



RELOCATION SUCCESS STORY

OUTSOURCING RELOCATION

OVERVIEW

A global exploration company was managing most of the relocation process in house while outsourcing household goods and the home sale process. They wanted a fully outsourced solution and went out to RFP to evaluate efficiency, process flow and cost.

The ultimate goal was to select a provider that would allow them to fully outsource the program, all the while maintaining the employee satisfaction and truly making the relocation process an enjoyable one.

After completing the RFP and presenting, CRI was chosen as their new relocation provider. CRI was able to help them revise their relocation policies, effectively relocate employees, and managed multiple large group moves.

CHALLENGES

They were managing much of the relocation process in house, and it was becoming a time-consuming process as they continued to grow.

They were having some issues with home sale reconciliation process and did not feel that the household goods approach they had in place was the most cost competitive.

One of the most important pieces in selecting a new provider was finding a relocation company whose core values aligned with theirs to provide the highest level of customer service

APPROACH

They had employees that needed to be moved quickly, so we partnered with the internal HR team as well as the payroll team to facilitate a seamless implementation within a few weeks.

We were able to meet and exceed their expectations with regards to an implementation timeline.

CRI operated as an extension of their HR team and is a partner in all aspects of the relocation process. They relied on CRI to ensure we were delivering a consistently strong product with a high level of customer satisfaction.

We were also able to build a program that was in line with industry benchmarks to ensure they were getting competitive pricing.

RESULTS

By introducing CRI as the new relocation provider, they were able to benchmark and build competitive policies to others in the same industry and were able to recruit top level talent.

Outsourcing freed up time internally as they now had a partner to handle the logistics.

By utilizing a full service relocation company, the employees who were relocating were able to have one contact that coordinated everything and also someone who is an expert within the relocation industry.

We routinely audited their relocation program to ensure their policies were cost efficient and found that by switching to CRI, they were able to save an exorbitant amount on household goods alone.

<2 WEEKS

TO DEVELOP AND FULLY
IMPLEMENT RELOCATION
PROGRAM

>\$100,000

IN HOUSEHOLD GOODS
SAVINGS FROM
OUTSOURCING TO CRI

“When we went out to RFP, we really wanted to find a partner that could provide a positive relocation experience and to lighten the burden from the employee as much as possible.”

**DIRECTOR
CORPORATE HR**