

# 2022 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 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 analyze results across three subcategories: service breadth, deal sizes, and service 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 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 insight into your next RFP process.

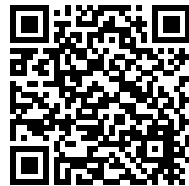
## 1. CapRelo

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

CapRelo is a full-service global relocation management company where the focus is on building trusting, lasting relationships with customers. CapRelo's people are foundational to its culture. Commitment to quality is in the company DNA and fuels its brand promise: CapRelo supports the relocation needs for living, working, thriving anywhere across a lifetime.

**Services:**

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



[Learn More](#)



**Meet Angela**  
VP, Client Services

Soccer & softball mom  
CRP, GMS-T  
Super power: relationship  
management

## Real People. Real Care.

Key components of professionalism and skill. Choosing partners who are secure financially, experienced, and able to provide to your employee's needs, gives you the ability to grow your business strategy effectively and efficiently. Our expertise in the global mobility industry, allows your potential to grow.

## 2. Global Mobility Solutions

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

GMS delivers an unparalleled high-touch level of service quality to the mobile workforce of its clients. GMS' global reach, single point of coordination, dedicated account management, and world-class partner network ensures the highest levels of quality at the lowest cost worldwide.

**Services:**

- Global policy reviews and consulting
- Pre-decision services
- Worldwide relocation services
- Global financial services
- Customizable technology and reporting

## 3. Cornerstone Relocation Group

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

## 4. ARC Relocation

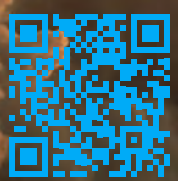
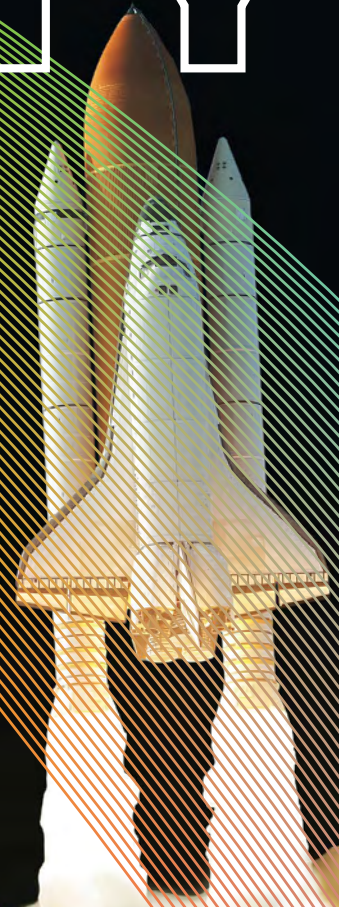
**Website:** [www.ARCrelocation.com](http://www.ARCrelocation.com)

ARC Relocation delivers industry leading customer service and technology through its proprietary artificial intelligence-driven customer and client tools. ARC's industry awards and accolades, coupled with cutting-edge technology allows the organization to deliver an exceptional experience to each and every move they manage. ARC puts the relation in relocation.

**Services:**

- Relocation policy creation and benchmarking
- Global relocation services
- Domestic relocation services (including guaranteed home buyouts)
- Industry leading relocation technology
- Expense processing and payments

# THE FUTURE OF MOBILITY



CORPORATE RELOCATION  
INTERNATIONAL



## 5. Corporate Relocation International (CRI)

**Website:** [www.corprelo.com](http://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

## 6. NRI Relocation

**Website:** [www.NRIrelocation.com](http://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, and tax solutions
- Relocation technology and analytics

## 7. NEI Global Relocation

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

NEI Global Relocation is a comprehensive, corporate relocation and assignment management company and women’s business enterprise known for building collaborative and successful partnerships with clients while managing their corporate mobility needs at a level of service that exceeds expectations.

**Services:**

- Global mobility and assignment management services
- Comprehensive origination and destination assistance
- Global visa/immigration, compensation, and tax coordination
- Expense management
- Technology, reporting, and predictive analytics



# ALWAYS LOOKING FORWARD

## **Why Choose Global Mobility Solutions?**

We look towards tomorrow. Our passionate team, flexible service delivery model, and our high-touch customer service is unparalleled in the industry. We take the time to understand your individual needs and customize solutions based on your unique requirements. Our tools, talent, and technologies are tailored to provide the best experience possible for your team and your relocating employees.

Our award-winning proprietary MyRelocation® technology and data analytics platform continues to set the pace in the relocation industry.

**Global Mobility Solutions**—continuing to provide the mobility industry's most innovative programs, state-of-the-art technologies, and benchmarked best practices.

## **Global Mobility Solutions**

1.800.617.1904

011.480.922.0700

[gmsmobility.com](http://gmsmobility.com)



## 8. 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, XONEX 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

## 9. HomeServices Relocation

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

HomeServices Relocation, LLC is a full-service relocation management company with Fortune 500 financial strength and a personalized approach. The only relocation management company 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

## 10. MoveCenter

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

Established in 1963, MoveCenter is the oldest women's business enterprise in the relocation industry. Certified WOSB, the full-service global relocation management company is most proud of their 100% client retention for 29 years (and counting) plus their numerous awards for customer service and business ethics.

**Services:**

- Domestic, cross-border and international global mobility services
- Corporations, government agencies, GSA, and military
- Program consulting, policy benchmarking, and writing
- Group moves up to 25,000 people

A woman with curly hair and a man are standing against a red background. The woman is on the left, holding a white speech bubble that says "Are you a people person?". The man is on the right, holding a white speech bubble that says "We are too!". Both are wearing white t-shirts and smiling.

Are you a  
people  
person?

We are  
too!

## Taking care of your talent and your business

Aligning with our clients' best interest, HomeServices Relocation provides unbiased decision making and the advisement that matters most to your business and truly benefits your relocation programs.

Would you expect anything less from  
a Berkshire Hathaway affiliate?

- Lowest cost overall
- True transparency
- Highest integrity
- Best service scores in the industry
- Financial strength and stability

**HS** | HOMESERVICES  
RELOCATION  
*A Berkshire Hathaway Affiliate*

**TRUE PARTNER<sup>®</sup>**



## 11. Weichert Workforce Mobility

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

In an industry constantly changing, Weichert is a partner organizations can trust for untouched industry stability, extraordinary agility, and intentional innovation. For over 50 years, Weichert has 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

## 12. BGRS

**Website:** [www.bgrs.com](https://www.bgrs.com)

BGRS develops and implements comprehensive mobility solutions for corporate and government clients worldwide. By combining deep industry experience and unparalleled insights on the future of mobility, BGRS designs and administers programs that align with clients' organizational and talent needs and reflect a focus on a customer experience that includes the choice and flexibility required for today's global talent. With more than 1,300 people across six continents and service coverage in 185 countries, BGRS blends global perspective with local market strength.

**Services:**

- Global consulting, program design, and policy review
- Mobility program administration
- Financial management, compensation services, and expense management
- Group move management
- Business travel and remote work



## Welcome Home with NRI Relocation



**NRI**  
Taking  
Relocation  
Personally

### Who We Are

We're an award-winning global provider that delivers personal relocation experiences for leading companies and talented employees

### Our Purpose

We propel key talent to new career opportunities worldwide so that employee engagement, productivity, and success can thrive

### What We Do

We connect our values-based philosophy to every client and each employee we help along the way with:

- Complimentary Relocation Policy Design
- Tailored Relocation Services Management
- Modern Technology Platform ReloHub®

Experience the Taking Relocation Personally difference today

## Overall Leaders

Provider	Overall Score
1. CapRelo	395.23
2. Global Mobility Solutions	390.93
3. Cornerstone Relocation Group	389.81
4. ARC Relocation	381.47
5. Corporate Relocation International (CRI)	381.21
6. NRI Relocation	380.17
7. NEI Global Relocation	377.70
8. XONEX Relocation	376.44
9. HomeServices Relocation	370.58
10. MoveCenter	361.96
11. Weichert Workforce Mobility	358.88
12. BGRS	351.08



## Breadth of Service Leaders

Provider	Breadth of Service
1. ARC Relocation	27.15
2. NEI Global Relocation	23.00
3. CapRelo	21.21
4. Weichert Workforce Mobility	17.71
5. Global Mobility Solutions	17.13
6. Cornerstone Relocation Group	16.95
7. BGRS	16.31
8. XONEX Relocation	15.94
9. NRI Relocation	15.00
10. HomeServices Relocation	14.17
11. Corporate Relocation International (CRI)	14.00
12. MoveCenter	12.77





## Size of Deal Leaders

Provider	Size of Deals
1. ARC Relocation	8.33
2. BGRS	8.33
3. NEI Global Relocation	7.17
4. CapRelo	6.58
5. Weichert Workforce Mobility	6.43
6. Global Mobility Solutions	5.67
7. XONEX Relocation	5.56
8. Cornerstone Relocation Group	5.40
9. NRI Relocation	5.17
10. MoveCenter	5.15
11. Corporate Relocation International (CRI)	4.71
12. HomeServices Relocation	4.50



## Quality of Service Leaders

Provider	Quality of Service
1. Global Mobility Solutions	170.40
2. Cornerstone Relocation Group	170.10
3. CapRelo	168.84
4. Corporate Relocation International (CRI)	168.63
5. NRI Relocation	167.17
6. XONEX Relocation	164.50
7. HomeServices Relocation	163.50
8. MoveCenter	160.31
9. NEI Global Relocation	158.85
10. ARC Relocation	156.90
11. Weichert Workforce Mobility	154.41
12. BGRS	151.20

