EXPERIENCE | FINANCIAL SERVICES

TRANSFORMING THE GLOBAL EMPLOYEE EXPERIENCE

A leading global financial services organization set out to standardize food, hospitality, amenities and soft services across NORAM, LATAM, EMEA, India and APAC, with employee satisfaction as the top priority and room for local culture.

CLIENT	FOOTPRINT	4XI ROLE	MODEL
Global financial services	5 regions, 40+ locations	Strategy and standards	80% global, 20% local

THE CHALLENGE

- Balancing global consistency with cultural and market needs.
- Disparate service levels across locations.
- Coordinating five regions of different scale and capability.
- Aligning services with purpose and values.

THE 80 / 20 MODEL

- 80% of the experience consistent everywhere.
- 20% localized to reflect each region and culture.
- Locations tiered by size and function.

WHAT 4XI DID

01 Defining the why
Purpose, vision, mission, values.

02 Global standards
Services in scope, defined once.

03 Regional SOWs
Standards by location tier.

04 Localization
20% shaped by each region.

05 Roadmap
Transition with regional leads.

RESULTS

- **80% consistency** achieved across all locations.
- **Higher satisfaction** with workplace amenities and services.
- **Engaged leaders** globally and regionally, sharing ownership.

Consistency and local relevance are not opposites. A clear North Star and a global standard with room to flex gave employees one great experience, everywhere.