

ExcellerateHRO

The HRO business of EDS, an HP company

HIGH-TOUCH, HIGH-TECH SERVICES ENSURE SMOOTH MOVES

RELOCATION AND ASSIGNMENT SERVICES

ExcellerateHRO's high-touch, high-tech, single-point-of-care approach ensures your employees' domestic and international moves go smoothly. Personalized employee support, financial services, supplier relations and secure global technology help navigate the complexities of relocating employees anywhere in the world.

FAST FACTS

- ExcellerateHRO has more than 350 clients globally in every major industry.
- ExcellerateHRO has made substantial investments in processes and technology to drive service excellence.
- ExcellerateHRO is the HR outsourcing business of EDS, an HP company.

Superior service enables employees

Successful relocations mean top-notch work performance, satisfied customers, happy families and achieving your company's goals. Minimal disruption lets your employees focus on your business and not worry about the many details involved in a major move. So, superior service and support for employees and their families is critical. At the same time, you require robust financial and billing, reporting, and cost-management processes.

Best practices streamline transitions

Proven best practices ensure streamlined, efficient moves at a competitive cost. Relocating an employee is a major investment, and we work closely with you to make sure you get the greatest return possible. Employees are supported every step of the way by highly qualified, experienced consultants who serve as a single point of care before, during and after moves. Clients and employees can access their information anytime, anywhere in the world through our .net Web technology platform. And our independent auditing services ensure accuracy and correct application of complicated moving tariffs.

Technology provides ultimate data security

- Our technology is supported by the state-of-the-art, globally secure Web hosting services of EDS, an HP company, providing the ultimate in data security and privacy.
- Our flexible technology platform can be customized to meet specific needs and provides the capability of sharing documents among the client, employee and suppliers.
- Our network of independent suppliers ensures we deliver the most service-oriented, process-efficient and cost-effective solutions.

OUR OFFERING

- Single-point-of-care relocation counseling for employees
- Policy consulting and development
- Home sale and purchase assistance
- Destination services
- Mortgage services
- Expense processing
- Domestic tax reporting and tax gross-up
- Temporary housing and rental assistance
- Household goods move management
- Travel policy consulting and billing coordination
- Spousal career assistance
- Group move services
- Visa, passport and work-permit applications
- Cross-cultural and language training
- International employee-assistance programs
- Repatriation services
- Assignment management assistance
- Cost-of-living reporting
- Web-based information access and management reporting

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Reduce costs, enhance morale

- You and your employees experience reduced costs and improved morale when a relocation is well executed.
- Extend your HR team with our highly qualified, certified professionals. Our dedicated relocation consultants are available 24 hours a day, seven days a week.
- Access documents, critical information and standard reports in real time. Reduce company costs and tax liabilities.
- Ensure that employees' personal data is secure, and families' lifestyles are not disrupted.

Client satisfaction is our focus

- More than 80 percent of our clients have been with us for more than five years.
- We conduct regular client surveys and provide our clients with a scorecard of our performance and our suppliers' performance.
- We deliver among the highest transferee satisfaction levels in the industry with a client satisfaction, retention and reference-ability rate above 95 percent.
- The professionals on the ExcellerateHRO Assignment Management Consulting Team average 12 years of experience in relocation and expatriate administration programs.
- Relocation issues are identified and resolved within 24 hours.
- The International Association of Outsourcing Professionals named ExcellerateHRO as one of the world's premier HRO service providers.

ExcellerateHRO keeps STMicroelectronics moving

STMicroelectronics (ST) faces unusual staffing management challenges. The semiconductor giant regularly relocates employees among 36 countries. Any move is stressful, but managing international moves requires a host of considerations that range from obtaining work permits to developing communication skills for a new culture.

ExcellerateHRO manages about 400 ST moves annually, and ST gains these benefits:

- Negotiations for lower prices on everything from movers to temporary living quarters
- Automated expense processing that ensures accuracy and consistency with reimbursement policy and receipts
- Payroll tax withholding procedures and tax summary reports; electronic payments integrated with ST's financial system
- Weekly electronic transfers speed payments and reduce the cash needed