EXPERIENCE | WORKFORCE

DRIVING EMPLOYEE ENGAGEMENT AND RETENTION AT GLOBAL SCALE

A global multi billion dollar service provider with more than 250,000 employees faced high turnover, uneven engagement and changing workforce needs. 4xi built and helped deliver a data driven engagement strategy.

CLIENT	WORKFORCE	4XI ROLE	LEADERS TRAINED
Global service provider	250,000+ employees	Strategy and execution	200+

THE CHALLENGE

- High turnover driving recruitment cost and disruption.
- Different expectations on pay, benefits, conditions and careers.
- Inconsistent engagement and leadership alignment.

WHAT WE RESEARCHED

- Wage rates, benefits and perks.
- Working conditions and career paths.
- Signposts to attract, retain and reduce turnover.

WHAT 4XI DID

01 What employees want
Research by region and industry.

02 Strategy
Goals rooted in purpose and values.

03 Playbook
Tools and practices for every region.

04 Roadshows
Town halls to build buy in.

05 Training
Managers equipped to engage.

RESULTS

- **Lower turnover** in the first year, on targeted pain points.
- **Higher satisfaction** with pay, benefits and conditions.
- **200+ leaders trained** globally in engagement.

Engagement is built, not announced. Listening first, then equipping every manager, turned a retention problem into a culture of engagement.