

Client success story

Thoughtfully designed support for a healthier workforce



Premium fashion house

Global leader in luxury apparel, accessories, home goods, fragrances and hospitality

Background

- 17,000+ employees across the U.S.

From a patchworked approach to seamless design for employee health

Over the years, a premium fashion house noticed a concerning trend among its employees' health. A steady rise in employees living with diabetes led to increased risk of mental health challenges, additional diagnoses of related health conditions and rising healthcare costs for employees and their employer. Known for its attention to detail in apparel, the company recognized that the same attention to cardiometabolic support and orchestration was essential in supporting employees' health. The company needed a connected, more complete approach to unlock access to better health, improve well-being and manage healthcare costs.

In 2021, the company partnered with Teladoc Health, shifting from offering multiple, less-effective point solutions to providing employees with access to personalized, integrated virtual support and expert guidance.

Many employees from one leading global luxury retailer were facing the ongoing burden of cardiometabolic conditions like diabetes, often further complicated by stress, mental health challenges and rising healthcare costs.

The company recognized the need to offer employees access to more empathetic, human-centered wellness.

With support from Teladoc Health, the company's employees developed healthier habits and made real clinical improvements. What started as a focus on chronic conditions grew into a commitment to prevention, helping people stay well before issues escalate.

89%
of participating employees reduced A1c¹

61%
of participating employees lost weight¹

92%
of enrolled employees activated a connected device²

A workforce with evolving health needs

Employing more than 17,000 people across the U.S. in both retail and corporate settings, diabetes and related mental health challenges had a significant impact on energy, engagement and overall well-being.

After introducing virtual support from Teladoc Health, employees began engaging with remote device monitoring, self-guided activities, digital coaching and expert help to build healthier habits. **Among employees enrolled in the program, more than 92% activated a connected device to support their journey of improved cardiometabolic health.**²

The company also extended support through onsite clinics serving employees and eligible family members. Teladoc Health collaborates with clinic staff by providing training and shared access to clinical data, enabling a more seamless integration of in-person and virtual support.

Elevating diabetes management through connected support

For employees with diabetes, reducing A1c is critical to managing downstream health issues and improving mental well-being. Of employees with uncontrolled diabetes (A1c > 7), **89% reduced their A1c** after six months.¹ Driven by behavioral and clinical support, overall A1c for employees reduced by 1.8 points.² Additionally, 68% of employees got their diabetes under control,¹ and **more than two-thirds achieved remission-level A1c ($\leq 6.5\%$).**³

Because diabetes is often related to other conditions, employees can access cross-functional support to improve their blood pressure, manage their weight and improve mental health. Nearly half of employees engaging with diabetes support use the program for help with three or more other cardiometabolic conditions. **Of employees with diabetes, 84% have also improved blood pressure and 70% lost weight.**¹

Personalized mental healthcare woven into every employee's journey

Mental and physical health are closely connected, especially as employees face rising pressures at work and home. With support from Teladoc Health, employees have access to broad mental healthcare, tailored to each employee's unique needs, from everyday stress to more complex challenges.

Employees can access on-demand digital programs, guided content and expert coaching for clinically significant issues, with crisis resources deployed when higher levels of intervention are needed. When mental healthcare is tailored and accessible, people are encouraged to take the first step toward feeling better.



Our 360-degree approach to benefits is designed to make sure all employees are living their best lives. It was crucial for us to find an easy-to-implement solution that put our people at the center and was flexible enough that we could add to it as our needs grew.

Head of Total Rewards

Addressing the emotional burdens of chronic disease management

High levels of diabetes distress have been significantly associated with poor glycemic control. In a survey measuring diabetes empowerment and distress,² employees found support from Teladoc Health helps them:



Find ways to feel better



Make confident choices about their health



Develop a workable plan to manage their condition

Designing healthy habits for better health

Recognizing that early action can make a lasting difference, employees with prediabetes can access food and activity tracking tools, digital content, and one-on-one expert coaching to help them build sustainable healthy habits and avoid progression to type 2 diabetes. With **more than 71% of participants actively using connected devices**,¹ employees took control of their health early, reducing their risk of developing diabetes and proactively managing other health challenges. The results reinforce the company's commitment to proactive, person-centered wellness.

Additionally, managing weight is critical to preventing and managing cardiometabolic conditions. In 2024, the company expanded its program to support employee weight health. With tools like a connected scale and digital resources like food logs, Health Nudges™ and five-day challenges, employees can make behavioral changes to lose weight and keep it off. Of activated employees, **61% lost weight**.¹

By investing in seamless, connected support through Teladoc Health, the company built a healthcare experience intentionally designed to help employees feel supported, engaged and confident in managing their health today, while taking meaningful steps to prevent more serious issues in the future.



[Find out how Teladoc Health can help your employees](#)



**Impacts on
long-term health:
5 years of support**

1.8%

average A1c reduction for employees who started with uncontrolled diabetes²

9.1%

reduction in blood pressure for uncontrolled members²

TeladocHealth.com/engage

1. Teladoc Health Portfolio Performance Summary for leading global luxury retailer, data through 12/31/2025

2. Teladoc Health Business Review with leading global luxury retailer, Data through 09/30/2025

3. Teladoc Health Diabetes Remission data for leading global luxury retailer, Data through 03/31/2025

The testimonials, opinions and statements reflect one client's experience with Teladoc Health. Results and experiences may vary from client to client. The testimonials are voluntarily provided and are not paid.

Teladoc Health is the global leader in virtual care. The company is delivering and orchestrating care across patients, care providers, platforms and partners—transforming virtual care into a catalyst for how better health happens. Through its relationships with health plans, employers and health systems, Teladoc Health fuels clinical excellence and applies the power of technology to help people live their healthiest lives.