



Gartner for HR Leaders

Customizable Well-Being Strategy

Client success story: Mashreq Bank

Well-being programs are often underleveraged, as they don't always meet employees' needs. However, Mashreq Bank created a customizable well-being program that is flexible, adaptable and drives accountability for well-being development across the organization.

Industry: Financial services

Revenue: \$1.4 billion

Employees: 5,000+



“It’s been a pleasure working with Gartner over the years. ...[Everything] that was presented in terms of what Gartner does, they do it.”

Ashok Gopal, Head of People Development and Employee Well-Being, Mashreq Bank



Mission-critical priority

Ensure Mashreq Bank’s well-being strategy addressed the challenges unique to its workforce and individual employees. They designed a comprehensive well-being program which keeps the employee at the center of the initiative.



How Gartner helped

Gartner best practices and frameworks supported the development of a customizable, best-in-class well-being strategy. Access to HR experts allowed the HR team to pressure-test their new strategy ideas and ensure they were making the right decisions. Expert-led webinars and live events allowed the team to hear from peers and enabled networking opportunities.



Mission accomplished

Mashreq Bank’s employee engagement and well-being scores increased to 4.36 on a 5-point scale. They saw a 56% decrease in sick leave requests and a 17% decrease in medical claims. They have been rewarded with the Gallup Great Workplace Award for 6 consecutive years.

Achieve your mission-critical priorities with Gartner for HR.

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