

Law firm ranks higher in 'quality of life'

after concierge program launches in 18 cities



The background

A leading international law firm offered traditional concierge services — dry cleaning, hotel bookings, shoe shines — but only at its Chicago headquarters. The firm wanted to extend consistent, high-quality work-life support to all 3,600+ employees worldwide, regardless of location or level, with the goal of reducing stress and saving time firmwide.



The Circles solution

- › Launched a virtual concierge program with a single, branded client portal accessible 24/7
- › Opened participation to all 3,600+ employees, regardless of location or level
- › Rolled out the program in phases, from HR pilot to firmwide launch within three months
- › Delivered robust customized marketing including e-newsletters, digital signage and internal messaging
- › Developed region-specific content and partners for previously underserved offices in South America and Europe

The outcome

The second full quarter after launch:

- 50%+ > of users from three largest offices
- 5.4 > hours saved per request, on average
- 100% > of users would recommend Circles

See what Circles can do for your organization.

[Learn more](#)

"Circles Concierge has been an incredibly valuable benefit. The help I received with two requests gave me peace of mind and kept me ahead of tasks that usually weigh me down. Thank you!"

Firm employee