

Baker's Dozen: Relocation

2010 Baker's Dozen Customer Satisfaction Ratings: Top Relocation Providers

The rankings contained within the Baker's Dozen for Relocation and other service areas in *HRO Today* are based on customer survey data. The indices result from a multi-step process. *HRO Today* identified the top relocation providers. Our survey research team then asked providers to identify customers to be surveyed. Using the *HRO Today* database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of services, and the quality and satisfaction with the services.

Respondents provide e-mail addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the *HRO Today* database and analyzed to score

each provider having a statistically significant sample. For this survey, we received feedback from more than 180 verified customers. The rankings are based on point assignments and weightings of questions—plus a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of *HRO Today* staff. We only provide a methodology, and we do not claim that our methodology is the only viable ratings program available; we do, however, vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

Company

Employees Transferred 2009

URL

3 TheMIGroup **16,000** **www.themigroup.com**
 Since 1978, TheMIGroup, a global relocation management company, has been delivering a full range of domestic and international relocation services. With 12 business units located throughout the Americas, EMEA and Asia, and our worldwide partner network has the capacity to deliver full service relocation services anywhere in the world.

Clients: N/A

Services:

- Corporate Policy and Planning: Assignment/transfer objectives, candidate assessment and selection, balance sheet and cost budgeting, compensation planning, tax planning and strategy, relocation budgeting, and consultation for improvement.
- Assignment Preparation: Orientation, counseling, cost estimates, balance sheets, visa and immigration, home marketing, taxation planning, cultural/language training, schools research and booking, destination preview trip, exception management scheduling, offer process, completion of needs analysis, home sale program and property management, setting of expectations and estimated, time lines, and destination services.
- Assignment Management: Financial services and support, compensation and payroll support, visa management, expense tracking and reporting, rental management, assignment reporting, and management of origin residence.
- Departure: Home sale or property management, household goods ship-

- ping/storage, spousal career counseling, risk management, spousal assistance, settling in services, processing of payments/reimbursements, and employee check list of details prior to departure.
- Destination: Settling in services, temporary accommodation, home search and selection, rental assistance, and banking/credit orientation.
- Repatriation: Reentry planning and preparation, relocation and departure wrap-up services, home finding/mortgage support, temporary accommodation, and expense management reporting.
- Repatriation Policy: Reorientation/reentry training, redeployment, and assimilation
- Domestic Transfers: Home sale or lease termination, household goods via van line partners including invoice auditing and claims management, home search, purchase and mortgage help, rental negotiations, area research and orientation.

Overall Rankings for Providers

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Ranking
TheMIGroup	8.14	6.57	73.29	170.37

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