



A Disciplined Approach To Supplier 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 The Cartus Global Network?

You benefit from Cartus' heightened commitment to supplier management and Six Sigma quality rigor. Our service provider network, called the Cartus Global Network, or 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: Your employees receive enhanced performance and first-in-line service from our vendors. We work with our Network providers to integrate services, monitor performance, conduct monthly dashboard calls, encourage innovation, share best practices, and focus on supplier service results and excellent service scores.

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

Detailed reporting and highest accuracy: Integration with our systems provides automated workflow management, consolidated reporting, and access to real-time information via CartusOnline®.

Certification and training: 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. 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.

Supplier Selection and Management

Management: We have more than 90 supply chain team members, regionally based and aligned with our operations team to maximize our in-region management of all service providers around the world.

Sourcing: Through our global contacts and eProcurement model, the best and most cost-effective organizations are identified and awarded business.

Request for Proposal (RFP): Detailed, service-specific RFP 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.

Global compliance: To provide proper compliance for our clients, Cartus has invested in a risk management system called Compliance 360, which enhances our ability to collect and report supplier data and integrates with a contract module to produce a 360-degree view of each supplier. This system tracks hundreds of data points that provide a view into the global compliance of each and every network member.