

PAIN-FREE RELOCATION FOR WEBMD EXECUTIVE

CASE STUDY

“We’ve had a most pleasant experience with the move. Everyone from Graebel’s office staff, to the movers, to the packers has been fabulous. Everything went off like clockwork and with ease from day one.” - WebMD Executive Transferee*



THE CHALLENGE

WebMD reached out to Graebel with an urgent request to relocate a VIP executive’s household goods from three states to two final home destinations. Move span:

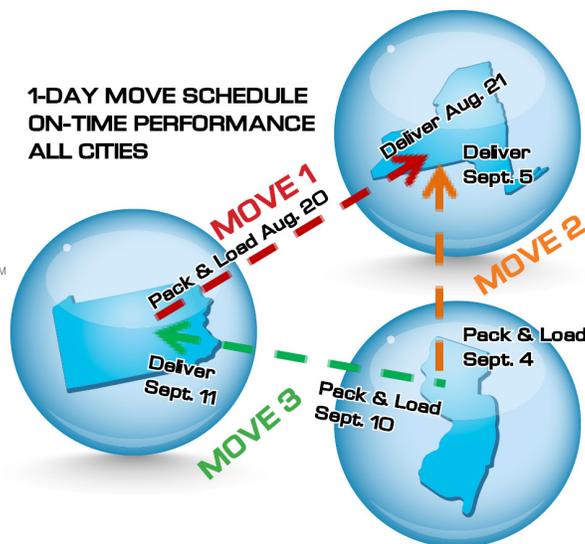
- > Pennsylvania to New York
- > New Jersey to New York
- > New Jersey to Pennsylvania

THE SOLUTION

As a Graebel Express Relocation Services™ client, the solution to move this VIP was easy to implement for the human resources team. An experienced Graebel move coordinator contacted the executive immediately to conduct a pre-move consultation and schedule the three in-home surveys. The local Graebel centers in Moorsetown and Randolph, New Jersey were tapped to execute all moving logistics. Experienced Graebel surveyors visited each home to gather accurate details of the specific items to be moved and any special needs such as crating, third-party appliance services, in home palletization and more. Information was uploaded onto the surveyor’s iPad® and estimates were calculated on the spot using cutting-edge Graebel technology.

For each of the three separate moves, in one day, the Graebel crews packed and loaded the household goods into a single 53’ trailer. The next day, Graebel delivered on-time service to the two destinations in New York and Pennsylvania during peak-season.

**1-DAY MOVE SCHEDULE
ON-TIME PERFORMANCE
ALL CITIES**



THE RESULTS

The three property locations’ household goods were strategically managed and delivered to the Pennsylvania and New York homes impeccably within the customers’ desired timeframe. No concerns or claims were reported.

During the post-move survey to evaluate performance and satisfaction, the executive provided Graebel with a perfect-10 score.

The Graebel Express Relocation Services tailor-made option was simplified and proven successful for the unique needs of WebMD.

THE CUSTOMER

WebMD Health Corp. is a leading Web publisher of health information for consumers and health care professionals. The WebMD Health Network (including WebMD.com, Medscape.com, and third-party sites) attracts about 85 million unique visitors per month. The company also operates private portals for employers and their health plans.

www.webmd.com

WHY GRAEBEL?

A few months prior to the executive move, WebMD had signed a Graebel Express Relocation Services agreement. The program offered an a la carte menu of full-service global mobility options. Nothing in medicine is cookie cutter and neither is relocation which is why WebMD wanted options so that it could cater to the needs of each relocating employee. Graebel Express Relocation Services was the perfect solution, because WebMD was under no obligation to pay for any unneeded benefits; and, WebMD would have access to client and transferee portals. The Graebel technology is also equipped with an estimating tool that the WebMD recruiters utilize to make sound relocation offers to candidates.

Transform Your Approach to Global Mobility. Thinking Ahead. Moving You Forward.

FOR MORE INFORMATION ON GRAEBEL:

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