

# RELOCATION COSTS MINIMIZED WITH MAXIMUM RESULTS

## POLICY REVIEW REAPS BIG REWARDS FOR CLIENT

With an average cost to relocate a new employee homeowner in the U.S. exceeding \$70,000, companies are looking for ways to contain expenses, while seeking to attract top notch talent.\*

An effective way to accomplish these seemingly contradictory goals is through thoughtful relocation policy design and periodic reviews to make adjustments as the economic and business environments transform.

Move Management, Inc. (MMI) offers complimentary policy reviews to its clients, providing current industry best practices and practical recommendations that are most effective for the client's program – both in cost savings and employee satisfaction.

### THE CHALLENGE

This Fortune 100 company was looking for significant cost savings in its relocation program without negatively impacting its employees' experience. Another critical goal was to maintain a competitive edge in a tight talent market.

### THE SOLUTION

With a solid two years of experience servicing this client's transferred employees, the Move Management team suggested sweeping changes to the client's program that could substantially improve efficiency and enhance the relocation experience.

With close to 200 annual global relocations, the program had sufficient volume where even

seemingly minor policy adjustments could amount to substantial savings to the bottom-line.

The MMI team conducted a thorough review of the company's current relocation policy. Recommendations were made regarding policy verbiage clarification, supplier service optimization and procedural changes to reduce policy exceptions and authorization requests for a smoother transferee experience.

A major change was suggested in the company's international policy which was founded on a weight-based structure employed in U.S. domestic household goods freight transportation. Because air and sea transportation are structured on volume-based rates, Move Management recommended a switch to a container-based overseas shipment pricing model.

### THE RESULT

With Move Management's meticulous policy review process and the client's adoption of the recommended policy changes, the client is poised to save nearly 10% in its overall relocation program in 2013. In addition, transferred employees' customer satisfaction ratings with Move Management continues to remain high move after move.

### THE CUSTOMER

Fortune 100 internet technology company

### PROJECT SCOPE

Review and analyze the client's relocation policy in place for several years

### PROJECT GOALS

Recommend current best practices to eliminate redundancies, save money and provide a continued positive experience for the client's relocating employees

### WHY MOVE MANAGEMENT

Move Management has a proven track record providing industry best practices suited to each organization's specific relocation program – helping to improve the relocating employees' experience while saving valuable time and money resources.

In 1997, Move Management pioneered the unbiased supply chain network management service for the relocation industry. Today, its crossBrand Solution® – with its supply chain of 17 pre-qualified U.S. household goods carriers, 46 moving agents that are strategically located, five auto carriers and six forwarders – is the premier choice for the Fortune 500, Global 100, and the GSA.



**To learn more about Move Management, contact:**

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