

Law firm seamlessly transitions to new concierge provider and usage soars 175%



The background

One of the world's premier law firms needed to improve its concierge services for over 2,000 of their attorneys and partners. Service from their current provider was inconsistent, and they needed more proactive account management along with a predictable cost structure they could budget against.



The Circles solution

- › Priced unlimited errand running at a flat rate for predictable budgeting across all locations
- › Provided unlimited errand running in 7 U.S. and 7 international cities
- › Presented a side-by-side cost and benefits comparison with industry benchmarks from other legal clients
- › Extended global support, with a +1 benefit for spouse or partner at no added cost
- › Assigned a dedicated account director to provide quarterly reporting and annual business reviews
- › Delivered a personalized web and mobile experience, supported 24/7 by Circles work-life balance advocates
- › Launched in under six weeks

The outcome

- 127% > increase in users
- 46% > of staff use the service
- 175% > increase in requests, from 486 to 1,335

See what Circles can do for your organization.

[Learn more](#)

"I love this service. I often can't leave work to make returns across the city during the day while the stores are open. Circles makes my life so much easier."

Caroline (employee)