

# 2014 Baker's Dozen Customer Satisfaction Ratings: Relocation

By The Editors

*HRO Today's Baker's Dozen* rankings are based solely on feedback from buyers of the rated services. The ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 10 responses from 7 companies, and we received feedback from 277 verified customers.

In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores. We include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity.

## 1. NEI Global Relocation

**Website:** [www.neirelo.com](http://www.neirelo.com)

Talent mobility in today's global marketplace requires speed, efficiency, and flexibility, adjusting quickly to get the right people in the right place at the right time. That's what we call talent agility. At NEI Global Relocation, we are committed to being your partners in talent agility.

Our focus is on delivering the highest quality service customized to our clients' needs. As a result, we are frequently ranked as the top global mobility provider in industry surveys. In 2013, NEI was also recognized in the Stevie Awards for Women in Business, winning four Stevies® for Company of the Year, Lifetime Achievement for Kate Dodge, Video of the Year, and Mobile App of the Year.

Companies turn to NEI for our thought leadership and program performance in achieving their mobility strategies with: exceptional customer service, innovative program design, a strong focus on effective cost management practices, robust online and mobile technology solutions, and strategic supply chain management. Each year, nearly 70 percent of our new customers develop from recommendations by satisfied clients and industry partners who recognize the NEI commitment to partnership and achieving results.

### Services:

*Global client consultative and administrative services:* relocation program design, policy consulting and program reviews, domestic and international cost estimates and projections, assignment management services, exception management, supplier partner management, online and mobile technology tools, global tax assistance, cost of living differential programs, employee compensation services, policy benchmarking, expense management, management accrual and reporting tools, candidate intercultural and adaptability assessment, letter of assignment/job rotation agreement preparation, payroll reporting, industry updates and newsletters, group move consulting and management, year-end reporting and analysis.

*Global employee origination and destination services:* candidate pre-decision services, relocation counseling and policy interpretation, visa, work permit and immigration assistance, home sale program management, home marketing assistance, area orientation and home finding assistance, destination and settling-in services, compensation administration, mortgage assistance, rental finding assistance, executive level services, expense reimbursement, tracking and reporting, temporary living assistance, dependent living care and assistance, lease break assistance and utilities termination, household goods management: shipping, auto transport, freight forwarding, and storage, cultural and language training, mail forwarding assistance, property and tenancy management, spouse employment assistance, emergency services, worldwide banking, loss on sale, automobile procurement, pet transportation, NEI cities destination location research tool, home leave coordination, medical briefings and emergency services coordination, and repatriation assistance.

### Most important metrics:

- Transferee satisfaction
- Client satisfaction
- Reporting accuracy and timeliness

### 2. Global Mobility Solutions (GMS)

**Website:** [www.gmsmobility.com](http://www.gmsmobility.com)

Global Mobility Solutions offers a broad-base of products along with technical expertise delivered in a hands-on atmosphere. Since our founding in 1987, GMS has been an established thought leader and innovator in the mobility industry. As a privately held 100 percent debt-free business, our organization is propelled by the needs of our clients.

By providing a comprehensive service that starts with choice, our talented team of industry professionals manage and monitor each phase of the relocation process with excellence. We remain ever-present through direct contact and technology resources that are available 24/7 on a global basis.

**Services:**

- *Policy review/consulting:* benchmarking, best practices, design, implementation.
- *Pre-decision programs:* cost of living analysis, school reports, budgetary cost estimates, community tours, home sale analysis (BMA), travel services, candidate expense tracking, and expense tracking/management.
- *Domestic relocation:* home marketing, buyer value option (BVO), guaranteed purchase offer (GPO), inventory management, home finding, household goods move management, rental assistance, temporary living, mortgage programs, travel services, expense tracking/management.
- *Global assignment:* cost estimates/projections, global compensation and tax, visa/immigration, property management, temporary living, home finding, household goods forwarding, language training, intercultural training, host-country destination services, spouse career assistance, travel services, expense tracking/management.
- *Technology and reporting:* online resources, mobile applications, automated updates, online initiation, multi-tier approval, dashboard reporting, ad hoc reporting, payroll system integration.

**Most important metrics:**

- Transferee
- Satisfaction
- Client satisfaction
- Service response
- Reporting accuracy and timeliness
- Invoice accuracy

### 3. Mobility Services International (MSI)

**Website:** [www.msimobility.com](http://www.msimobility.com)

MSI – “The Global Talent Mobility Company®” is the leading provider of global talent mobility solutions to corporations worldwide. Through the alignment of talent management and global mobility strategies, we help organizations optimize the investment made in human capital while achieving their strategic business objectives.

MSI exists to positively impact the lives of the people and organizations we serve. We do this by simplifying the complexities of global talent mobility, allowing them to focus their time, efforts, and energy on the opportunities at hand, while having the confidence and assurance that we are by their side.

**Services:**

- *U.S. and Canada relocation management services:* pre-decision services, home marketing assistance program, home sale programs, closing services, inventory management, property management, household goods move management, mortgage services, home finding services/ rental assistance, temporary housing, expense management services.
- *International assignment management services:* needs assessment, assignment budgeting, letter of assignment, cost projection, departure services, Look-See™ Trip, destination services, area orientation, home finding, school search, settling-in, language training, cultural training, spouse/partner career management, education consulting, home marketing/home sale assistance, international household goods move management, temporary housing assistance, furniture leasing, banking services, tenancy management, property management, on-assignment services, personal security, emergency services, in-country hotline services, home leave coordination, family transition counseling, home purchase assistance, repatriation services, expense management.
- *Global compensation services:* cost estimate preparation, relocation compensation services, certificate of coverage, compensation worksheet preparation, hypothetical tax and allowance calculations, payroll administration and reconciliation, global compensation accumulations and reports, year-end global statement of earnings reports.
- *Tax services:* assignee briefing, home and host, US federal income tax returns, state income tax returns, host income tax returns, social security, tax projections, hypothetical tax calculations, tax equalization calculations, tax planning.
- *Governance risk and compliance services:* corporate tax exposure and advisory, transfer pricing review, advance pricing agreements, annual FBAR reporting, global employee risk management.
- *Group move management services:* group move planning, group move policy development, group move budgeting, group move management.
- *Global talent management services:* organizational development solutions, pre assignment services, candidate selection assessment, assignment preparation workshop, on-boarding services, on-boarding planning, transitioning leader team integration, critical stakeholder assessment, on-assignment services, coaching, leadership development skill building, re-assimilation services, re-assimilation assessment, re-assimilation counseling.
- *Immigration services:* immigration consulting services, immigration briefing, document management, visa services, work permits, intra-company transfer, local hire, renewal, dependent.
- *Visas:* entry visa, work visa, dependent visa, student visa, trainee visa, renewals.
- *Residence requirements:* residence permit, residence registration, notification of cancellation, permanent residence permit.
- *MSI professional services:* staff augmentation, advisory services, consulting services, program design and implementation, policy benchmarking and best practices advisory, cost management, lump sum program development, mergers and acquisition planning and integration, program compliance, global talent mobility program transformation.
- *Education and training services:* individual, team, companywide, group, workshop, online training, virtual sessions.

**Most important metrics:**

- Household goods claim ratio's and amounts
- Employee satisfaction
- GBO transactions taken into inventory
- Assignment failure rates
- Average homesale cost as percentage of home value

### 4. Graebel Relocation Services Worldwide

**Website:** [www.graebel.com](http://www.graebel.com)

Graebel is a customer-first and employee-friendly global mobility company that is privately held. With a global footprint, the fully-integrated relocation company provides service and substantial savings from bundled pricing. In addition to its all-encompassing service menu, companies rely on Graebel for its thought leadership, eco-friendly processes, industry-first innovations that have included portals in 2003, and apps in 2010.

For 63 years Graebel has continuously reinvested in its people, technology, equipment and facilities to ensure superior quality, cost-efficient relocation service for its clients, and rewarding opportunities for personnel.

**Services:**

*Real estate:* home marketing; purchase assistance; buyer value option; guaranteed buyout option; property management; rental to temporary living assistance; mortgage assistance; and tenancy management.

*Destination:* area tour; orientation; interim housing and rental assistance; school-finding assistance; spouse/partner assistance; cultural and language training; automobile lease and purchase; driver licensure assistance; financial and insurance services; ongoing offshore assignment support; and repatriation service.

*Financial management:* expense reporting and management; direct reimbursement and multiple currency expense payment; lump sum administration; tax counseling and coordination; payroll and tax reports; activity and spend reports; and consolidated billing.

*Household goods and move management:* household goods packing; shipment; and delivery; storage; claim management; international forwarding.

**Most important metrics:**

- Reporting
- On-time performance
- Response time
- Expense management
- Invoice timing, accuracy

### 5. Weichert Workforce Mobility

**Website:** [www.weichertworkforcemobility.com](http://www.weichertworkforcemobility.com)

Weichert Workforce Mobility is one of the world's leading global workforce mobility companies, making it faster, easier, and more cost-effective for clients to deploy key talent and transfer critical skills. As an independently-owned company, operating without silos or shareholder pressures, we offer flexibility and responsiveness to meet any workforce mobility need, anywhere in the world, whether your company moves 10 or 10,000 employees. We also provide our industry's deepest global service scope, including global tax administration, payroll, and compensation management.

**Services:**

- *Advisory services:* policy design and development, benchmarking, policy counseling, repatriation/post-repatriation services.
- *Pre-departure services:* pre-assignment counseling, compensation planning, assignment cost projections/letter preparation, tax planning and strategy, initial compensation worksheet calculation, visa/immigration coordination, certificate of coverage management, cultural and language training.
- *Expense management and reporting:* cost-of-living analyses, lump sum administration, reimbursement requests, expense audit and disbursement, gross-up processing, coordination of payroll and tax services, management reporting, vendor invoice audit and payments, hypothetical tax calculation, recovery of advances/excess payments, cancellation of allowances, expense coordination and requests, tax and compensation counseling.
- *Supply chain management:* select, monitor, and train partners, governance and risk management compliance and audit.
- *Compensation collection and reporting:* tax equalization tracking and payments, preparation of year-end compensation breakdown, compensation worksheet maintenance, budget accruals, payroll training support, host country compensation reporting, coordination of tax compliance, shadow payroll reporting, on-going tax and compensation reporting
- *Relocation management:* departure services, home marketing assistance, home sale services, household goods management, home search assistance, rental finding assistance, inventory management, property management, VIP services, settling-in services, temporary living, tenancy management, spouse career counseling, mortgage services, banking/credit assistance, rental management, assignment allowance coordination, emergency evacuation, return move coordination, re-entry training, home finding/rental assistance, vacating coordination.

**Most important metrics:**

- Client satisfaction rate
- Mobile employee satisfaction rate
- Service evaluation response rate
- Cost projection delivery turn time
- Year-end compensation summary accuracy
- Assignment letter delivery turn time
- Amended value rate
- Average home sale cost
- Direct home selling costs
- Average days on market
- Total appraisal cycle time
- Expense reimbursement turn time
- Invoice accuracy

## 6. TheMIGroup

**Website:** [www.themigroup.com](http://www.themigroup.com)

At TheMIGroup world-class service is defined by a high-touch approach to relocation management and requires a commitment to ongoing innovation, complete program flexibility and transparency, and a passion to strive to be the best in everything that we do.

Established in 1978, TheMIGroup is a leading provider of global relocation management solutions. We offer a full range of domestic and international services including global compensation and consulting services, from total assignment management to individual services for transferees, expatriates or individuals on the move. With business units located throughout the Americas, Europe, and Asia, supported by more than 900 on-the-ground relocation providers comprising TheMIGroup Worldwide Partner Network™, we have the capacity and capability to provide mobility services in more than 175 countries and across all time zones.

Whether relocating to, from or within North America or across the globe, TheMIGroup offers the services specifically designed to ease the transition and settle your employees into their new assignment anywhere in the world.

**Services:**

*Domestic relocation services:* policy development, policy counseling / needs assessment, cost estimates, home sale services: home marketing assistance, home sale programs (buyer value option, amended value); inventory management, real estate title closing services, home finding services: candidate familiarization/area tour, home purchase assistance, mortgage assistance, rental assistance, temporary accommodations; household goods moving services, expense management.

*Global relocation services:* policy development, candidate assessment, pre-decision trip, preview trip, global assignment management (GAM): policy consulting services, destination services, household goods moving/storage management, risk management, cross cultural and language training, temporary accommodations, visa and immigration, expense management, on-going support; on-going services: property management (vacant and tenanted), tenancy management, assignment payment support; repatriation services: service cancellation, lease cancellation services, repatriation transition support; global compensation services: cost estimates, compensation worksheet, global compensation reporting, payroll coordination; career assistance; emergency and evacuation services; automobile assistance (U.S. inbound only); cost of living coordination.

**Most important metrics:**

- Strategic program management and partnership
- Assignee/transferee satisfaction
- Compliance reporting
- Ability to deliver cost containing/saving ideas
- Invoice accuracy

## 7. SIRVA Worldwide

**Website:** [www.sirva.com](http://www.sirva.com)

A leading worldwide provider of relocation and moving solutions, SIRVA Worldwide, Inc. provides more than 230,000 relocations per year to corporations, government employees, and individual consumers through its family of companies. The company delivers the best mobility experience at the lowest total cost to relocate through complete management of the global supply chain, the world's leading global operations, industry-leading risk management processes, and full accountability and transparency of costs. SIRVA's family of companies includes Allied, Allied International, Allied Pickfords, DJK Residential, Global, northAmerican, northAmerican International, SIRVA Mortgage, SIRVA Relocation, SIRVA Move Management, SIRVA Global Relocation and SIRVA Settlement.

**Services:**

Domestic and international services:

- Consulting services
- Candidate assessment
- Group move management
- Global compensation and payroll administration
- Visa and immigration
- Vendor management
- Pre-decision counseling
- Policy counseling
- Home marketing
- Traditional home sale
- Fixed fee home sale
- Cross cultural training
- Property management
- Area orientation
- Home finding
- Rental assistance
- Mortgage services
- Temporary/corporate housing services
- Household goods moving
- Education consultancy
- Language training
- Settling-in services
- Assignment management
- Tenancy management
- Partner/family support
- Repatriation
- Reassignment
- SIRVA Move Management solution

**Most important metrics:**

- Quality of service to corporate clients and their relocating population
- Client retention
- Innovation
- Managing cost for clients

## 8. Xerox Relocation & Assignment Services

**Website:** [www.xerox.com/relocation](http://www.xerox.com/relocation)

For nearly 50 years, Xerox Relocation & Assignment Services (RAS) has tailored mobility services to the unique needs of clients around the world. Today, RAS serves clients from 24 offices in 21 countries and, as Xerox, has bricks-and-mortar presence in more than 160 countries.

With more than 14,000 professionals, our HR services organization provides talent acquisition, development, rewards, and relocation services to more than 400 clients and 11 million employees and retirees. We strive to differentiate our services through a highly experienced team, true business transparency, and innovative solutions.

**Services:**

- *Advisory services:* Xerox provides consulting services to our clients to support their mobility policy design, help them capture and control exceptions, and optimize the model to meet our clients' goals and ensure employee satisfaction.
- *Personal relocation consultant:* We become the transferring employee's single point of care for all aspects of their relocation. The Xerox consultant advises the employee on the policy and coordinates every aspect of their move.
- *Coordination of services:* Xerox Global Relocation network provides services ranging from home sale, home purchase, temporary housing, household goods shipments, storage, and destination services including home finding tours, rental tours/assistance, driver's license/auto registration assistance, assistance researching local services and international transferee assistance.
- *Global coverage:* Xerox provides services for domestic relocation and international assignment. Whether the client is moving an employee across the state, or half way around the world, Xerox Relocation & Assignment Services can support them.
- *Innovative technology:* The Xerox mobility portal gives our clients and their relocating employees a comprehensive technology solution that provides tracking and transparency to all activities and interactions.

**Most important metrics:**

- Customer satisfaction
- Work accuracy
- Timeliness
- Follow-through
- Responsiveness

## 9. AIReS

**Website:** [www.aires.com](http://www.aires.com)

AIReS is a global relocation solutions provider with a reputation for metric-based, world-class performance, and a unique family-focused approach to customer service. An inherent focus on quality is essential to every aspect of our business, proven through key certifications like SSAE16, ISO 9001:2008, ISO 14001:2004, FIDI-FAIM, and C-TPAT. Each certification demonstrates AIReS achievement in quality initiatives earned through the respective audit functions of each organization.

With more than 30 years of experience, AIReS concentrates exclusively on relocation programs for our corporate clients, and owns no subsidiaries, nor do we have any vested interests in other aspects of business. Our consultants work with our corporate clients to develop customized, flexible programs based on leading industry trends and current benchmarking data. We ensure that program solutions are sensitive to the unique needs of each family, but adhere to even the most stringent relocation policy and benefits packages offered by our clients, an approach that is critical to the success of any relocation.

Supported by leading-edge proprietary technology developed by our in-house team specifically for relocation, a central point of contact model, and a quality assured global partner network, AIReS stays with a transferee for the entire relocation lifecycle, starting with the very first initiation phone call.

**Services:**

Corporate Services:

- |   |                                   |   |
|---|-----------------------------------|---|
| • Relocation program management                                       | • Real estate services            | • Move management   |
| • Home sale programs (AVO, GBO, BVO, marketing, direct reimbursement) | • Property and tenancy management | • Reporting   |
| • ReloNet® Web Services site - corporate tools                        | • Inspection services             | • Group move services                                     |
| • Policy review and development                                       | • Cost of living projections      | • International compensation and data collection services |
|   | • Expense management              |   |
|   | • Insurance and risk management   |   |

Family Services:

- |  |   |   |
|--|---|---|
| • Home finding and mortgage assistance | • Assignment management and ongoing support     | • Cultural and language training services |
| • Destination and settling-in services | • ReloNet® web services site – transferee tools | • Repatriation assistance                 |
| • Household goods moving               | • Real estate: days on market                   |   |
| • Temporary housing & interim services | • Visa, passport, and immigration assistance    |   |

**Most important metrics:**

- |   |   |                              |  |
|---|---|------------------------------|--|
| • Post Relocation Surveys (PRSs), response rate | • Diversity spends                              | • Amended value ratio        | • Invoicing accuracy                                   |
| • PRS service scores                            | • Exceptions to policy                          | • BVO cost percent           | • Time for transferee to receive expense reimbursement |
| • Service provider partner ranking/rating       | • Real estate: days in inventory                | • GBO/appraised cost percent |  |
|   | • Real estate: days on market by home sale type | • Amended cost percent       |  |

## 10. American Relocation Connections, LLC (ARC)

**Website:** [www.ARCRelocation.com](http://www.ARCRelocation.com)

ARC Global Relocation is an innovative third-party relocation company specializing in cost effective relocation management both domestically and globally. ARC is here to assist you, the HR/relocation professional or individual, by saving you time, reducing company cost and improving employee satisfaction. ARC's clients have highlighted the rebate program in their corporate benefits to help with recruiting, employee retention or as a way to reduce lump sum amounts. Today ARC provided relocation service for numerous government agencies and corporation as well as individuals. By developing and implementing new ideas, innovative products, and a high level of efficiency, the relocation experts that created ARC are changing the way employees relocate.

**Services:**

- Global and international relocations
- Home sale
- Home purchase
- Rental assistance
- Buyer value option
- Guaranteed buyout
- Transportation of household goods
- Temp housing
- Affinity rebate
- Reporting
- Tax assistance

**Most important metrics:**

- Time-frame for contacting a transferee following the receipt of an authorization
- Time-frame for responding to a call or e-mail
- Time-frame from receipt of an authorization to the listing of a home
- Percentage of homes sold in 60 days and 90 days

## 11. NuCompass Mobility Services

**Website:** [www.nucompass.com](http://www.nucompass.com)

NuCompass Mobility combines a 49-year history of providing comprehensive domestic and global mobility services with industry-leading proprietary technology designed to increase productivity, reduce costs, and enhance the mobility experience for corporate clients and their employees. NuCompass uses a single point of contact service model that ensures personal service for relocating employees. NuCompass' Mobile Mobility™ connects clients, employees, and suppliers with web-based portals, program analytics, interactive eSignature capabilities, and fully functional mobile apps. NuCompass is an independent company with service centers in San Francisco, CA, Dallas, TX, Wilton, CT, Frankfurt, Germany, and Singapore.

**Services:**

Domestic services:

- Policy consulting and analysis
- Relocation cost estimator
- Affordability and comparison tool
- Home marketing assistance
- Buyer value option
- Home sale and closing services
- Destination services
- Homefinding
- Mortgage assistance
- Household goods coordination
- Relocation expense management
- Temporary accommodations
- Spouse/partner assistance
- Group move services

Global services:

- Policy consulting and review
- Candidate assessment
- Assignment cost projection
- Assignment program administration
- Assignment agreement preparation
- Visa and immigration
- Compensation administration
- Remuneration data provider coordination
- Cross cultural and language training
- Destination services
- Household goods move coordination
- Temporary accommodations
- Relocation expense management
- Education assessment and school placement
- Spouse/partner assistance
- On assignment administration
- Ongoing payroll delivery
- Host departure services
- Tax settlement processing

**Most important metrics:**

- Customer satisfaction rates
- Cost and program management
- Technology reports

## 12. XONEX Relocation

**Website:** [www.xonex.com](http://www.xonex.com)

XONEX Relocation is a third-party relocation services company that helps corporate clients find the solutions that meet the demands of relocating families in today's hectic business climate. Our knowledgeable and caring staff combine cost transparency with creativity to structure benefit plans that are sensible and targeted to each client's needs. XONEX is certified by the Women's Business Enterprise National Council (WBENC) as a Women Business Enterprise, and is among the largest WBE credentialed 3rd party relocation services companies in the U.S.

**Services:**

- Home selling services
- Home inventory management
- Property management
- Employee relocation policy counseling
- Rental assistance (including lease break)
- Household moving logistics and coordination
- Home finding services
- Area tours
- Mortgage services
- Temporary living services
- School finding services
- Spousal career coaching services
- Elder care services
- Expense reporting
- Cost of living comparisons
- Global moving services
- Visa and immigration
- Intercultural training
- Language lessons
- Automobile leasing
- Global banking
- Assignment management
- Expatriate support
- Repatriation assistance
- Relocation policy consulting
- Pre-decision assessment
- Group move administration
- Lump sum relocation programs
- Cost management
- Relocation tax management
- Expense tracking

**Most important metrics:**

- Customer (transferee/assignee) satisfaction survey
- Website integrity
- Claims
- On-time pickup / delivery for domestic household goods
- Accurate information posted in real-time 100 percent of the time

## 13. Plus Relocation Services

**Website:** [www.plusrelocation.com](http://www.plusrelocation.com)

Plus Relocation Services is a recognized global leader in the design and implementation of employee relocation and assignment management programs. PLUS is known for innovative approaches to global mobility and talent management, providing clients truly customized solutions and a high-touch service delivery approach. Headquartered in Minneapolis since 1968, PLUS has offices in the United States, London, and Hong Kong.

**Services:**

- Strategic policy consulting and program development
- Cost containment strategies
- Policy counseling and administration
- Pre-decision counseling
- Assignment cost estimates
- Assignment letter development
- Home sale services
- Ongoing assignment support
- Expense management, payments, gross-up, and payroll interface
- Cost of living adjustments
- Technology and reporting
- Executive services
- Candidate assessment
- Cultural awareness training
- Global payroll consultants
- Global compensation accumulation
- Global compensation balance sheet
- Tax Equalization Settlement tracking
- Supply chain management
- Coordination and management of third-party services
- Transportation services
- Temporary accommodations
- Household goods shipments
- Expatriate insurance and banking
- International healthcare providers
- Emergency evacuation services
- Language training
- Area orientations
- Home and school finding assistance
- Settling-in services
- Immigration services
- Expatriate tax counseling and filing

**Most important metrics:**

- Relocating employee satisfaction
- Client satisfaction
- Quality of service
- Accuracy
- Compliance
- Homesale cost performance
- Innovative/customizable solutions
- Responsiveness



## 2014 Baker's Dozen: Relocation

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Score
<b>1. NEI Global Relocation</b>	<b>19.38</b>	<b>6.31</b>	<b>189.71</b>	<b>435.78</b>
2. Global Mobility Solutions (GMS)	20.00	5.69	184.31	425.03
3. Mobility Services International (MSI)	19.30	6.00	184.67	424.80
4. Graebel Relocation Services Worldwide	19.19	7.23	183.88	423.83
5. Weichert Workforce Mobility	16.57	6.93	186.00	423.62
6. TheMIGroup	16.00	8.33	185.42	422.41
7. SIRVA Worldwide	16.73	6.91	183.36	418.34
8. Xerox Relocation & Assignment Services (formerly ACS Relocation)	17.63	5.31	182.63	417.19
9. AIReS	16.94	6.25	180.63	412.48
10. American Relocation Connections, LLC (ARC)	11.88	4.35	184.76	411.25
11. NuCompass Mobility Services	17.30	5.90	179.70	410.91
12. XONEX Relocation	22.50	7.25	173.75	408.20
13. Plus Relocation Services	22.33	6.11	173.33	406.24

Provider	Breadth of Service
<b>1. XONEX Relocation</b>	<b>22.50</b>
2. Plus Relocation Services	22.33
3. Global Mobility Solutions (GMS)	20.00
4. NEI Global Relocation	19.38
5. Mobility Services International (MSI)	19.30
6. Graebel Relocation Services Worldwide	19.19
7. Xerox Relocation & Assignment Services (formerly ACS Relocation)	17.63
8. NuCompass Mobility Services	17.30
9. AIReS	16.94
10. SIRVA Worldwide	16.73
11. Weichert Workforce Mobility	16.57
12. TheMIGroup	16.00
13. American Relocation Connections, LLC (ARC)	11.88

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Provider	Quality of Service
<b>1. NEI Global Relocation</b>	<b>189.72</b>
2. Weichert Workforce Mobility	186.00
3. TheMIGroup	185.42
4. American Relocation Connections, LLC (ARC)	184.76
5. Mobility Services Internation (MSI)	184.67
6. Global Mobility Solutions (GMS)	184.31
7. Graebel Relocation Services Worldwide	183.88
8. SIRVA Worldwide	183.36
9. Xerox Relocation & Assignment Services (formerly ACS Relocation)	182.63
10. AIReS	180.63
11. NuCompass Mobility Services	179.70
12. XONEX Relocation	173.75
13. Plus Relocation Services	173.33

Provider	Size of Deals
<b>1. TheMIGroup</b>	<b>8.33</b>
2. XONEX Relocation	7.25
3. Graebel Relocation Services Worldwide	7.23
4. Weichert Workforce Mobility	6.93
5. SIRVA Worldwide	6.91
6. NEI Global Relocation	6.31
7. AIReS	6.25
8. Plus Relocation Services	6.11
9. Mobility Services International (MSI)	6.00
10. NuCompass Mobility Services	5.90
11. Global Mobility Solutions (GMS)	5.69
12. Xerox Relocation & Assignment Services (formerly ACS Relocation)	5.31
13. American Relocation Connections, LLC (ARC)	4.35