

Why Choose ExcellerateHRO Relocation & Assignment Services

With a 17-year history of providing relocation services to corporate America and a 95 percent client retention rate, ExcellerateHRO Relocation and Assignment Services is the right partner for you. We have the team and technology to ensure your company achieves its global mobility goals.

What Distinguishes Us From the Competition: Our Team

Our team is the primary reason we boast a 95 percent client retention rate and among the highest client satisfaction scores in the industry.

- **Strongest Team** — Our consultants average more than 13 years of industry experience and are credentialed as Certified Relocation Professionals (CRPs) and Global Mobility Specialists (GMSs). Our client services managers (CSMs) average more than 20 years of industry experience and are recognized by our competitors as being the best in the business. Both consultants and CSMs have deep expertise in areas that directly drive the success of your global mobility programs, including real estate, global household good transportation, and international assignment management. We invest in and retain our talent and boast a voluntary turnover rate of less than 3 percent per year.

Benefit to you: Providing your employees with support from the best in the business means a smooth transition for your transferees to their new locations and rave reviews from your employees, managers and HR team. Employees appreciate that our team knows the process end-to-end and can answer their questions accurately and promptly. Managers value the accuracy of our cost estimates and the responsiveness of our Client Service Managers. HR Managers, who are often measured on “noise,” appreciate the smooth transitions we make happen.

- **Single Point of Care** — ExcellerateHRO is one of few companies who operates under a true single-point-of-care model. One consultant within the dedicated team supporting your company remains the single point of care for the relocating employee from start to finish, 24 hours a day, 7 days a week. This approach succeeds because our consultants know:

- Global mobility, from end to end
- Your relocating employees, personally and individually
- Your policies and how to apply them

Benefit to you: ExcellerateHRO's single-point-of-care approach means uninterrupted employee productivity and the highest levels of employee satisfaction. It means manager satisfaction with one-stop answers regarding process and cost. And it means very few issues from start to finish.

- **Proven Implementation Process** — A dedicated implementation team sets the stage for a successful, long-term business relationship. We understand the critical success factors for an implementation, including executive sponsorship, effective communication, dedicated teams, and a comprehensive work plan.

Benefit to you: Your implementation will succeed. We are confident in this statement because we have a track record of 100 percent success in implementing prior clients.

What Distinguishes Us: Our Technology

We view the application of technology as an enabler to achieving your cost and quality goals. This means:

- **Implementing workflow to eliminate manual work** — Workflow allows us to automatically trigger a broad range of actions based on changes in eCenter information. For example, workflow enables us to automatically e-mail a welcome package to a transferee when their authorization is accepted or pay a mortgage automatically based on the day of the month..

Benefit to you: Automation eliminates the potential for costly mistakes made in any manual process and reduces the labor required, keeping your costs low.

- **Designing the most intuitive and user-friendly Web site to enable self-service** — Transferees, clients, and suppliers may use our eCenter Web site to approve moves, track the status of a relocation, calculate relocation costs, and correspond with one another. eCenter is the nerve center of every relocation and enables each stakeholder to manage his or her portion of the relocation on their schedule, 24 hours a day.

Benefit to you: The quality of our Web site helps promote self-service, which drives down cost and increases the accuracy of the data in the system.

- **Interfaces among partner systems** — During implementation, we automate every possible data exchange to minimize data entry. This includes automated interfaces for expense reports, payroll registers, and demographic data feed. For some clients it also includes a general ledger feed to automatically post accruals.

Benefit to you: We make our team and *your team* more efficient.

- **Online videos and tools** — Via eCenter, we make available a broad range of research and learning tools, including user-friendly summaries about the transferee's destination (e.g., schools, culture, demographics) and "how-to" videos helping transferees sell their homes quickly and for the right price.

Benefit to you: The tools enable transferees to make the best decisions regarding their relocation or assignment, including the "fit" between the employee and the opportunity. We believe informed decisions generate the best ROI for the employee and the company.

- **World-Class Data Privacy/Security and Business Continuity** — As part of EDS, ExcellerateHRO operates in one of the most secure and sophisticated technology environments in the world. From data centers around the globe, our experienced technology professionals manage sensitive information for clients that depend on world-class security and business continuity. These include the U.S. military, Department of Defense, and leading financial institutions.

Benefit to you: You can rest easy knowing your data is safe and business operations can continue no matter the catastrophe that may strike any single data center location.

What Distinguishes Us: Our Partners

- **Vendor Independence: A Critical Factor** — We do not own or have any ownership interest in the suppliers we use to provide services, nor do we operate a fee-paid supplier network. We select suppliers based on their performance track record, which we track and report through our quarterly Service Excellence Scorecard program.

Benefit to you: We offer your employees the very best real estate agents, van lines, temporary housing providers, and mortgage lenders. We can also honor any long-term supplier relationships you wish to preserve.