



Outsourcing solution saves €82,000 annually

# Graebel establishes EMEA relocation programme for Global 100 firm

## The Client

Global 100 e-commerce company

- > Employs 11,000 people across Europe, the Americas, and Asia
- > Has annual revenues in excess of €24 billion

## The Challenge

A Global 100 company located in Prague, Czech Republic averaged 40 annual relocations into and within the EMEA (Europe, Middle East and Africa) region. This activity was managed by two HR generalist employees who spent 50% of their time on these assignments. The company had few established policies and processes for managing relocations and, as a result, the HR Department's activity and support was ad hoc and inefficient and assignee satisfaction with the service was very low.

- > The company could not generate any volume-based discounts with the numerous relocation-related suppliers it was using
- > Financial information related to the relocation function was not kept in a central repository and this led to delayed reimbursements, excessive tax preparation costs and other inefficiencies
- > Company leaders had little access to relocation data regarding policy exceptions, expenditures, volume and employee satisfaction



**Project Summary**

Collaboratively create a more efficient and cost-effective outsourced mobility programme that offered better service and support for relocated employees.

**The Solution**

A team from Graebel met and collaborated with the organisation’s key stakeholders over a six-week period. After mobility programme goals and service metrics were established, the company elected to outsource the programme to Graebel.

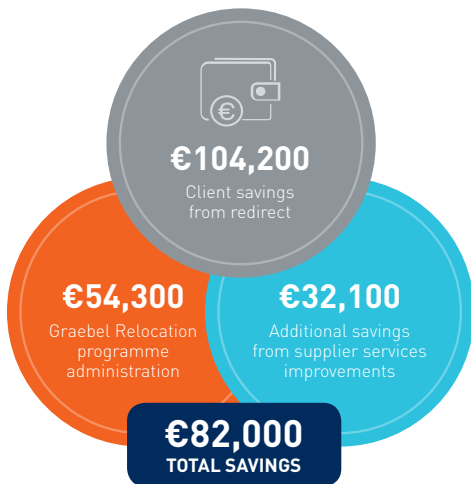
**Graebel quickly:**

- > Built an archival system to compile available historical data to integrate into the forward-looking system
- > Thoroughly evaluated the current policy structure
- > Worked closely with stakeholders in the company to develop policies and procedures that properly reflected the costs and mobility programme objectives
- > Assumed programme management responsibilities and mobilised its network of service providers on the client’s behalf

**The Results**

This collaborative approach fostered strong internal corporate buy-in and a shared vision for the organisation’s mobility programme. As a result:

- > The company has reassigned the two HR employees to more critically important strategic HR programmes
- > The company’s regional leadership team has access to vital data such as Graebel supplier performance, speed of service delivery and financial management
- > While the newly-relocated employees’ satisfaction levels have not been formally measured, anecdotal feedback regarding relocation service and support has been positive
- > The company is realising annual savings of €82,000



Total annual savings & improvements for Client’s relocation programme