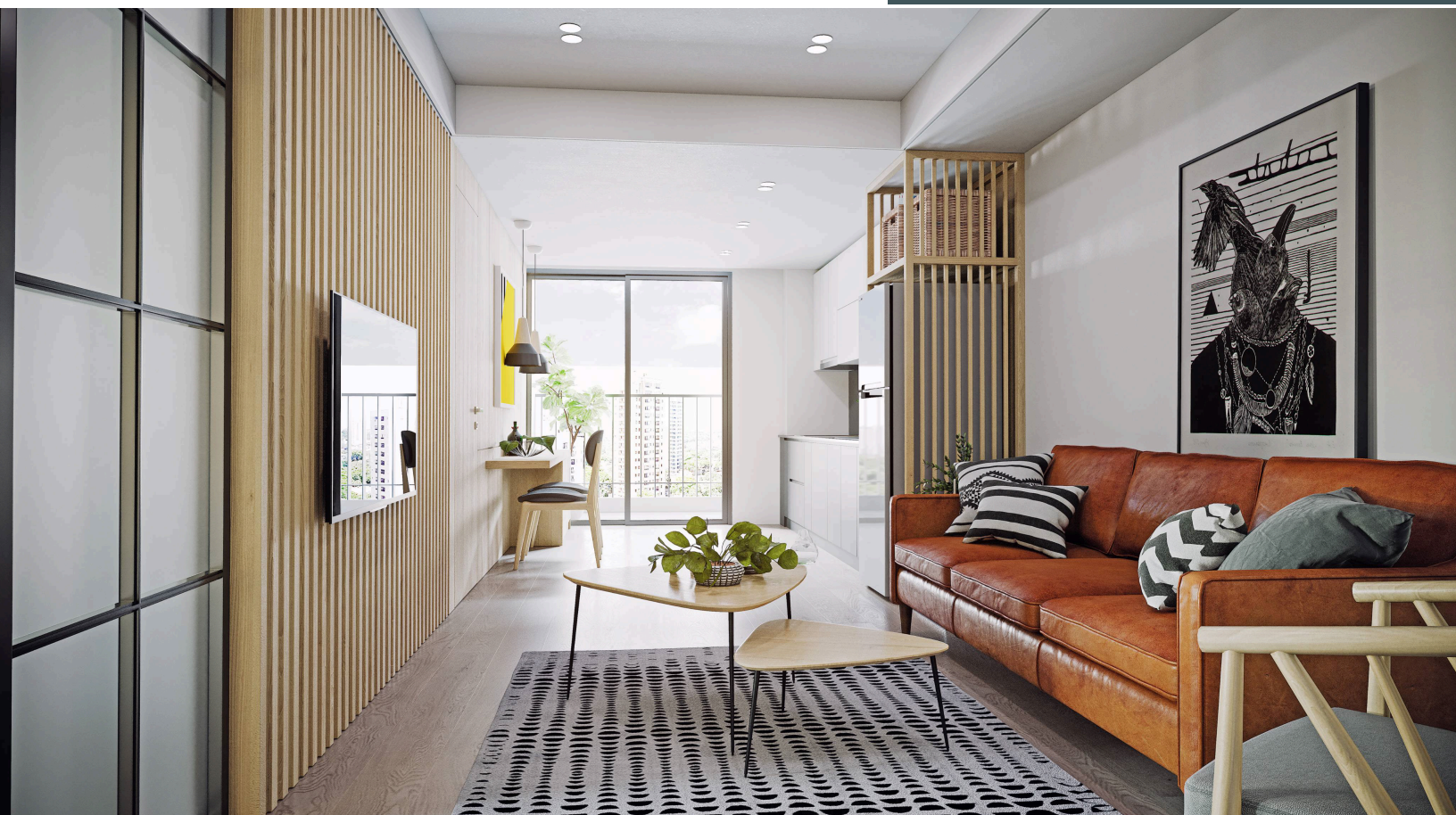


CASE STUDY

# Housing the #1 Intern Program in the Nation

How the top rated internship program delivered a 9.6 satisfaction score.



THE CLIENT

# Fortune 50 Financial Institution



**Client:** Synchrony

**Program:** Summer 2025  
Development Internship Program

**Scope:** Intern housing in one  
inventory-constrained market

**Interns Housed:** 67

## The Challenge

As the #1 rated intern program in the U.S., this Fortune 50 financial institution set out to elevate its intern experience and maintain its top standing. The goal: deliver a high-touch, emotionally resonant housing solution that impressed both interns and internal stakeholders—without exceeding budget.

The previous vendor had missed the mark. Interns lacked a warm welcome, onsite support, and local guidance—essentials that make housing feel like home. Meanwhile, the internal team was left managing logistics, draining valuable time and resources. In a constrained housing market, the pressure was on.

### They needed a partner—not a vendor—who could:

- Deliver a consistent, high-quality intern experience
- Remove logistical burden so teams could focus on engagement and conversion
- Provide white-glove service, real-time support, and proactive communication
- Help interns feel comfortable, confident, and cared for



## Switchplace's Solution

Switchplace responded to the challenge with a white-glove housing model built to support both the operational goals of the talent acquisition team and the emotional experience of each intern while remaining at the program's budget.

From first impression to final move-out, Switchplace delivered a seamless, high-touch experience that took every detail off the client's plate.

With Switchplace, concierge-level service and comfort came standard.

"Switchplace is a great partners to us! They care about the intern housing experience and provide a seamless process for our interns and team."

Intern Program Director



### What set us apart:

- **Providing Dedicated Account Management** with weekly meetings, centralized oversight, and formal business reviews
- **Offering Onsite Move-In Support** with Switchplace staff welcoming interns and assisting with logistics
- **Delivering Curated Welcome Packages** and local guides to help interns settle in and explore their city
- **Coordinating Roommate Matching** and pre-arrival email introductions
- **Furnishing Ready-to-Live-In Units** designed for comfort and convenience
- **Maintaining 24/7 In-House Support**—we never outsource service, ensuring every request is handled quickly and personally



## The Results

Following move-in, Switchplace conducted a post-arrival survey. Intern feedback confirmed what the team already felt—the experience was a standout success.

Category	Scale 1-10
Safety and Security	9.7
Privacy and Personal Space	9.7
Property Amenities	9.4
Arrival Instructions Clarity	9.3
Communication from Switchplace	9.2
Overall Satisfaction	9.6



# Why Switchplace Worked for the Top Intern Program in the Nation

This team needed their people focused on engagement and outcomes—not wrangling vendors or troubleshooting logistics. Switchplace delivered:

- An emotionally resonant, fully managed housing experience
- Consistent, premium execution across every intern touchpoint
- A true partner behind the scenes—reliable, responsive, and proactive

Great housing = great outcomes. And with Switchplace, the housing wasn't just functional—it elevated the entire program. That's why we say: "You lead the program. We'll handle the housing."

**One partner. One process. Zero chaos.**



" Our #1 Goal is to provide interns a white glove housing service and Switchplace helped us deliver that! The team was onsite on move-in day and welcome gifts for each turn during their move-in. The team is consistently getting feedback from interns during the move-in and move-out process to better improve the intern housing experience. "

INTERNSHIP PROGRAM DIRECTOR



## Let's Raise the Bar for Your Intern Program

We help companies deliver housing that's not just seamless—but standout. Let's talk about your 2026 program.

[sales@switchplace.com](mailto:sales@switchplace.com)