

95 NPS = workplace experience delivers

for pharmaceutical HQ



The background

A London-based pharmaceutical organization set out to reshape the employee experience as it opened a new headquarters. The goal was to give employees a reason to come in regularly, support their work-life balance day to day, and build a stronger connection between the office and the surrounding community.



The Circles solution

- › Delivered the program through a phased "test and optimize" rollout, evolving with employee feedback
- › Assigned a dedicated on-site concierge team to provide 24/7 support for everyday tasks like travel, dining and home repairs
- › Ran community engagement programming, including wellness pop-ups, speaker series, farmers markets and volunteering
- › Deployed a high-touch hospitality team to deliver a hotel-style welcome, personalized tours and tailored onboarding

The outcome

- 155 > average monthly concierge requests
- 11 > community events every month
- 95 > NPS score, in the world-class category

See what Circles can do for your organization.

[Learn more](#)

"Coming to the new HQ doesn't feel like coming to work. It feels like entering a place where I'm valued and where I want to be."

Employee