

Klarna credits Urban with workplace wellbeing



What does it take to make an office feel like home? For Swedish bank Klarna, it goes beyond the tangible. When they set up their London office four years ago, they did so with Scandinavian values in mind. They wanted to replicate a progressive culture that champions wellbeing, offers flexibility and banishes burnout.

Two years after setting up shop in the city, Klarna turned to Urban for at-work wellness and never looked back. We caught up with the Klarna workplace experience team to find out how Urban's chair massage service contributes to staff retention and happiness in the fast-paced world of finance.

An office that socialises, works

Flexible working is a key part of Swedish office life. At Klarna, working from home is encouraged, but so too is face-to-face collaboration. Klarna's experience team found that by offering weekly chair massages, colleagues were incentivised to get together in person regularly. That led to increased productivity, better socialisation, and an increase in staff happiness – key at a time when the company is expanding rapidly, and stress levels can be high.

IN A NUTSHELL

Service used: Chair massage

Time with Urban: Two years

Frequency: Monthly

Office size: 120 people

Employees love: Rejuvenating during busy days; having an incentive to work from the office

The experience team loves: The ease of the process – no reminders, no hand-holding – it's wellness that just works.

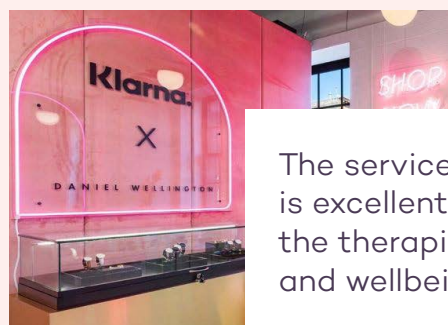
Urban's reputation speaks volumes

So, how did Klarna go about choosing Urban? It all came down to reputation. Before they knew about Urban, the London office had dabbled in other workplace wellness pursuits – mostly social events and some one-off classes – but they wanted to find a quality solution that would last.

With glowing reviews for Urban online, the experience team found colleagues already associated the name with high-quality wellness services – a good sign for user retention. Universally positive feedback from an initial trial session sealed the deal.

Urban is a great service, and I'm so glad Klarna provides it!

Delivery manager, Klarna



The service Urban provides is excellent. I love the advice the therapists give on posture and wellbeing.

Analyst, Klarna

A one-stop solution

Pre-Urban, efforts to implement workplace wellbeing had each required a sizeable amount of admin ahead of time, making long-term wellness ideas unsustainable. Urban's self-service approach had immediate appeal. And it delivered.

Practitioners arrived each month knowing exactly where to set up. Colleagues could book from their desks, and be reminded automatically when it was time for their appointment thanks to work calendar syncing. For the ops team, that freed up plenty of valuable time.