

2018 Baker's Dozen Customer Satisfaction Ratings: Relocation

We rank the top providers based on customer satisfaction surveys.

By The Editors

HRO Today's Baker's Dozen Customer Satisfaction Ratings 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 to buyers directly through our own mailing lists and indirectly through service providers.

Once collected, response data for all providers with a statistically significant sample size are loaded into the *HRO Today* database for analysis. For this survey, we required 10 responses from seven companies.

In order to determine an overall ranking from this data, 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. These scores are the basis of the Baker's Dozen Customer Satisfaction Ratings and are presented in the following tables to demonstrate the relative differences among the ranked service providers.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* discards incomplete surveys or surveys outside the normal distribution. This includes surveys that are too perfect as to be possible or so negative that they are spiteful and inaccurate. Otherwise, *HRO Today* has no impact on the survey outcome. While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope the Baker's Dozen Customer Satisfaction Ratings provides you some insight into your next RFP process.

1. Graebel Relocation Services Worldwide

Website: www.Graebel.com

Graebel Relocation manages absolutely everything related to workforce mobility for some of the world's largest organizations. We provide a single source for the entire lifecycle of the relocation assignment, with smarter processes, technology, and more attention to detail. Together with our people-first spirit and family-owned culture, this comprehensive approach is transforming mobility in 165 countries across six continents.

Services:

- Departure and move management services
- Destination services
- Settling-in services
- Ongoing assignment services
- Consulting services

Most important metrics to clients:

- Quality of client and assignees' experiences worldwide
- Customer service and policy exception management
- Cost containment recommendations
- Expense management cycle time, processing, and accuracy
- Best-in-class supplier network selection and administration
- Ease of doing business, including transition and implementation
- Reporting, invoice accuracy, and timelines
- Technology ease of use, reliability, and ongoing enhancements

2. MSI Global Talent Solutions

Website: www.msigts.com

MSI Global Talent Solutions offers a continuum of corporate strategy advisory, consulting, and design solutions, along with a complete line of managed business services to help companies grow, compete, and globalize. We deliver our solutions through a highly qualified network of local agents and suppliers in over 190 countries and territories throughout the Americas, EMEA, and APAC.

MSI's clients represent a broad range of industries with locations worldwide. We are the partner of choice for clients of all types and sizes, from Fortune 100 companies to emerging market organizations facing expansion challenges for the first time. Our operating methodology allows us to build service delivery teams that are specific to each client's global and domestic requirements, resulting in a highly customized experience.

Services:

- Corporate advisory and consulting
- Global talent acquisition
- Global talent management
- Global talent mobility and domestic relocation services
- Global immigration management
- Global tax and compensation administration
- Global employment services
- Global expansion services
- Business travel compliance

Most important metrics to clients:

- Proactive strategic advice
- Creation of quantifiable value
- Accurate and actionable data sets
- Cost containment
- Proactive compliance management
- Technology

3. Weichert Workforce Mobility

Website: www.weichertworkforcemobility.com

Weichert Workforce Mobility is one of the world's leading relocation and assignment management companies, independently-owned since our inception 50 years ago. We offer agility and responsiveness to meet any workforce mobility need, whether your company moves 10 or thousands of employees, across countries or between continents. We also provide our industry's broadest global service scope, including global tax and tax prep services (through our wholly-owned tax subsidiary Weichert Mobility Tax Services), expense management, and global payroll reporting.

Services:

- Pre-departure services
- Relocation management
- Expense management and reporting
- Tax gross-up methodology and consulting
- Domestic U.S. and global tax preparation/consulting

- Supply chain management
- Repatriation services
- Compensation collection and reporting
- Group move services
- Advisory/consulting services
- Policy development and benchmarking
- Program Design and Optimization Lab™
- Compliance services
- Talent management
- Data analytics

Most important metrics to clients:

- Client satisfaction rate
- Transferee satisfaction rate
- Cost projection delivery turn time
- Year-end compensation summary accuracy
- Assignment letter delivery turn time
- Average move cost and home sale cost
- Average total cost
- Year-over-year savings

4. CapRelo

Website: www.caprelo.com

CapRelo is a technology company focused on delivering best-in-class relocation and assignment services on a global platform. They come to work every day to keep life in motion for its clients, employees, suppliers, and partners. When recruiting or retaining key talent, its CapConnect™ technology and Low-Stress Relocation Process® ensure that clients' employee mobility programs run smoothly.

Services:

- *Employee services:* Candidate selection; settling-in services; area orientation tours; daily life

orientation; spousal assistance; Visa renewals; repatriation and host country departure services; and career and family assistance.

- *Property services:* Pre-assignment visits; marketing assistance; home sale and purchase; temporary housing; mortgage assistance; tenancy management; and household goods move management.
- *Policy and cost management services:* CapRelo's CapConnect™ technology; cost management services; payroll reporting; expense reports; tax gross-up; policy analysis and development;

benchmarking; financial and program analysis

Most important metrics to clients:

- Program performance
- Customer satisfaction
- Client satisfaction
- Supplier performance
- Payroll reporting accuracy
- Cost saving recommendations
- Program improvements

5. NEI Global Relocation

Website: www.neirelo.com

Today's global marketplace requires fast, efficient, and flexible workforce mobilization to get the right people in the right place at the right time and for the right cost. No matter where or what services are needed by our clients, NEI Global Relocation provides the "how" to accomplish their business objectives—worldwide.

NEI is a nationally certified women's business enterprise founded in 1985 and headquartered in the United States with regional offices in Switzerland and Singapore. With nearly 400 employees, we are dedicated to consistently providing service exceeding expectations to approximately 17,000 families each year and meeting our clients' recruitment, relocation, and retention objectives.

Services:

- *Program management:* Help defining client goals, philosophy, culture, policy details, and processes; policy consulting and development services; technology and support; guidance for transferring families; supplier partner management; and more.
- *Origination services:* Candidate support; conducting a thorough family needs analysis; assistance with home sale/marketing program needs; lease break; immigration support; and coordination of tax/payroll services.
- *U.S. destination assistance:* Area orientation; home finding for lease or purchase; household goods move management; temporary living arrangements; mortgage assistance; spousal or partner support; pet transportation; school assistance; and more.

• *Global destination assistance and support:* Assignment assessments; candidate assistance; cost estimates; destination and settling-in services; intercultural and language training; expatriate tax coordination; temporary living accommodations and tenancy management; immigration support; and more.

• *Expense management:* Cumulative expense reports; payroll period reports; year-end reports; and customized annual summaries for transferees.

• *Commercial relocation services:* Site selection; lease or purchase negotiations; relocating office equipment; and more.

Most important metrics to clients:

- Transferee/assignee satisfaction
- Cost containment and savings
- Accuracy and compliance

6. TheMIGroup

Website: www.themigroup.com

Over the past 40 years, TheMIGroup has made its mark as a leading provider of customized global relocation management solutions. With a broad offering of domestic relocation and international assignment management services, including global compensation and consulting services worldwide, TheMIGroup strives to match the exact level of support that clients need—from total assignment management to individual services for transferees or expatriates. With

business centers located globally and supported by TheMIGroup Worldwide Partner Network®, we have the capacity to provide mobility services in over 185 countries.

Services:

- Global and domestic relocation program management
- Policy consulting and benchmarking solutions
- Assignment management services
- International relocation
- Intra-country relocation
- Worldwide moving

- Global compensation services
- À la carte relocation services
- Lump sum relocation support
- Supply chain management
- Group move support
- Comprehensive online and mobile relocation management tools

Most important metrics to clients:

- Strategic program management and partnership
- Assignee/transferee satisfaction
- Compliance reporting
- Ability to help identify and deliver upon cost containment opportunities

7. Global Mobility Solutions (GMS)

Website: www.gmsmobility.com

Global Mobility Solutions (GMS) is a full-service talent mobility provider, offering a wide range of domestic and global relocation services. Our focus is on delivering the highest quality service and meeting the unique needs of each individual client and their relocating employees. For over 30 years, GMS has been providing consultative thought leadership, industry innovation, and service excellence to companies worldwide. Since our inception, we have assisted more than 500,000 relocating employees.

Services:

- *Global policy review and consulting:* Industry specific benchmarking; program and policy reviews; compliance audits; mobility and outsourcing analytics; comprehensive recommendations; program and policy development; mobility budgeting; site studies

and destination spotlights; group move consulting; and customized tools and resources.

- *Pre-decision services:* Needs assessments; data tables for goods and services, housing, and cost of living; relocation cost estimates and projections; virtual destination spotlights; video spotlights; school reports; community tours; and home sale analysis.

- *North America relocation:* Home sale programs; property management; home finding programs; rental assistance; travel services; temporary living services; and mortgage lending programs.

- *Global relocation:* Compensation and tax; visas and immigration; global property management; language training; intercultural training; travel services; spouse/partner career assistance; and education assistance.

- *Global financial services:* Compliance and expense audits; expense tracking and reimbursement; and global compensation services.

- *Technology and reporting:* Dashboard status; scheduled and ad hoc reporting; online submission; payroll system integration; and mobile applications.

Most important metrics to clients:

- On-time delivery for household goods
- Customer satisfaction ratings
- Home sale process and real estate services
- Appraiser accuracy
- Assignee/transferee satisfaction
- Reporting and expense reimbursement turnaround
- Cost estimate turnaround
- Year-end reporting accuracy

8. NRI Relocation, Inc.

Website: www.NRIrelocation.com

Founded in 1985, NRI Relocation is an independent and full-service relocation management company for coordinating corporate relocation services and international global mobility. We help businesses of all sizes design and deliver employee relocation programs that perfectly align with their cultural and financial goals. Our daily mission is to provide our clients and their relocating employees with a highly personal, flexible, transparent, and smooth relocation experience that propels their transition to the next career opportunity. We are headquartered in Buffalo Grove, Ill., U.S.

Services:

- *U.S. and global relocation management:* Personal employee consultations; home marketing assistance; buyer value option (BVO) and buyout home sale programs; household goods coordination; home

finding and rental assistance; temporary living accommodations; area orientation and settling-in assistance; and expatriate/repatriate global assignment services.

- *Client management and technology:* Policy development; exception management; U.S. expense and payroll services; global expense and compensation services; client program reviews, analytics, and advice; and online reporting and status technology.

Most important metrics to clients:

- High client customer service
- High employee satisfaction results
- Reliable supply chain
- Transparent pricing structure
- Competitive program suggestions
- Access to reporting technology
- Accurate expense and payroll process

9. ARC Relocation, LLC.

Website: www.ARCrelocation.com

ARC Relocation is an award-winning, third-party global relocation company, and one of a few relocation companies that is not owned by a parent company. ARC partners with providers in each market solely based on price and performance.

ARC is considered an industry leader in several areas of employee relocation such as tax compliance, technology, and customer service. ARC provides a full spectrum of relocation services to numerous corporations, government agencies, and individuals worldwide.

Services:

- Relocation policy benchmarking
- Shipment of household goods
- Temporary housing solutions
- Affinity realtor rebate program
- Buyer value option (BVO)

- Guaranteed buyout (GBO)
- Destination services
- Visa and immigration services
- Spousal assistance
- Settling-in services
- Payroll tax reporting
- Expense reimbursement
- Cost of living analysis reports
- Cultural and language training
- Mortgage services

Most important metrics to clients:

- Service quality
- Responsiveness
- Single point of contact service
- Customer satisfaction
- Competitive bids for each service
- Price
- Resolution rate

10. Aires

Website: www.aires.com

Aires delivers best-in-class global and domestic relocation solutions and mobility program management. Having been recognized by The Forum for Expatriate Management, the Better Business Bureau, and the Stevie Awards for organic growth methodology, excellent client/vendor partnerships, and leading-edge proprietary technology, Aires focuses on people, process, and technology to deliver world-class service. The company has also achieved ISO 9001, ISO 14001, FIDI-FAIM, C-TPAT, and Privacy Shield certifications and registrations.

Services:

- Policy counseling and employee support
- Home marketing and sales assistance
- Ongoing assignment administration
- Temporary housing
- Destination services
- Home finding and purchase assistance
- Household goods moving, storage, and insurance

- Candidate assessment
- Expense administration
- Destination services
- Visa/immigration services
- Departure services
- Spouse/partner career assistance
- Property management
- Robust management and tax reporting

Most important metrics to clients:

- Transferee/assignee and client service excellence ratings
- Response time
- Invoice timeliness
- Average expense cycle time
- Expense management W-2 accuracy
- Household goods
- On-time reporting

11. Cornerstone Relocation Group

Website: www.crgglobal.com

Cornerstone offers full domestic and international relocation services across a wide array of clients and industries with seven operating centers worldwide. Cornerstone has invested in the people, key office locations, and continuous technology improvements to provide exceptional service.

Services:

- Pre-move support
- Policy counseling
- Expense management
- Marketing and home sale
- Inventory management
- Property management
- Home finding assistance
- Rental assistance
- Shipment and storage of household goods
- Temporary living

- Mortgage assistance
- Spouse/partner career assistance
- Family and community assistance
- Tax assistance
- Consulting services, including policy development and benchmarking

Most important metrics to clients:

- Candidate assessment
- Policy counseling and assignment management
- Global relocation cost projections
- Expense management
- Visa and immigration services
- Area preview and orientation
- Global home finding/rental assistance
- Settling-in and acclimation
- Language training
- Cultural training

12. MoveCenter

Website: www.movecenter.com

Celebrating 55 years in business, MoveCenter is proud to be the oldest, most stable women’s business enterprise in the relocation industry. Clients’ global programs range in size from one to 1,000 initiations a year. Our success as a multi-generation family-owned and operated relocation management company is partly evidenced by our 100 percent client retention rate for 25 years. Our methodology is client-centric; we remain committed to delivering high-touch boutique-

style service while controlling costs through proprietary processes and innovation supported by leading technology.

Services:

- Benchmarking and policy writing
- Candidate pre-decision services
- Home sale and departure services
- Home purchase and destination services
- Household goods moving and storage
- Temporary housing coordination
- Global assignment management
- Administrative services
- Expense tracking and financial

services

- Group move planning and execution
- Web-based technology and reporting
- Office and industrial moving services
- Supplier management

Most important metrics to clients:

- Responsiveness
- Cost
- Accuracy
- Client satisfaction
- Transferee/assignee satisfaction
- Client specific points of importance

13. NuCompass Mobility Services, Inc.

Website: www.nucompass.com

With more than 50 years of experience, NuCompass knows how important it is to get relocation right and to make it easy for corporations and their transferring employees. What distinguishes NuCompass from other relocation management firms is the way it applies technology to the relocation process. CoPilot™ by NuCompass is the first cloud-based relocation platform that helps manage the relocation process from initial authorization through final reconciliation, with streamlined workflow and cost control methodology.

As companies have migrated to talent management platforms and self-service portals for employee HR functions, NuCompass has kept pace with how HR is evolving by helping companies move their employees around the world in the most efficient and modern way possible.

Services:

CoPilot™ platform: Software and

services platform for all relocation types and direct integration with vetted relocation partners.

Mobility management services:

Relocation and assignment cost analysis; policy advice and consulting; group move assistance; assignment agreement preparation; candidate assessment; program analytics and trending statistics; and payroll and tax reporting.

U.S. domestic services

- *Departure services:* Home marketing; guaranteed buy out; buyer value option; and travel coordination.
- *Transition services:* Policy administration; expense management; and household goods transportation.
- *Destination services:* Temporary accommodations; rental assistance; homefinding; mortgage assistance; and spouse/partner assistance.

Global mobility services

- *Departure services:* Visa and immigration; candidate assessment; relocation allowance administration;

cultural training; language training; education assessment and school placement; home marketing; property management; and travel coordination.

- *Transition services:* Policy administration; expense management; compensation administration; and household goods transportation and storage.
- *Destination services:* Temporary accommodations; area orientation; settling in; rental assistance; and spouse/partner assistance.

Most important metrics to clients:

- Cloud-based technology, interactive mobile apps, and eSignature functionality
- Customer service and partnership
- Effective cost
- Program management

Overall Leaders

Provider	Overall Score
1. Graebel Relocation Services Worldwide	418.56
2. MSI Global Talent Solutions	418.42
3. Weichert Workforce Mobility	418.03
4. CapRelo	415.65
5. NEI Global Relocation	415.38
6. TheMIGroup	409.05
7. Global Mobility Solutions (GMS)	408.03
8. NRI Relocation, Inc	408.01
9. ARC Relocation, LLC.	407.86
10. Aires	406.65
11. Cornerstone Relocation Group	406.21
12. MoveCenter	400.38
13. NuCompass Mobility Services, Inc.	394.29

Breadth of Service Leaders

Provider	Breadth of Service
1. Graebel Relocation Services Worldwide	23.00
2. Weichert Workforce Mobility	18.93
3. Aires	18.73
4. Cornerstone Relocation Group	18.50
5. TheMIGroup	18.10
6. Global Mobility Solutions (GMS)	18.08
7. NEI Global Relocation	17.39
8. NRI Relocation, Inc	15.27
9. CapRelo	15.25
10. NuCompass Mobility Services	14.47
11. ARC Relocation, LLC.	14.27
12. MSI Global Talent Solutions	14.22
13. MoveCenter	12.58

Size of Deal Leaders

Provider	Size of Deals
1. Graebel Relocation Services Worldwide	8.36
2. TheMIGroup	8.20
3. NuCompass Mobility Services	7.33
4. Weichert Workforce Mobility	7.20
5. CapRelo	6.63
6. Aires	6.33
7. Cornerstone Relocation Group	6.25
8. NEI Global Relocation	5.83
9. MSI Global Talent Solutions	5.74
10. Global Mobility Solutions (GMS)	5.69
11. ARC Relocation, LLC.	5.27
12. MoveCenter	5.17
13. NRI Relocation, Inc	4.60

Quality of Service Leaders

Provider	Quality of Service
1. MSI Global Talent Solutions	185.83
2. CapRelo	183.38
3. NEI Global Relocation	181.78
4. Weichert Workforce Mobility	181.33
5. ARC Relocation, LLC.	180.91
6. NRI Relocation, Inc	180.40
7. MoveCenter	178.75
8. Graebel Relocation Services Worldwide	177.91
9. Global Mobility Solutions (GMS)	177.77
10. TheMIGroup	177.40
11. Cornerstone Relocation Group	176.38
12. Aires	176.37
13. NuCompass Mobility Services	173.60