

Errand running program added to on-site employee support services grows 1200% in 10 years



The background

A global biotech giant and Circles client since 2008 had been investing in its on-site experience, adding amenities like free Wi-Fi, gourmet coffee, and dry cleaning. As the company grew, leaders knew that retaining employees and attracting new ones would take more than amenities. It would take more active on-site promotion and support.



The Circles solution

- › Staffed dedicated errand runners at three on-site locations during the work week
- › Added on-site lifestyle amenities including notary services, car detailing, mobile phone repair and holiday gift wrapping
- › Fulfilled a wide range of requests from gift returns to package shipping and food delivery
- › Extended support during Covid-19 to essential lab personnel and remote employees, including prescription and equipment delivery
- › Expanded to deliver meals, prescriptions and office equipment to home-bound employees during Covid-19
- › Delivered a personalized web and mobile experience, supported 24/7 by Circles work-life balance advocates

The outcome

Launched with 109 errands in 2014, the program grew to 1,500+ by 2019 and expanded again in 2020 to support the pandemic

- 8,000+ requests filled in 10 years
- 21,178 total hours saved
- 2.6 hours saved per errand running request
- \$1M saved in 10 years using errand running services

See what Circles can do for your organization.

[Learn more](#)

*"I LOVE CIRCLES!
They are such a valuable perk. We are running on a skeleton crew at work, and it is so helpful to have their support because it allows me to focus on my work."*

Susana (employee)