

PEAK PERFORMANCE DURING PEAK MOVING SEASON

MOVE MANAGEMENT SAVES THE DAY FOR OVER 1,000 PEOPLE

Historically, May through September are the busiest moving months in the U.S. – often referred to as “peak moving season.” Together with the ever-present driver shortage, most household goods carriers find themselves at capacity, and refuse move requests – especially those with tight deadlines – during the summer.

This can leave a company with little choice but to fly the transferred employee to his/her new destination and pay temporary living costs until the move can be scheduled—a costly endeavor for the company and an unsettling experience for the transferred employee and family.

The Move Management Inc. (MMI) crossBrand SolutionSM with its unbiased supplier selection process from a pre-qualified network of professional service providers offers an alternative, win-win option for both the employee and client.



THE CUSTOMER

Numerous Fortune 500 companies and GSA organizations

PROJECT SCOPE

To achieve last minute move requests for its clients' 1,000+ transferees during peak season in 2012, while servicing almost 4,000 standard date move orders.

PROJECT GOALS

To successfully move all customers during peak season, and to not turn down a single request, by working closely with the Move Management pre-vetted supply chain.

WHY MOVE MANAGEMENT

With its supply chain of 17 pre-qualified U.S. household goods carriers, 46 agents that are strategically located, five auto carriers and six forwarders – Move Management is better positioned than a single carrier, mover or third party to secure resources on short notice – especially during peak season when every mover's capacity is stretched thin.

In 1997, Move Management pioneered the unbiased supply chain network management service for the relocation industry. Today, its crossBrand Solution is the premier choice for the Fortune 500 and the GSA.

(The Challenge, Solution and Results on next page)



“Knowing each of our partner’s strengths and working closely with each ultimately attains what Move Management is looking for – complete success and customer satisfaction for each individual move.”

THE CHALLENGE

The seasonality of the moving business has always made it difficult for movers to properly adjust their resources to accommodate the fluctuating demand. The undisputable fact is that no one carrier has unlimited capacity.

According to Tim Lehnerz, CRP, GMS, senior vice president, general manager at Move Management, “The main challenge during the 2012 peak season was not the sheer volume of moves, but accommodating the amount of rush requests—those moves initiated fourteen days or less before the move process (pack/load) begins. Having strong relationships with 17 U.S. van lines and their performance metrics were key to our success. With the Move Management supply chain we can find the additional capacity when and where needed.”

THE SOLUTION

Relying on its supplier prequalification and evaluation processes, and strong relationships, MMI was able to find capable resources for over 1,000 tight move requests through the peak summer season in 2012.

Every Move Management supplier is pre-qualified and must meet or exceed strict criteria on every move service performed.

Among the tough supplier evaluation criteria:

- Financial stability
- Timely, accurate, solution-oriented communications
- Ability to perform to the Move Management high standards, processes
- Demonstrated highest quality service delivery capabilities
- Experienced workforce, furnished with modern equipment

In a business where you’re relocating not just household goods but people’s lives, the crossBrand Solution is geared to clients’ budgets, policies and schedules. The Move Management Supplier Scorecard Evaluation and transferred customers’ feedback carry weight because each is customer-centric.

Scorecard results for each supplier are available to clients online, 24/7 as with all Move Management reports. The scorecard grades each supplier on:

- Transferee satisfaction for each service
- Counseling and audit team responses
- Estimate accuracy
- On-time load, delivery performance
- Claims severity, settlement
- Invoice accuracy, timeliness
- Problem resolution speed

Based on these scorecard results, the household goods veterans at Move Management select the best supplier for each move – not a “next up in the system” rotation model.

Regional traffic lanes and interstate power lanes for each individual supplier are also key factors for supplier move assignments.

Suppliers for client-directed accounts are held to the same high standards as the MMI supply chain.

THE RESULT

Through concise planning, preparation and its superior supplier relationships, Move Management successfully completed over 1,000 rush relocations without turning down a single request during the 2012 peak season.

And while servicing over 13,000 total moves in 2012, the Move Management suppliers’ pick up and delivery performance was near perfect even with the additional rush volume.



To learn more about Move Management contact:

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