

2015 Baker's Dozen Customer Satisfaction Ratings: Relocation

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* 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 seven companies, and we received feedback from more than 250 verified customers.

In order to determine an overall ranking, we analyze 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. 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.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity.

We hope this ranking provides you some insight into your next relocation process.

1. Mobility Services International (MSI)

Website: www.msigsbs.com

MSI is a global business solutions company and the leading provider of global talent mobility services to corporations worldwide. Through the alignment of our global mobility solutions (including global compensation and immigration services), talent management capabilities, and global expansion services, we enable companies to grow, compete, and globalize by helping them strategically develop, mobilize, and retain their talent.

This alignment between global mobility, talent management, and global expansion services is increasingly critical as corporations face mounting challenges with regard to employee recruitment and retention in today's competitive marketplace. MSI focuses on delivering services that yield measurable outcomes to both the employee and the business.

Services:

• *Domestic relocation management services:* pre-decision services; home marketing assistance program; home sale programs; closing services; inventory management; property management; household goods move management; mortgage services; home finding services/rental assistance; temporary housing; and expense management services.

• *International assignment management services:* needs assessment; assignment budgeting; letter of assignment; cost projection; departure services; Look-See™ Trip; destination services; area orientation; home finding; school search; settling-in; language training; cultural training; spouse/partner career management; education consulting; home marketing/home sale assistance; international household goods move management; temporary housing assistance; furniture leasing; banking services; tenancy management; property management; on-assignment services; personal security; emergency services; in-country hotline services; home leave coordination; family transition counseling; home purchase assistance; repatriation services; and expense management.

• *Global compensation services:* cost estimate

preparation; relocation compensation services; certificate of coverage; compensation worksheet preparation; hypothetical tax and allowance calculations; payroll administration and reconciliation; global compensation accumulations and reports; and year-end global statement of earnings reports

• *Global tax and compliance services:* tax services; corporate tax exposure and advisory; transfer pricing review; advance pricing agreements; annual FBAR reporting; and global employee risk management

• *Group move management services:* planning; policy development; and budgeting

• *Global talent management services:* organizational development solutions; pre-assignment services; candidate selection assessment; assignment preparation workshop; onboarding services; onboarding planning; transitioning leader team integration; critical stakeholder assessment; on-assignment services; coaching; leadership development skill building; and re-assimilation services, assessment, and counseling.

• *Immigration services:* immigration consulting services; document management; visa services; work permits; and residence requirements.

• *MSI professional services:* staff augmentation; advisory services; consulting services; program design and implementation; policy benchmarking and best practices advisory; cost management; lump sum program development; mergers and acquisition planning and integration; program compliance; and global talent mobility program transformation.

• *Education and training services:* individual, team, companywide, group, workshop, online training, and virtual sessions.

• *Expansion services:* location analysis and site selection, business incentive negotiation and assistance, logistics and project management; finance: global accounting and global finance administration; human resources: global employer organization services, global mobility services, global payroll services, global immigration services, global HR operations management services; and tax and legal: global tax planning services, global legal services, and global compliance services.

Most important metrics:

• Communications • Strategic support and guidance • Financial services • Counseling and support • Data • Supply chain performance

2015 Baker's Dozen: Relocation

Provider	Overall Score
1. Mobility Services International (MSI)	422.86
2. NuCompass Mobility Services	421.00
3. Graebel Relocation	420.17
4. NEI Global Relocation	418.78
5. Global Mobility Solutions (GMS)	403.03
6. AIReS	401.49
7. Weichert Workforce Mobility Inc.	398.46
8. Xerox Relocation & Assignment Services	396.95
9. TheMIGroup	396.83
10. SIRVA Worldwide Relocation and Moving	392.73
11. MoveCenter	388.75
12. Paragon Relocation	354.40

Provider	Quality of Service
1. Mobility Services International (MSI)	184.26
2. NuCompass Mobility Services	184.25
3. NEI Global Relocation	183.56
4. Graebel Relocation	182.26
5. AIReS	178.58
6. Weichert Workforce Mobility Inc.	174.92
7. Global Mobility Solutions (GMS)	173.67
8. Xerox Relocation & Assignment Services (formerly ACS Relocation)	172.07
9. TheMIGroup	171.08
10. SIRVA Worldwide Relocation and Moving	170.83
11. MoveCenter	168.47
12. Paragon Relocation	152.20

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