

Community management launched during pandemic fulfills need for employee well-being



The background

A leading mortgage financier was relocating thousands of employees to new campuses in Texas and Washington, DC. They had managed culinary and facilities separately, with no hospitality component tying the employee experience together. As employees returned post-relocation, leadership wanted a program that would help them acclimate to the new space and support their work-life balance.



The Circles solution

- › Staffed lobby welcome desks, handling visitor badging, package signing and wayfinding
- › Expanded on-site services over time to include dry cleaning, car washes and employee events
- › Added virtual team building events and activities to support remote and hybrid employees
- › Assigned a dedicated Community Manager to support employees through their entire journey
- › Delivered a personalized web and mobile experience, supported 24/7 by Circles work-life balance advocates

The outcome

- 4-5 > star experience rating by event attendees
- 2,500 > registered users receive ecommunications
- 6,000 > virtual event attendees over 18 months
- 3rd > Community Manager added in VA

See what Circles can do for your organization.

[Learn more](#)

The program supports over

14,000

employees who work remote, hybrid or on-site in their Virginia, Washington, DC or Texas locations.