



Synchronizing an intra-China and international group move

# Graebel seamlessly brings 52 families to Suzhou China from North America and Asia

## The Client

Fortune 500 U.S. technology company

> Employs nearly 130,000 people worldwide

## The Challenge

After announcing plans to open a new office in Suzhou, China, this Graebel client wanted its 52-member team with their families in place in that city quickly. The employees included new hires and several current staff members from North America, Beijing and Shanghai.

## Project Summary

Relocate 52 families to Suzhou, China from North America and elsewhere in China – with a one-month lead time.



**“Please share my appreciation with the team. They have done a great job in coordinating the number of moves in such a short period of time.”**

– Global Mobility Program Manager,  
Fortune 500 client

### **The Solution**

The Graebel team in Singapore assigned a project leader and three household goods coordinators to manage the moves. The team:

- > Selected air and sea shipping partners and local movers from every originating location — each was specially chosen from Graebel’s network of vetted global partners
- > Negotiated rates lower than the contracted rates already in place with several of these suppliers—with savings passed on to the client
- > Coordinated with each employee to set expectations and finalize arrangements
- > Scheduled packing dates close together wherever practical to maximize supplier productivity, reduce costs and narrow the timetable
- > Established detailed timetables with the suppliers and communicated with them on a daily basis to ensure on-time performance and service excellence

Graebel team members and other Graebel executives traveled from Prague and Singapore to meet with many of the arrivals, handle last-minute issues, ensure that expectations were met and assess the service of the local suppliers.

### **The Results**

The 52 families were successfully relocated to Suzhou in accordance with the client’s timelines and objectives. Employees were pleased with the personalized service and attention they received from Graebel’s team members and executives from the APAC (Asia Pacific) regional office. Thanks to additional volume-pricing concessions negotiated by Graebel, \$20,800 in savings was passed on to the client.