

A Disciplined Approach to Provider Sourcing & Management

Like Cartus employees, our service providers focus on meeting individual program objectives of quality, cost control, and accountability. We achieve these objectives by selecting, training, and monitoring the performance of the best providers in the industry.

Why Use Cartus GlobalNet®?

You benefit from Cartus' heightened commitment to supplier management and Six Sigma quality rigor. Our service provider network, called Cartus GlobalNet®, provides:

Comprehensive, one-stop shopping: we reduce points of contact for your employees, efficiently integrate move components, and reduce your administrative costs.

Enhanced performance: as a result of the work we do with our Network providers to integrate services, your employees receive enhanced performance and "first-in-line" service from many of the same suppliers that our competitors use. Our Network service providers are an extension of Cartus and perform according to Critical-to-Quality and Statement-of-Work elements that our clients define.

Cost savings: our leverage provides the most favorable pricing in many areas, value-added services, and improved cycle times.

Usage fee discounts/gain shares: you benefit from pricing synergies by using our managed networks.

Detailed reporting and highest accuracy: integration with our systems provides automated workflow management, consolidated reporting, and access to real-time information via our Web sites.

A rigorous certification program: to achieve GlobalNet® certification, suppliers must meet or exceed service metrics in quarterly reviews and demonstrate a strategic commitment to Cartus. Suppliers must attend our training programs, use an ISO-certified process for sourcing, and maintain a current contract with Cartus. This exclusive designation motivates suppliers to strive for service excellence in order to be considered the best and earn more business.

Service Provider Selection

Sourcing: through our global contacts and database of service providers, the best organizations are identified, contacted, and vetted.

Request for Information/Proposal (RFI/RFP): detailed, service-specific RFI's are received from prospective candidates to ensure the best providers are identified.



Technical scoring: criteria examined include years of experience, core capabilities, geographic coverage, languages spoken, technology, and quality assurance metrics.

Contract: service providers are required to sign a Service Level Agreement, which outlines both quantitative and qualitative performance measurements.

Service Provider Management

We align our network management team with our operations team to maximize our in-region management of all service providers around the world.

Training: we provide extensive training to inform providers about client requirements, process changes, and technology enhancements. Many programs are identical to what our own employees receive, thereby creating a more consistent approach for your transferring employees.

Performance measurement: performance of all network members is measured and reported. Typical components measured include employee service satisfaction, frequency of reported service issues, and cost savings.

Service Watch: any network member that falls below service standards is placed on Service Watch. We require a service recovery action plan and closely monitor the supplier's progress. Failure to meet requirements may result in discontinued use or termination.

Our supply chain management approach is built on a foundation of understanding your needs. We guarantee our performance, based on the parameters you define as critical-to-quality for your organization. Let us show you how we can help reduce your administrative burden and provide seamless delivery to your employees!

Cartus GlobalNet®

Moving Services

U.S. Moving Services Network

UK Removals Network

Australia Removalist Network

International Moving Services Network

EU Moving Services Network

Auto and Boat Transportation Network

Claims Processing

Third Party Specialty Services

Advantages for You:

- Cost savings
- Lower claims rates
- Better service through stringent selection and management
- First-in-line service to minimize capacity issues in peak season

Property/Destination Services

Cartus Home Sale Network (UK)

Real Estate Settlement/Solicitor Services

Mortgages

Destination Services Network

Appraisal/Valuation Services

Inspection and Maintenance

Cartus Broker Network

Advantages for You:

- Faster home sales
- Lower direct costs
- More accurate appraisals and inspections
- Coordinated home sale, purchase, or rental
- Destination services for ease of transition
- Cost savings for your employees

U.S. Rental Housing Network

Home Warranty

Temporary Living Network

Hotel Programs

Furniture Rental

Auto Lease/Purchase

Family Resource Services

Immigration Services

Spouse/Partner Career Assistance

International Insurance

Cultural Business Skills

Educational Consulting

Cost-of-Living Assistance

Advantages for You:

- Increased customized support for families
- Best pricing from transition partners
- Flexible options for reduced temporary living costs
- New Immigration Services program for consolidated, simplified management and cost savings

For more information, please contact deliveringmore@cartus.com.

Mobility Management • Outsourcing • Consulting • Intercultural & Language Training