

HAVE DONE. WILL DO.



REINVENTING A RELOCATION PROGRAM TO SAVE COSTS



Finding ways to reduce relocation costs can make or break a company's program. When a Cartus client of 18 years found itself facing tremendous pressure to drive down costs, Cartus demonstrated what being the most trusted guide in the industry can accomplish.

The Cartus team began by doing some detective work. Working in close partnership with the client, they **launched a special "cost visibility" project designed to create an end-to-end picture of the client's relocation program.** This meant the team talking in

depth with each and every service line involved with their mobility program in order to create a top-to-bottom, comprehensive understanding of their costs—from suppliers to specialists, compensation to cross-cultural, temporary housing to tax considerations.

With the data assembled, the Cartus team put their thinking caps on, devising some creative strategies designed to save money while also increasing efficiencies and keeping the program competitive.

- They benchmarked the client's program against industry norms, and streamlined their household goods program through the use of Cartus' unique eProcurement bidding system—instantly reducing that program's operating costs by 20 percent while increasing service quality.
- Through careful research with on-the-ground destination service providers, the team was also able to benchmark their housing costs and modify the program to the tune of an additional 20 percent in program savings.
- Lastly, they introduced tiers for cross-cultural training, further reducing cost for the client.

"What I really appreciate is that you and your team not only focus on delivering best-in-class services, but also focus on delivering it with best value—the cost-saving ideas you and your team came up have been great. The priorities you are focusing on is the industry benchmark—creating value for your customers by delivering best in class services and value creation!"

Throughout, the client was extremely receptive to each recommendation, and proved instrumental in the implementation of all refinements and changes. **The result? Cartus managed to save our client a whopping USD \$9 million annually!**

WANT TO READ MORE STORIES LIKE THIS?

No matter how complex the relocation challenge, or how unusual the request, Cartus will find the solution that's right for you. Because in 60 years, we've found solutions for just about everything. Visit www.cartus.com/havedonewilldo to see how our "Have Done, Will Do" approach has translated into customized solutions that meet the unique needs of our clients and their transferring employees around the world.