

# 2020 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 provide insight into your next RFP process.

## 1. CapRelo

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

CapRelo is a technology company focused on delivering best-in-class relocation and assignment services on a global platform. The CapRelo team comes 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 programmes run smoothly.

**Services:**

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

## 2. Cornerstone Relocation Group

**Website:** [crgglobal.com](http://crgglobal.com)

Cornerstone offers a full suite of global services to support the entire workforce mobility lifecycle. Our high-touch service 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

## 3. Global Mobility Solutions

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

## 4. ARC Relocation

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

ARC Relocation is an industry leader for employee relocation services both domestically and globally. ARC leads the industry in key areas, including experience, expertise, and customer service.

**Services:**

- Policy creation and benchmarking
- Global relocation services
- Guaranteed home buyout
- Shipment of household goods
- Technology and reporting

## 5. NuCompass Mobility

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

As a full-service relocation management company, NuCompass offers policy development, data analytics, technology, and transformation support for global mobility. NuCompass helps organisations move from tactical to strategic in meeting talent mobility objectives.

**Services:**

- Strategic talent mobility consulting
- Policy development and cost management services
- Global mobility, home sale, and departure services
- Expense management solutions
- Relocation technology and data analytics

## 6. Weichert Workforce Mobility

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

In an industry constantly changing, Weichert is the partner you can trust for untouched industry stability, extraordinary agility, and intentional innovation. For over 50 years, we've remained under the same ownership, singularly focused on helping to create futures where people thrive.

**Services:**

- Pre-departure services
- Relocation and repatriation management
- Expense management and global tax services
- Compensation collection and reporting
- Compliance services

## 7. XONEX Relocation

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

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

**Services:**

- U.S. and global mobility management
- Relocation policy consulting and development
- Home sale/departure services
- Expense management, tracking, and auditing
- Relocation technology and advanced reporting

## 8. Graebel Relocation

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

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

**Services:**

- Global relocation management
- Mobility strategy consulting
- Global move management
- Workplace relocation, planning, and project management

## 9. Sterling Lexicon

**Website:** [sterlinglexicon.com](http://sterlinglexicon.com)

Sterling Lexicon sets the global standard in optimised mobility solutions. We offer innovative relocation solutions tailored to our clients' goals. By personalising our services to meet their unique needs, we deliver happy, productive people around the world.

**Services:**

- Global relocation
- Assignment management
- Move solutions
- Visa and immigration
- Consulting

## 10. NRI Relocation Inc.

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

We're an award-winning independent provider that believes in "taking relocation personally" with every client and each employee. With genuine care and attention, we propel talent forward 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-tax solutions
- Relocation technology and analytics

## 11. MSI Global Transformation Solutions

**Website:** [msigts.com](http://msigts.com)

MSI provides strategic transformation, HR, and global expansion advisory and consulting services, along with a portfolio of co-sourced operational delivery services, to help companies design, develop, and implement transformative business models that enable their global strategies.

**Services:**

- Corporate relocation services worldwide
- Immigration and compensation
- Talent advisory and consulting
- Technology and reporting
- Global expansion and tax advisory

## 12. MoveCenter

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

MoveCenter is a certified WOSB established in 1963 and is the oldest women's business enterprise in the relocation industry. MoveCenter is a full-service, global RMC most proud of its 100 percent client retention for 27 years and counting! Clients include corporations, government agencies, GSA, and military.

**Services:**

- Results-driven global relocation programme management
- Client-centric service delivery model
- Strategic consulting, benchmarking, and policy writing
- Expert relocation, assignment management, and expense-payroll-tax solutions
- No minimums and no contract required

## 13. HomeServices Relocation

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

HomeServices Relocation is a full-service relocation management company with Fortune 500 financial strength and a personalised approach. HomeServices Relocation offers full transparency, lowest overall costs through our TruePartner model, and zero rebates, kickbacks, or mark-ups on pass-through expenses.

**Services:**

- Full-service domestic and global relocation services
- Policy management, review, and consulting
- Best in industry service scores
- Home sale experts
- Superior technology and reporting

## Overall Leaders

Provider	Overall Score
1. CapRelo	424.66
2. Cornerstone Relocation Group	422.18
3. Global Mobility Solutions	419.50
4. ARC Relocation	419.22
5. NuCompass Mobility	411.84
6. Weichert Workforce Mobility	408.62
7. XONEX Relocation	406.85
8. Graebel Relocation	405.89
9. Sterling Lexicon	405.51
10. NRI Relocation Inc.	403.71
11. MSI Global Transformation Solutions	403.30
12. MoveCenter	402.47
13. HomeServices Relocation	400.01

## Breadth of Service Leaders

Provider	Breadth of Service
1. XONEX Relocation	20.92
2. Graebel Relocation	20.63
3. CapRelo	17.88
4. Global Mobility Solutions	17.45
5. Weichert Workforce Mobility	17.25
6. Cornerstone Relocation Group	16.88
7. ARC Relocation	16.53
8. NuCompass Mobility	16.18
9. MSI Global Transformation Solutions	14.65
10. MoveCenter	14.53
11. NRI Relocation Inc.	14.36
12. HomeServices Relocation	13.24
13. Sterling Lexicon	12.89

## Size of Deal Leaders

Provider	Size of Deals
1. Graebel Relocation	8.50
2. Weichert Workforce Mobility	7.40
3. ARC Relocation	7.13
4. Sterling Lexicon	7.00
5. NuCompass Mobility	6.59
6. Cornerstone Relocation Group	6.00
7. Global Mobility Solutions	5.95
8. MSI Global Transformation Solutions	5.71
9. CapRelo	5.59
10. XONEX Relocation	5.17
11. MoveCenter	5.07
12. NRI Relocation Inc.	4.64
13. HomeServices Relocation	4.41



## Quality of Service Leaders

Provider	Quality of Service
1. CapRelo	185.88
2. Cornerstone Relocation Group	185.38
3. ARC Relocation	183.87
4. Global Mobility Solutions	183.65
5. NuCompass Mobility	180.82
6. Sterling Lexicon	180.33
7. NRI Relocation Inc.	179.07
8. HomeServices Relocation	178.29
9. MSI Global Transformation Solutions	178.29
10. MoveCenter	178.20
11. Weichert Workforce Mobility	178.15
12. XONEX Relocation	175.08
13. Graebel Relocation	173.75