or confusion when trying to access services, undermining the effectiveness of the EAP programme.

Implementing Pinga and Executive Software: A Unified EAP Experience

To address the challenges of fragmented systems and inconsistent access to support services, Habit Health partnered with Sorsix and Executive Software to modernise and streamline the delivery of its Employee Assistance Programme (EAP). This strategic collaboration aimed to enhance accessibility, confidentiality, and operational efficiency across the organisation’s mental health and wellbeing services.

“The rollout of our unified EAP platform required careful change management and collaboration across teams. Seeing how quickly users adapted to self-service booking has been rewarding; it shows how technology can empower positive change.” – Laura Cameron, Project Coordinator

“The most exciting impact for the team has been the reduction in manual scheduling and support calls. Customers can now independently manage their EAP appointments and provider choices, which has freed us up to ensure every booking is delivered with care and accuracy.” – Emily Campbell, Senior Bookings Team Lead

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Our investment in API integration has fundamentally transformed how our customers access EAP support. Today, over 70% of bookings are managed online, with users enjoying the flexibility to choose providers and reschedule appointments at their convenience. This kind of innovation is central to our vision for augmented digital wellbeing.

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Mark Shirley – Chief Innovation Officer

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We've focused on creating a booking experience that's intuitive and consistently reliable. The direct integration between our clinical calendars and the Pinga system ensures appointments run smoothly for both customers and providers.

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Samatha Hill – System Support Lead

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Security and privacy are critical pillars in our EAP journey. We're confident that our cloud-based case management platform meets the highest standards for data protection, allowing our customers to access confidential support with complete peace of mind.

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Jason Silby, IT Manager

Online Booking with Pinga

The implementation of Sorsix's Pinga platform introduced a unified online booking experience for EAP services, allowing employees to self-schedule appointments with qualified providers at their convenience. The system integrates directly with Habit Health's clinical calendars, ensuring real-time visibility of provider availability and eliminating the need for manual coordination. This seamless booking process empowers employees to take control of their wellbeing journey while reducing administrative overhead for support staff.

EAP Management with Executive Software

To complement the booking system, Executive Software's EAP platform was deployed to manage the full lifecycle of EAP cases. This secure, cloud-based solution enables Habit Health to track referrals, assign providers, monitor session progress, and generate outcome reports. The platform supports compliance with privacy and data protection standards, ensuring that sensitive employee information is handled with the utmost care. By centralising case management, Executive Software has improved visibility and accountability across the EAP service.

Virtual Health Options

Recognising the need for flexible service delivery, Habit Health expanded its EAP offering to include virtual health options. Employees can now choose between in-person, video, or audio-only sessions, making it easier to access support regardless of location or personal circumstances. This flexibility has been particularly valuable for remote workers and those with limited mobility or time constraints.

Referral Coordination

The integration of Pinga and Executive Software has also streamlined the referral process. HR teams and managers can initiate referrals directly through the platform, triggering automated workflows that guide employees through booking and consent. This reduces delays and ensures that support is provided promptly and efficiently. The system also allows for self-referral, giving employees the autonomy to seek help without managerial involvement if preferred.

Enhanced Support and Operational Efficiency

Together, Pinga and Executive Software have transformed Habit Health's EAP services into a cohesive, client-centred experience. Employees benefit from a simplified and confidential pathway to support, while administrative teams enjoy reduced manual workload and improved service oversight. The integration has enabled Habit Health to deliver timely, effective care while maintaining high standards of privacy and professionalism.

This transformation reflects Habit Health's commitment to creating a healthier, more resilient workforce through innovative, integrated care solutions that prioritise accessibility, efficiency, and employee wellbeing.

“Streamlining the booking and referral process has enabled us to grow without additional administrative overhead for our teams. The integration between Pinga and Executive Software means manual follow-ups are significantly less. This enables our team to focus on supporting our customers, rather than paperwork.” – Philippa Castles, Head of Group Admin.