



SUPPORT IN ACTION



Virtual concierge program completes global workplace strategy

> The moment

A global pharmaceutical company with employees in every corner of the world had a bold vision: transform the workplace from a corporate cost into a cultural catalyst.

When it came time to bring that vision to life for its 13,000 U.S. and Puerto Rico employees, they needed a new partner who understood that hospitality lives in moments and who could deliver consistently.

> Circles support in action

Circles launched a Virtual Concierge and Errand Running Program as a direct extension of the company's people and culture-led workplace strategy — one built around employee well-being and a hospitality-first mindset. Employees gained on-demand, personalized support that removed friction from their daily lives so they could show up focused, not frazzled.

Throughout the program, employees found:

- On-demand concierge support for personal errands and everyday requests
- Responsive service with a committed 95% on-time fulfillment rate
- A benefit that felt personal, not transactional — honoring the whole employee, not just the worker
- Support that made the company's global workplace vision tangible at the individual level

13K employees supported

24/7 service availability

> The human impact

- Extends a hospitality-first workplace philosophy to every eligible U.S. employee
- Reduces daily friction that competes with focus and collaboration
- Makes employee well-being inclusive and practical, for today's hectic lifestyle

Find out how a Circles concierge program can bring your workplace strategy to life.

[Learn More](#)

