

2017 HRO Today Baker's Dozen: Relocation Services

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 Global 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 eight companies. We reached out to more than 35 providers of relocation services.

In order to determine an overall ranking, we analyse results across three subcategories: features 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.

Whilst we do not claim that our methodology is the only viable ratings programme available, we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

1. MSI Global Talent Solutions

Website: www.msigts.com

MSI is a professional services organisation dedicated to helping companies grow, compete, and globalise through the development and implementation of highly effective human capital strategies and the alignment of resources and services necessary to carry them out. Global corporations depend on MSI's trusted advisory expertise and managed services capabilities in the specialised areas of global talent, global compliance, global mobility, global expansion, and global technology.

Services:

Global mobility

- U.S. relocation and international assignment management
- Group move management

Global talent consulting

- Talent acquisition and sourcing
- Talent management

Global compliance

- Global immigration
- Global tax and compliance consulting (including payroll admin)
- Business travel tracking

Global business expansion

- Localised HR, tax, benefits and legal services

- Global employment services (PEO and GEO)
- Global project services

Global technology services

Most important metrics to clients:

- Proactive strategic advice geared to the strategic mission of the client
- Creation of quantifiable value
- Transferee/assignee satisfaction
- Meaningful, accurate and actionable data sets
- Innovative solutions to challenges
- Cost containment
- Proactive compliance management
- Technology leadership

2. Graebel Relocation Services Worldwide

Website: www.Graebel.com

Graebel Relocation manages absolutely everything related to workforce mobility for some of the world's largest organisations. They provide a single source for the entire lifecycle of the assignment with smart processes and technology and high attention to detail.

Services:

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

Most important metrics to clients:

- Quality of client and assignees' experience worldwide
- Expert, proactive consultative service and policy exception management

- Cost containment recommendations
- Expense management cycle time, processing, accuracy
- Best-in-class supplier network selection, administration
- Ease of doing business, including transition and implementation
- Reporting, invoice accuracy, timeliness
- Technology ease of use, reliability, ongoing enhancements

3. 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 programme 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
- Career and family assistance

Property services

- Pre-assignment visits
- Marketing assistance

- Home sale and purchase
- Temporary housing
- Mortgage assistance
- Tenancy management
- Household goods move management

Policy and cost management

- CapRelo's CapConnect™ technology
- Cost management services
- Payroll reporting
- Expense reports
- Tax gross-up
- Policy analysis and development
- Benchmarking
- Financial and programme analysis

Most important metrics to clients:

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

4. 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 authorisation 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
- 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
- Programme analytics and trending statistics
- 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

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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
- Programme management

5. XONEX

Website: www.xonex.com

XONEX Relocation LLC is a privately-held, full-service relocation management company. We serve discerning global corporate clients who believe that having a leading edge, high-touch, innovative and cost effective programme for relocating their employees is paramount to their growth and success.

Services:

Domestic relocation

- Home selling services
- Inventory management
- Property management
- Lease break assistance

- Employee policy counseling
- Household moving preparation
- Home finding services
- Temporary corporate housing
- Household moving coordination
- Settling in services
- Spousal career coaching
- Expense management and reporting

Global relocation

- Global moving services
- Visa and immigration
- Intercultural training
- Language lessons
- Automobile leasing
- Global banking
- Assignment management

- Expatriate support
- Repatriation assistance

Programme management

- Relocation policy counseling
- Pre-decision assessments
- Group move administration
- Lump sum relocation programmes
- Cost management
- Relocation tax management
- Expense tracking
- Supplier diversity

Most important metrics to clients:

- Customer service
- Technology
- Financial accuracy
- Clear pricing strategy

6. MoveCenter

Website: www.movecenter.com

MoveCenter is proud to be the oldest and most stable Women's Business Enterprise in the relocation industry. Established in 1963, our clients include Fortune 500 multi-national conglomerates, privately-owned companies and government agencies, with programmes ranging in size from 1 to 1,000 initiations a year.

As a multi-generation, family-owned boutique RMC, MoveCenter is nimble, focusing on responding to client needs rapidly and efficiently. Offering

a level of flexibility rarely found in the mobility industry, MoveCenter focuses on building long-term relationships based on communication, service, and value. MoveCenter combines technology with a client-centric service philosophy, producing industry-leading performance results and acclaimed customer satisfaction. In fact, a cornerstone of MoveCenter's business philosophy is to provide every client and transferring employee with a single point of contact through their appointed counselor, who is available 24 hours a day, seven days a week and

365 days a year.

Services:

- Full-service, U.S. domestic, cross-border and international global mobility program management
- Back-office accounting/expense administration
- Office and industrial moving services
- Group move management services

Most important metrics to clients:

- Overall client satisfaction
- Transferee/assignee satisfaction

7. NEI Global Relocation (NEI)

Website: www.neirelo.com

NEI Global Relocation is a nationally certified women's business enterprise that was founded in 1985 to serve companies in the relocation and assignment management of their relocating employees worldwide. NEI headquarters is in the United States with regional offices in Switzerland and Singapore.

Today's global marketplace requires fast, efficient, and flexible workforce mobilisation, adjusting quickly to get the right people in the right place at the right time—cost effectively. That's called talent agility. NEI's focus is on delivering the highest quality service customised to clients' needs with a comprehensive array of relocation services and trusted technology, delivered personally, professionally and cost-effectively.

Services:

Global client consultative and administrative services

- Relocation programme design and consulting
- Cost estimates and projections

- Assignment management services
- Exception management
- Service partner management
- Online & mobile technology tools
- Global tax assistance
- Cost of living differential programmes
- Global compensation services
- Policy benchmarking
- Expense management
- Globalytics® accrual and reporting tools
- Intercultural and adaptability assessment
- Assignment agreement preparations
- Payroll reporting
- Industry updates, alerts, and trends
- Group move consulting and management
- Year-end reporting and analysis

Global employee origination and destination services

- Candidate pre-decision services
- Family counseling
- Visa, work permit, and immigration assistance
- Home sale programme management

- Home marketing assistance
- Area orientation/home finding assistance
- Destination and settling-in services
- Mortgage assistance
- Rental finding assistance
- Executive level services
- Concierge services
- Temporary living assistance
- Dependent living, care, and assistance
- Lease break assistance
- Household goods management
- Cultural and language training
- Property and tenancy management
- Spouse employment assistance
- Loss on sale
- Automobile procurement
- Pet transportation
- Cities destination search tool
- Home leave coordination
- Medical/emergency services coordination
- Repatriation assistance

Most important metrics to clients:

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

8. TheMIGroup

Website: www.themigroup.com

Established in 1978, TheMIGroup is a leading provider of global relocation management solutions. It offers a full range of domestic relocation and international assignment management services including global compensation and consulting services worldwide—from total assignment management to individual services for transferees, expatriates or individuals on the move. With business centres

located throughout the Americas, Europe, and Asia, supported by TheMIGroup Worldwide Partner Network®, it has the capacity to provide mobility services in over 175 countries.

Services:

- Global relocation programme management
- 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

Most important metrics to clients:

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

9. Global Mobility Solutions (GMS)

Website: www.gmsmobility.com

Global Mobility Solutions (GMS) is a full-service talent mobility provider, offering a wide range of global and domestic relocation programmes. For 30 years, GMS has been providing consultative thought leadership, industry innovation and service excellence to companies worldwide. It delivers high-quality mobility management by understanding and addressing the needs of clients and their relocating employees.

Services:

- Global policy review and consulting**
- Domestic and international relocation management

- Benchmarking
- Best practices
- Programme design solutions

Pre-decision programmes

- Cost of living analysis
- School reports
- Community tours
- Home sale analysis
- Broker market analysis

Domestic relocation

- Home sale programmes
- Home finding programmes
- Rental assistance
- Travel services
- Temporary living services
- Mortgage lending programmes

Global relocation

- Compensation and tax

- Visas
- Work permits
- Immigration services
- Property management
- Language training
- Intercultural training
- Travel services
- Spouse/partner career assistance
- Education assistance

Global financial services Technology and reporting

Most important metrics to clients:

- On-time delivery
- Home sale process
- Assignee/transferee Satisfaction
- Reporting turnaround
- Year-end reporting accuracy

10. Cornerstone Relocation Group

Website: www.crgglobal.com

Cornerstone Relocation Group is a full-service global mobility company offering comprehensive services and customised relocation programmes from offices in New Jersey, California, Dallas, Chicago, Singapore, and Germany. Cornerstone analyses the complexities and nuances of thousands of domestic and global relocation programmes, tailoring them to meet client needs. Cornerstone is a subsidiary of Atlas World Group.

Services:

Domestic and global relocation

- Assignment analysis
- Cost estimates
- Letter of assignment
- Policy counseling and benefits coordination
- Pre-decision, pre-visit and area orientation
- Visa and immigration coordination
- Household goods move management
- Home sale coordination
- Travel coordination
- Education and schooling
- Tax services

- Home finding/rental assistance
- Temporary living coordination
- Inventory management
- Home purchase
- Mortgage assistance
- Property management coordination
- Spousal/partner assistance coordination
- Expense administration

Most important metrics to clients:

- Client satisfaction
- Transferee satisfaction
- Consultant responsiveness
- Timing of disbursements
- Invoicing accuracy
- Management reporting

11. Paragon Relocation

Website:

www.paragonrelocation.com

Paragon Relocation is the premier partner of choice in the global relocation management industry, providing thought leadership, innovative programmes, value-added support, and superior customer service to clients and the families it relocates. True to its consulting origins, Paragon distinguishes itself by leveraging policy and programme design to achieve cost savings, increased management capability, and higher transferee satisfaction for its clients. Paragon Relocation has been providing relocation services for more than 25 years and offers services in 150 countries.

Services:

- Preview trip coordination
- Pre-decision consulting
- Relocation benefits counseling
- Relocation expense audit, processing, payment and reporting
- Home marketing assistance
- Homesale services
- Property management
- Homefinding services
- Employee and family concierge services
- Mortgage services
- Rental assistance
- Temporary accommodation services
- Transportation of household goods
- Employee and family transition and spousal assistance
- Tax gross-up and reporting

- International cost estimates
- Global immigration services
- Destination services
- Language and cross cultural training programmes
- International banking
- Security services
- Global compensation services

Most important metrics to clients:

- Average on time delivery percentage
- Overall satisfaction with household goods shipment
- Overall satisfaction with customer response to requests for support
- Overall satisfaction real estate agent
- On-time closing percentage
- Overall satisfaction with the temporary living accommodation

12. Crown World Mobility

Website:

www.crownworldmobility.com

Crown World Mobility helps corporations manage global talent and talented individuals perform on the global stage. It works with all stakeholders to find the right solution, implementing a global mobility programme that is successful for everyone. Services include research and consulting, assignment management, immigration services, compensation administration and employee and family support.

Services:

Worldwide moving services

- Domestic and international

household goods shipment

- Online tracking tools
- Small baggage shipments
- Storage services
- Policy counseling
- Programme administration
- Policy benchmarking
- Global talent management support
- Global mobility transformation
- Immigration administration
- Compliance audits
- Expense administration and management
- Policy compliance
- Exceptions management
- Line item reporting
- Language training
- Cost estimates
- Balance sheet preparation

- Cost of living allowance (COLA)
- Home sale management
- Buyer value option
- Guaranteed appraised value
- Marketing assistance
- Property management

Most important metrics to clients:

- Transferee satisfaction
- Timely and accurate reporting
- Cost reduction recommendations
- Timeliness in connecting with transferees upon initiation receipt
- Thought leadership and proactive recommendations
- Home sale guarantee offer timelines
- Effective and efficient technology support
- Average costs per policy

13. ARC Relocation

Website: www.ARCRelocation.com

ARC Relocation is an award-winning, third-party global relocation company. ARC is considered an industry leader in several areas of employee relocation, such as customer service and technology. ARC provides a full spectrum of relocation services to numerous corporations, government agencies and individuals

all over the world.

Services:

- Relocation policy benchmarking
- Global relocation services
- Shipment of household goods
- Guaranteed buyout (GBO)
- Buyer value option (BVO)
- Relocation cost estimate
- Affinity realtor rebate programme
- Mortgage services

- Temporary housing solutions
- Destination services
- Expense reimbursement
- Payroll tax reporting

Most important metrics to clients:

- Independent ownership
- Choice and competition for each service
- Single point of contact service
- Extension of company

Overall Score

Provider	Overall Score
1. MSI Global Talent Solutions	434.20
2. Graebel Relocation Services Worldwide	427.44
3. CapRelo	422.91
4. NuCompass Mobility Services, Inc.	420.32
5. XONEX	419.77
6. MoveCenter	419.13
7. NEI Global Relocation (NEI)	419.12
8. TheMIGroup	415.73
9. Global Mobility Solutions (GMS)	414.37
10. Cornerstone Relocation Group	404.89
11. Paragon Relocation	387.78
12. Crown World Mobility	386.99
13. ARC Relocation	377.94

Breadth of Service

Provider	Breadth of Service
1. Graebel Relocation Services Worldwide	22.00
2. Global Mobility Solutions (GMS)	18.80
3. MSI Global Talent Solutions	18.68
4. Paragon Relocation	17.83
5. NuCompass Mobility Services, Inc.	17.82
6. TheMIGroup	17.25
7. Crown World Mobility	17.13
8. NEI Global Relocation (NEI)	16.92
9. Cornerstone Relocation Group	16.64
10. MoveCenter	16.43
11. XONEX	15.57
12. ARC Relocation	15.14
13. CapRelo	13.90

Size of Deals

Provider	Size of Deals
1. TheMIGroup	8.25
2. Graebel Relocation Services Worldwide	7.48
3. Crown World Mobility	6.88
4. MSI Global Talent Solutions	6.68
5. Paragon Relocation	6.67
6. Global Mobility Solutions (GMS)	6.60
7. NuCompass Mobility Services, Inc.	6.55
8. CapRelo	6.40
9. XONEX	6.00
10. Cornerstone Relocation Group	5.71
11. NEI Global Relocation (NEI)	5.42
12. MoveCenter	5.14
13. ARC Relocation	5.14

Quality of Service

Provider	Quality of Service
1. MSI Global Talent Solutions	189.41
2. CapRelo	188.00
3. XONEX	185.29
4. MoveCenter	184.57
5. NEI Global Relocation (NEI)	184.08
6. NuCompass Mobility Services, Inc.	183.55
7. Graebel Relocation Services Worldwide	183.24
8. TheMIGroup	181.25
9. Global Mobility Solutions (GMS)	179.90
10. Cornerstone Relocation Group	177.43
11. Crown World Mobility	168.13
12. Paragon Relocation	168.00
13. ARC Relocation	166.00