



Empowering the Frontline: Transforming Mobility Programs for All Employees

Graebel helps a global hospitality leader modernize its mobility program by removing financial barriers and centralizing temporary housing solutions.

Partnering with Graebel, the company replaced fragmented, manual housing processes with a centralized, cost-neutral solution—reducing administrative burden, improving employee experience, and enabling a scalable mobility program aligned with its “work anywhere, live anywhere” vision.

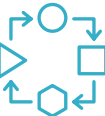
Project Overview

A global hospitality leader with operations spanning 34 offices partnered with Graebel to modernize its mobility program. The organization aimed to eliminate financial barriers for relocating employees while addressing the inefficiencies and inconsistencies of a fragmented temporary housing model. To support its evolving workforce strategy and commitment to employee experience, the company required a centralized, scalable approach that could deliver consistency, flexibility and operational simplicity across regions.

The Challenge

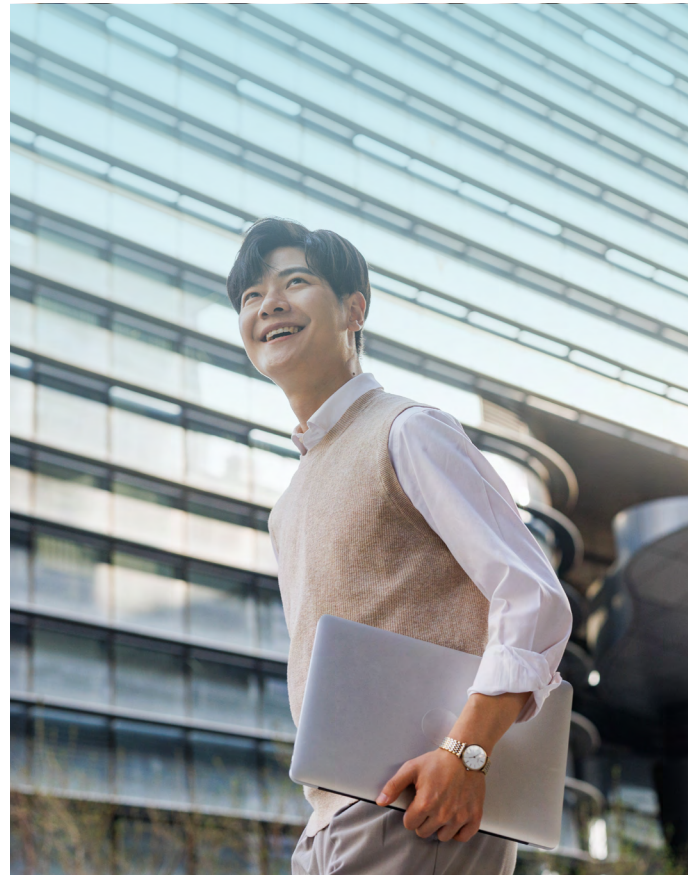
Previously, entry-level mobile employees faced significant out-of-pocket expenses when securing temporary accommodations during relocation. Under the legacy process, employees were required to book properties independently and then submit receipts for reimbursement, a system that often created financial strain and negatively impacted the overall employee experience. To address these challenges, the organization prioritized implementing a new program in 2025 aimed at eliminating upfront costs and improving the relocation journey for its talent.

Methodology & Strategic Insights

Approach	Execution	Value Unlocked
 Employee experience	Established a direct billing process for temporary housing.	Reduced financial burden, eliminated out-of-pocket expenses, improved relocation experience and increased support for entry-level staff.
 Platform integration	Graebel consultants now source and secure housing via the client’s platform as the primary option.	Streamlined process, less administrative burden, and better alignment with client mobility strategy.
 Operational efficiencies	Coordinated logistics and billing through a shared account and direct invoicing between teams.	Smoother booking-to-billing workflow reduced reimbursement processing and supports future growth.
 Ecosystem collaboration	Integrated Graebel’s supply chain with the client’s business travel team and proprietary technology.	Enhanced collaboration, seamless technology adoption and readiness for broader program expansion.
 Pilot launch & rollout	Deployed the direct bill service, with initial successful cases and plans for full rollout in 2026.	Met business needs, cost-neutral implementation and positioned for increased utilization and impact.

Expected Outcomes & Projections

Based on initial pilot results and stakeholder feedback, the program is projected to deliver substantial improvements across several key metrics. Within the first 90 days of full rollout, utilization of the corporate housing platform is expected to reach at least 75%, with a target of 90% by the end of Q2. Employee experience is expected to improve significantly, with over 95% of relocating employees reporting zero out-of-pocket costs for temporary housing. Operational efficiency is also forecasted to increase, with invoice accuracy rates projected to exceed 98% and booking lead times reduced by up to 30% compared to legacy processes. These outcomes will be tracked through quarterly business reviews and ongoing KPI monitoring to ensure sustained impact and guide future enhancements.



Conclusion: Progress Driven. Partnership Powered.

Since the partnership began in 2020, the organization and Graebel have worked collaboratively to continuously enhance the mobility program. Initially, the client's platform did not support direct billing for temporary housing. Through ongoing process improvement discussions, a shared account solution was implemented, enabling Graebel team members to efficiently book and manage accommodations. Early cases using the new process indicate that the booking-to-billing workflow is now operating smoothly, with several instances already using the updated approach. As the program scales to include all relocating employees regardless of policy or grade, these insights will help demonstrate the program's impact and guide future enhancements.