

Employee work-life balance services for biotech company

support daily needs and reduce stress



The background

A pharmaceutical and biotech company in the northeast doubled in size in two years. As research teams logged increasingly long hours, work-life imbalance and burnout became widespread. Leadership sought a support package that would help employees manage personal tasks while they stayed focused on work.



The Circles solution

- › Delivered an online solution for all employees, with on-site support in two New England locations
- › Assigned a dedicated errand runner to handle requests like shopping and merchandise returns
- › Offered unlimited errand running and travel planning services for the full employee population
- › Provided a personalized web and mobile experience, supported 24/7 by Circles work-life balance advocates

The outcome

- 2.7 > hours saved per request, on average
- 40% > of employees use service annually
- 82+ > Net Promoter Score (NPS)
- Top 2 > requests: errand running and travel planning
- 12 > month expansion: 2nd on-site errand runner and global rollout for virtual services

See what Circles can do for your organization.

[Learn more](#)

“Circles plays a pivotal role in alleviating the daily tasks that divert our hard-working team’s attention. These services not only boost staff morale, but also provide a better work-life balance, resulting in increased production capacity. This has fostered a content and thriving company, poised for further expansion.”

HR Director