

2019 Baker's Dozen Customer Satisfaction Ratings: **RELOCATION**

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.

In order to determine an overall ranking from this data, we analyse 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. Whilst we do not claim that our methodology is the only viable ratings programme available, we do vouch for its statistical validity. We hope the Baker's Dozen Customer Satisfaction Ratings provides insight into your next RFP process.

1. Global Mobility Solutions

Website: <https://gmsmobility.com>

Global Mobility Solutions is a full-service talent mobility provider offering a wide range of global and North American relocation services. Our focus is on delivering the highest quality service and meeting the needs of each client and their relocating employees.

Services:

- Global policy review and consulting
- Pre-decision services
- Global relocation
- Global financial services
- Technology and reporting

2. ARC Relocation

Website: www.ARCrelocation.com

ARC Relocation is an industry leader for technology, customer service, experience, expertise, and innovation in the relocation industry. Providing services to both the U.S. government and corporations around the world, ARC has been the recipient of numerous awards and accolades.

Services:

- Home sale/departure services
- Rental/home purchase assistance
- Shipment of household goods
- Temporary housing
- Global settling-in services

3. Graebel Relocation Services Worldwide

Website: www.graebel.com

Graebel manages everything related to talent mobility for some of the world's largest organisations. We provide a single source for the entire assignment lifecycle with smarter processes, technology, and more attention to detail—in 165 countries across six continents.

Services:

- Results-driven global relocation management
- Strategic talent mobility consulting
- Expert move management
- Workplace relocation and project management

4. MSI Global Talent Solutions

Website: <https://msigts.com>

MSI is a workforce planning advisory and consultancy company that enables organisations to grow, compete, and globalise through the design and implementation of highly effective human capital strategies, with the operational business services to execute and deliver them.

Services:

- Relocation and global employer services
- Immigration and business traveler compliance
- Global tax and equities
- Assignment compensation and international payroll
- Talent management, acquisition, and RPO

5. CapRelo

Website: www.caprelo.com

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

Services:

- Employee services
- Settling-in services
- Property services
- Policy and cost management services

6. Sterling Lexicon

Website: www.sterlinglexicon.com

Sterling Lexicon offers end-to-end relocation solutions that optimise your mobility experience. We deliver happy, productive employees through a personalised approach. Whether you're mobilising talent for a new office, managing overseas assignees, or recruiting college graduates, Sterling Lexicon has solutions tailored to fit your business.

Services:

- Assignment management
- Relocation services
- Destination services
- Move management

7. NuCompass Mobility Services Inc.

Website: www.nucompass.com

NuCompass delivers a modern relocation solution with the right combination of high-touch global mobility services and advanced technology. The NuCompass CoPilot™ platform provides a more efficient way to manage relocation that promotes employee engagement, workflow management, and cost control.

Services:

- Policy consulting
- Home sale
- Departure and destination services
- Global mobility and assignment management
- Expense management

8. Cornerstone Relocation Group

Website: www.crgglobal.com

Cornerstone Relocation Group is a full-service mobility company offering a suite of global services to support the entire workforce mobility lifecycle. Our high-touch service delivery model and flexible technology platform ensure total transparency into our clients' programmes and a positive moving experience for their employees.

Services:

- Home sale and home purchase services
- Ongoing assignment and compensation services
- Departure and destination services
- Move management services
- Consulting services

9. Weichert Workforce Mobility

Website: www.weichertworkforcemobility.com

Weichert Workforce Mobility makes it faster, easier, and more cost-effective for companies to relocate critical talent and fill skills gaps anywhere in the world. For 50 years, we've delivered legendary service that transforms complex mobility journeys into rewarding experiences.

Services:

- Advisory services
- Pre-departure services
- Household goods services
- Relocation management services
- Tax, expense management, and reporting services

10. XONEX Relocation

Website: www.xonex.com

XONEX Relocation combines decades of experience with exceptional customer service to offer corporate clients reliable and creative relocation solutions. Worldwide, we support relocating families with compassion whilst ensuring relocation programmes are aligned with corporate culture, budgets, and talent goals.

Services:

- Relocation policy consulting and development
- Domestic relocation programme implementation
- International relocation programme and assignment implementation
- Relocation expense management
- Relocation vendor management

11. NRI Relocation Inc.

Website: www.NRIrelocation.com

NRI Relocation is an award-winning independent provider that believes in taking relocation personally with every client and each employee. With care and attention, we propel key talent to new career opportunities worldwide so that employee engagement, productivity, and success can thrive.

Services:

- Relocation policy design
- U.S. relocation management
- Global relocation and assignment management
- Expense, payroll, and tax solutions
- Relocation technology and analytics

12. MoveCenter

Website: www.MoveCenter.com

Established in 1963, MoveCenter is the oldest women's business enterprise in the relocation industry. This certified WOSB is a full-service, global relocation management company most proud of its 100 per cent client retention for 26 years (and counting!) plus numerous awards for customer service and ethics.

Services:

- Domestic, cross-border, and international global mobility services
- Corporations, government agencies, GSA, and military
- Consulting, benchmarking, and policy writing
- Group moves up to 25,000 people
- Office and industrial moving services in 150 countries

13. NEI Global Relocation

Website: www.NEIrelo.com

NEI Global Relocation, an award-winning WBE providing more than \$800 million in annual first-tier diversity spend, is a workforce mobility and global assignment management company that partners with our clients to help their relocating families transition to new locations.

Services:

- Global relocation, assignment management, and consulting services
- Origination, destination, and settling-in services
- Expense management, including global compensation and payroll support
- Secure global mobility technology tools
- Commercial real estate and office relocation services worldwide

Overall Leaders

Provider	Overall Score
1. Global Mobility Solutions	419.36
2. ARC Relocation	415.88
3. Graebel Relocation Services Worldwide	411.70
4. MSI Global Talent Solutions	409.15
5. CapRelo	409.05
6. Sterling Lexicon	408.83
7. NuCompass Mobility Services Inc.	408.74
8. Cornerstone Relocation Group	408.51
9. Weichert Workforce Mobility	403.89
10. XONEX Relocation	402.19
11. NRI Relocation Inc.	401.17
12. MoveCenter	401.06
13. NEI Global Relocation	398.41

Breadth of Service Leaders

Provider	Breadth of Service
1. Graebel Relocation Services Worldwide	19.54
2. ARC Relocation	18.73
3. NEI Global Relocation	18.00
4. CapRelo	17.75
5. XONEX Relocation	17.40
6. Global Mobility Solutions	16.82
7. MoveCenter	16.20
8. Weichert Workforce Mobility	15.60
9. NRI Relocation Inc.	15.31
10. MSI Global Talent Solutions	14.24
11. NuCompass Mobility Services Inc.	13.79
12. Cornerstone Relocation Group	13.56
13. Sterling Lexicon	13.33

Size of Deal Leaders

Provider	Size of Deals
1. Weichert Workforce Mobility	7.80
2. Graebel Relocation Services Worldwide	7.62
3. NEI Global Relocation	7.27
4. ARC Relocation	7.00
5. NuCompass Mobility Services	6.36
6. Sterling Lexicon	6.33
7. MSI Global Talent Solutions	6.32
8. Global Mobility Solutions (GMS)	5.88
9. XONEX Relocation	5.50
10. CapRelo	5.38
11. Cornerstone Relocation Group	5.00
12. MoveCenter	4.70
13. NRI Relocation Inc.	4.23

Quality of Service Leaders

Provider	Quality of Service
1. Global Mobility Solutions	184.12
2. Cornerstone Relocation Group	181.89
3. Sterling Lexicon	181.78
4. NuCompass Mobility Services Inc.	181.36
5. MSI Global Talent Solutions	181.20
6. ARC Relocation	180.55
7. CapRelo	178.63
8. Graebel Relocation Services Worldwide	177.69
9. NRI Relocation Inc.	177.23
10. Weichert Workforce Mobility	177.10
11. MoveCenter	176.30
12. XONEX Relocation	175.60
13. NEI Global Relocation	172.72