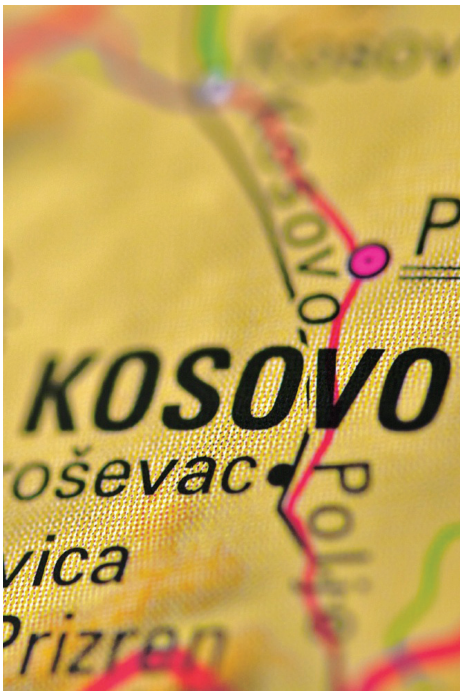


# GRAEBEL EFFECTIVELY AND EFFICIENTLY MOVES 350+ FAMILIES FROM ONE COUNTRY TO MULTIPLE COUNTRIES

UNITED NATIONS QUICKLY MOVES 350+ FAMILIES FROM KOSOVO AND INTO MULTIPLE COUNTRIES AND REMOTE REGIONS OF THE WORLD TO TACKLE NEXT ASSIGNMENTS



## THE PROBLEM

In February 2008, Kosovo declared its independence after being under the temporary control of the United Nations (UN). Since 1999, the United Nations Interim Administration Mission in Kosovo (UNMIK) provided a temporary administration until Kosovo was ready to declare independence. As of December 2008, the UN began phasing out, being replaced by the European Union's Rule of Law Mission (EULEX). Once there was no longer a need for on-the-ground support from the UN in Kosovo, over 350 UN employees needed to be relocated to over 25 different countries to begin their new assignments. They needed a relocation company who could quickly and seamlessly manage this complicated move.

## THE CHALLENGES

The UN faced numerous challenges regarding their move out of Kosovo. They were sending their employees to over 25 different countries, including, but not limited to, Zimbabwe, Malawi, Kyrgyzstan, Zambia, and Bangladesh. The logistics of sending multiple people to multiple locations was complicated, and ensuring that all shipments were sent to the right locations became a priority. As a result of these complicated logistics, it was important to select a relocation company who could provide a local presence and offer optimum customer service. Although many individuals were being relocated to the same destinations, each move would require the same administrative work as a normal relocation for one person; therefore, the UN needed a relocation company who had the expertise and capability of managing complex group moves.

## THE SOLUTION AND RESULTS

As the exclusive mover for the UN, Graebel understood the challenges and faced them head on. Graebel Movers International, Inc., the global arm of the Graebel Companies, Inc., has an extensive international background. Graebel addressed the UN's needs by creating a seamless process with a transparent business style.

## SUPPLIER

First, Graebel needed to select a local partner. Graebel knows no geographic boundaries; and therefore, can service relocations anywhere on the globe and has "on the ground" presence in 150 countries. Graebel teamed up with its Kosovo relocation alliance partner who had the expertise, local presence, and proven performance. These partners act as a global extension of Graebel and provide parallel service, quality, and customer service outside the U.S.

Graebel needed a partner with a local office in Kosovo to assist with the relocation.

They were looking for a partner who would provide exceptional service. Graebel also considered their expertise, local presence, and performance satisfaction when making their selection.

Many relocation providers prefer to keep their partners confidential, in fear that their clients will choose to work directly with the partner. However, Graebel takes a different approach. By offering a transparent business model, Graebel's clients know exactly who they are working with, which allows for a more seamless process. Holding a meeting with Graebel, the local partner, and the client enables the local partner to get a better understanding of the client's needs and provides the client with a clear picture of each company's role.

## EFFICIENCY

Speediness and a real time response were extremely critical during this move, so Graebel ensured their selected local alliance partner was at the highest alert to deal with pick ups and deliveries. In September 2008, Graebel opened the EMEA center in Prague, Czech Republic to provide management support to international clients. This center manages international household goods' moves for Graebel clients in Europe, the Middle East, and Africa.

"In our business, speed is of the essence. The shipments we moved were all small that needed to move very quickly. Our EMEA center has done an excellent job in handling each one of these moves with the utmost care and attention, and provided the speedy response necessary," said Edwin Ooms, Vice President of Graebel Movers International, Inc.



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## LOGISTICS

To initiate a move, the client submits a move initiation or move order request to Graebel. This is typically done electronically through the Graebel secure customer portal, RITS®.net, proprietary software developed specifically for those relocating internationally with Graebel. RITS.net is Web-based and features customer interface capabilities. The exclusive Graebel RITS program also automates operational and customer service activities. The program contains all customer contact records, single or multiple relocation policies, individual shipment data, as well as a tracking system, pricing, and shipping documentation. It retains complete historical shipment data in addition to valuation-related matters and post-move evaluation results.

Today, this system also provides real-time metrics and reports, and receives and processes claims – all in one online, easy-to-use application available 24/7.

Submitting the requests online, sped up the process so Graebel did not need to manually input each request. Prior to a move, the UN would send Graebel a spreadsheet of upcoming moves (ex. 55 individuals to Haiti), then would complete the requests online so Graebel would have final confirmation timing and destination details.

All the shipments were collected in Pristina, Kosovo. Graebel chose the cargo airport in neighboring country, Macedonia as a result of its size and accommodations for airfreight shipments. Once the shipments were grouped by location in the warehouse, they were driven to Skopje, Macedonia for departure to their designated destinations. Graebel collaborated with the UN transport section, who understood the challenges Graebel faced, to find ways to make this an even smoother process. “A good partnership between client and supplier, and a good understanding of the business were key elements in getting a smooth process set up,” explained Ooms.

Because precise execution and organization were required for this complex group move, Graebel dedicated three employees at its Prague-based EMEA center to handle administrative responsibilities. The relocation began in December 2008 with the majority of moves occurring in January 2009. All moves concluded March 2009.

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