

2021 Baker's Dozen Customer Satisfaction Ratings: RELOCATION

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 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. In order to determine an overall ranking, we analyze results across three subcategories: breadth of services, deal size, and quality of service. 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 Baker's Dozen Customer Satisfaction

Ratings 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.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* will discard 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 not accurate feedback. 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. ARC Relocation

Website: 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

2. Global Mobility Solutions

Website: www.gmsmobility.com

Global Mobility Solutions is a full-service talent mobility provider offering a wide range of global relocation services. Its focus is on delivering first-class service quality, meeting the unique needs of every client, and guiding relocating employees and their families.

Services:

- Global policy reviews and consulting
- Pre-decision services
- Global relocation management
- Global financial services
- Integrated technology and reporting

3. CapRelo

Website: www.CapRelo.com

CapRelo has distinguished itself in the global mobility industry through leading with care, focusing on cultural alignment with clients, and delivering trustful service, all backed by proprietary and agile technology with endless customizable options which fuels data-driven decisions.

Services:

- Program management
- Departure services
- En route services
- Destination and on-assignment
- Consulting services and risk management

4. NRI Relocation

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 genuine care and attention, NRI Relocation propels 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

5. XONEX Relocation

Website: 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, XONEX Relocation supports relocating families with compassion while ensuring programs 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, lump sum technology, and advanced reporting

6. Corporate Relocation International (CRI)

Website: www.corprelo.com

CRI provides full-service, global mobility and relocation services for corporate clients. CRI is passionate and committed to the highest quality employee experience with deep domain expertise. Its select fleet household goods moving teams consistently deliver the best relocation experiences in the industry.

Services:

- International and domestic relocation services
- Policy management, program design and management, and review
- Benchmarking and industry analysis and consultation
- Client and employee relocation management technology and portal
- Customized reporting

7. HomeServices Relocation

Website: www.homeservicesrelocation.com

HomeServices Relocation is a full-service relocation management company with Fortune 500 financial strength and a personalized approach. HomeServices Relocation is the only RMC with full transparency, lowest overall costs through its 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

8. Aires

Website: www.aires.com

Known for independence, 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 achieved ISO 9001, ISO 14001, ISO 27001, ISO 27701, FIDI-FAIM, and C-TPAT certifications/registrations.

Services:

- U.S. domestic relocation services
- International relocation and assignment management services
- Immigration services
- International assignment compensation services
- Business travel tracking

9. NuCompass Mobility Services Inc.

Website: www.nucompass.com

As a full-service relocation management company, NuCompass works in partnership to move global mobility programs from tactical to strategic with policy recommendations, technology, and continuous innovations that elevate the customer experience and address changing business needs.

Services:

- Global and domestic relocation services
- Policy management, review, and consulting
- Technology and reporting
- Home sale and departure services
- Expense management solutions

10. Cornerstone Relocation Group

Website: www.crgglobal.com

Cornerstone is a trusted global provider of employee mobility services dedicated to providing an exceptional customer experience for its clients and their employees. With its parent company (Atlas World Group), Cornerstone remains financially stable and committed to continued growth.

Services:

- Departure and destination services including home sale/purchase services
- International assignment management and compensation services
- Financial expense administration, including program funding
- Policy development, program review, and consulting services
- Flexible technology with real-time data reporting

11. MSI Global Talent Solutions

Website: [MSIGTS.com](https://www.msigts.com)

By leveraging a transformative design-thinking approach and methodology, companies benefit from MSI GTS' global talent-centric programs, HR and workforce management initiatives, risk and compliance solutions, and cost containment strategies. MSI GTS offers relocation, immigration, remote working and virtual assignments, and global employment outsourcing services.

Services:

- Cross-border and domestic relocation
- Immigration services
- Compensation administration
- Remote worker care
- Global expansion

12. WHR Group Employee Relocation

Website: www.whrg.com

WHR provides global employee relocation services in over 120 countries with offices in the U.S., Singapore, and Switzerland. Over 25 years in business with the same independent ownership allows WHR to partner with the absolute best relocation supply chain partners.

Services:

- Global and domestic relocation services
- Policy management, review, and consulting
- Technology and reporting
- Home sale and departure services
- Expense management solutions

13. 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 RMC most proud of its 100% client retention for 28 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, policy writing
- Group moves up to 25,000 people
- Office and industrial moving services

Overall Leaders

Provider	Overall Score
1. ARC Relocation	392.38
2. Global Mobility Solutions	387.98
3. CapRelo	384.57
4. NRI Relocation	381.33
5. XONEX Relocation	379.75
6. Corporate Relocation International (CRI)	379.58
7. HomeServices Relocation	378.75
8. Aires	378.75
9. NuCompass Mobility Services Inc.	377.96
10. Cornerstone Relocation Group	375.60
11. MSI Global Talent Solutions	375.34
12. WHR Group Employee Relocation	373.94
13. MoveCenter	371.77

Breadth of Service Leaders

Provider	Breadth of Service
1. ARC Relocation	21.25
2. Aires	19.07
3. Cornerstone Relocation Group	17.24
4. Global Mobility Solutions	17.14
5. XONEX Relocation	16.53
6. Corporate Relocation International (CRI)	15.19
7. MSI Global Talent Solutions	14.82
8. NuCompass Mobility Services Inc.	14.80
9. CapRelo	14.14
10. NRI Relocation	13.83
11. HomeServices Relocation	13.46
12. MoveCenter	11.11
13. WHR Group Employee Relocation	9.14

Size of Deal Leaders

Provider	Size of Deals
1. ARC Relocation	7.94
2. Aires	7.14
3. MSI Global Talent Solutions	6.58
4. Global Mobility Solutions	6.32
5. CapRelo	6.11
6. XONEX Relocation	5.79
7. Cornerstone Relocation Group	5.71
8. WHR Group Employee Relocation	5.43
9. NuCompass Mobility Services Inc.	5.10
10. HomeServices Relocation	4.85
11. MoveCenter	4.78
12. Corporate Relocation International (CRI)	4.75
13. NRI Relocation	4.67

Quality of Service Leaders

Provider	Quality of Service
1. CapRelo	169.64
2. WHR Group Employee Relocation	168.86
3. NRI Relocation	168.83
4. Global Mobility Solutions	168.77
5. HomeServices Relocation	167.85
6. ARC Relocation	167.00
7. Corporate Relocation International (CRI)	166.88
8. MoveCenter	166.44
9. NuCompass Mobility Services Inc.	166.30
10. XONEX Relocation	165.53
11. MSI Global Talent Solutions	164.55
12. Cornerstone Relocation Group	163.00
13. Aires	162.54