



## Policy Decision Support Tool: Automating Policy Selection for Cost Savings and Strategic Focus

Graebel partnered with a global insurance company to implement a purpose-built policy decision support tool — reducing relocation case volume by half and unlocking millions in savings.

When inconsistent and reactive policy decisions created friction across the mobility lifecycle, a unified and strategic approach became essential. Through a series of collaborative workshops and virtual working sessions, stakeholders aligned on the purpose behind each relocation, the principles guiding policy selection and the outcomes the business expected to achieve. The result was a clearer, more intentional path forward — one that empowered teams, strengthened decision-making, and elevated mobility's role from afterthought to strategic partner.






### Project overview

The organization's policy-selection process had become fragmented, with talent acquisition, HR, and business-unit leaders making relocation decisions without early engagement from global mobility. This led to misaligned policies, unclear strategic intent and inconsistent employee experiences.

Graebel partnered with company stakeholders to identify, understand and align on guiding principles and key drivers that influenced policy selection; map the end-to-end process; and build a decision-tree framework tailored to their policies through an online, user-friendly platform. After tool testing and user training, the company launched a self-service policy decision support tool that brought global mobility into the conversation from the outset — enabling time savings across teams, broader stakeholder adoption and measurable cost avoidance.

## Methodology and strategic insights

To tackle inconsistent policy selection and create efficiency, Graebel concentrated on these core steps:

		Approach	Key Findings
	<b>Workshop design</b>	<ul style="list-style-type: none"> <li>Lead in-person workshops to map the process key stakeholders from global mobility, HR and talent acquisition.</li> </ul>	Stakeholders largely aligned on the overall guiding principles and key drivers that inform mobility decisions. However, prioritization of elements within these categories varied by stakeholder objectives.
	<b>Decision framework</b>	<ul style="list-style-type: none"> <li>Identify and define the conditions and logic that determine policy selection.</li> </ul>	Clear criteria produced consistent eligibility definitions that everyone can follow.
	<b>Decision tool design</b>	<ul style="list-style-type: none"> <li>Transfer the framework into an automated user-friendly tool.</li> </ul>	An online platform enabled the company to host a link to the tool on their intranet, provide regular reporting and customized branding.
	<b>Testing</b>	<ul style="list-style-type: none"> <li>Conduct Graebel-led alpha tests and company-led beta tests (based on mobility volume).</li> </ul>	Validated effectiveness: every round of feedback surfaced new efficiencies and confirmed ease of use.
	<b>Training and deployment</b>	<ul style="list-style-type: none"> <li>Deploy the tool to all users and provide training, including standard operating procedures manual, communications and FAQ/guide materials.</li> </ul>	Smooth adoption across seniority levels, as first-time and experienced users alike felt empowered to decide on their own.

## Results: Driving efficiency and cost avoidance

The custom policy decision support tool yielded a 50% reduction in cases and avoided \$3.5 M in costs in 2023 and \$1.4 M in 2024.

## Strategic business impact

- ✓ Enabled the global mobility team to focus on high-value strategy and advisory responsibilities instead of correcting avoidable mismatches, freeing resources for bigger priorities.
- ✓ Provided a consistent, repeatable and scalable policy-selection experience globally, increasing confidence and compliance across the organization.
- ✓ Strengthened cross-functional alignment across talent acquisition, HR and business unit leaders, increasing buy-in for the mobility program.
- ✓ Reduced the risk of inconsistent compliance in policy selection and improved governance by codifying qualifiers into the decision framework — elevating compliance and minimizing errors.
- ✓ Positioned the organization to scale mobility: a clear framework and technology foundation prepare the company for future growth and transformation.
- ✓ Considered both tactical criteria and the strategic value of each mobility opportunity, evaluating decisions through the lens of the employee, the business and the enterprise.



## Conclusion: Empowering global mobility through intelligent design

By co-creating this tailored policy decision support tool with the company's stakeholders, Graebel delivered more than efficiency, it delivered confidence. Clear frameworks, strategic alignment and technology unlocked measurable savings and a foundation for continuous innovation in global mobility, positioning the organization to expand and adapt to whatever comes next.