Sherlock
Performance AI

Guardian

Case Study



Client Strategy

Guardian Life is committed to driving profitable growth by investing in areas of differentiation and prides itself on being **"Everyday Champions of Well-Being"** for its employees. The company focuses on creating transformative experiences that empower employees to grow and enrich their futures.
Our client Guardian life is a people centric organization and believes in investing in talent to achieve business goals. Their key focus areas includes- Expanding mind-sets, changing behaviours and accountability to support strategic objectives.

The Challenge

Guardian Life sought to align talent-building with strategic priorities by fostering growth, resilience, and well-being among early-career professionals and middle managers — key groups vital to organizational success



Approach

To achieve the above strategic goals, Guardian life partnered with Sherlock to leverage our leading edge next-generation AI coaching platform (no human in the loop) ‘Sherlock AI’ to drive business success through- **Productivity, Engagement and Well-Being.**
A robust pilot project which included 250 early career and middle managers to leverage ‘Sherlock AI’ over 3 months was deployed. The client organization divided the group into multiple cohorts. The scope of coaching included a multi-pronged approach :

Transformative Coaching Journeys: Focused on foundational development, including

- Maintain a resourceful mental and emotional state
- Finding meaning and clarity of purpose
- Building resilience
- Developing agility – Being Future oriented, having bias for action and innovative mind-set
- Encourage collaboration through managing differences
- Developing Whole Brain Thinking

Breakthrough Coaching Conversations: Real-time on-the-fly AI coaching to find ways and means to deal with day-to-day workplace challenges. These AI powered coaching conversations help users:

- Challenge habitual thinking, get multiple perspectives to a given situation, draw insights, make informed choices and take intentional action.
- Find confidence and courage in having conversations relating to promotion, performance appraisals, influencing clients , driving sales so on and so forth

Results

Sherlock AI established a set of quantitative and qualitative success measures in collaboration with Guardian Life to evaluate the impact of the pilot. Sherlock AI exceeded all expectations across both quantitative and qualitative success factors. These results are accessible through Sherlock Acumen™, the AI-powered analytics and insights engine of Sherlock AI which was one of the main driving factors for our client (Real time pulse of the organization).

The Quantum Impact of Sherlock AI Coaching in Just 12 Weeks

Explore how you can achieve this level of transformation.

13,700 mins Total Coaching Time	**141** Breakthrough Conversations	**88** Transformation Journeys
90 Assessments Completed	**65%** Action completion rate	**75%** Found tools helpful and plan to apply

Success Factors

	Expected results	Actual results
Adoption Rate	**30%**	**70%**
Repeat User	**50-70%**	**74%** atleast 2 times **46%** > than 4+ times
Action completion	**>50%**	**65%**
Effectiveness	**> 50% Coaching effectiveness** (NPS)	**+90% Rating by users** **+92% Coaching effectiveness** (%of userswho movedforward after coaching with Sherlock)

+32% Productivity

+40% Engagement

+25% Well-Being

Sherlock AI meets Enterprise-Grade Privacy, Security,and ComplianceStandards

Sherlock AI ensured enterprise-grade security for Guardian Life users with advanced encryption, authentication, and compliance with global data protection standards. Private conversations, identity protection, and AI safety features like bias detection are prioritized for all our clients.

This pilot demonstrated the transformative power of AI-driven coaching in redefining talent development. By boosting productivity, engagement, and well-being, Sherlock AI proved its ability to drive meaningful growth and deliver strategic business impact for Guardian Life.

+ Emotional & Mental Support

"Sherlock provides an outlet without adding worries to my shoulders. It helps me pause, change my mindset, slow my thinking, and offers good ideas to solve situations."

+ High Interactivity

"I feel less judged talking to AI. I appreciated the freedom to use the app as a tool based on my day-to-day needs. It wasn't just for coaching; the assessments were great for growth. I liked having access to Sherlock on my phone and could use it when I had time. Thanks for all the hard work and enhancements—overall, a great experience."

+ Psychological Safety

"I don't feel judged—it's like talking to a non-human."

+ Coaching Conversations

"I enjoy how Sherlock challenges me, even emotionally. It offers whole new perspectives and asks outside-the-box questions."

+ Nudges

"I appreciate the prompts and notifications—they keep drawing me back and holding me accountable."

+ Gamification

"The gamification features motivate me to use the app—it taps into my competitive side."



