

Brookfield Global Relocation Services



Success *Stories* SM

Outsourcing Solution

Industry: Pharmaceuticals

Client Profile

A global pharmaceutical company included in the Fortune 500, with over 40,000 employees in more than 50 countries

History

In 2005, this global pharmaceutical company explored the prospect of outsourcing their mobility program. For the previous 20 years, the company's relocation program had been administered internally by a team of 25 employees worldwide. After a review by the company's Procurement team of their total program spend in terms of full-time equivalency (FTE), overhead, supply chain management, and customer satisfaction, it was determined that the mobility program was a good candidate for an outsourcing scenario.

After an extensive RFP process that involved 15 relocation suppliers, the client determined that Brookfield GRS offered the best comprehensive solution to fulfill the needs of their program and selected them as their relocation services provider. The client felt Brookfield GRS had a complete understanding of their program goals and were able to offer the most comprehensive solution to fulfill their goals in terms of technology, pricing, and the understanding that the provision of excellent customer service to relocating families was paramount.

Solution

To reinforce our commitment to provide this client with Premier Service, Brookfield GRS sent their dedicated service team to the client's corporate headquarters for training in their culture and company values.

In the first 16 months of the engagement, Brookfield GRS' team successfully transitioned more than 350 active files, effectively managed a group move of more than 100 employees to their corporate headquarters and was able to identify multiple savings opportunities and process improvements. Additional benchmarking work by our Consulting Services team resulted in the client streamlining their relocation policies, recognizing approximate savings of \$800,000 annually.

After the first full year of Brookfield GRS administering their program, customer satisfaction scores increased from 79% to 94.5%, and the Direct Home Sale Costs were below 11%, saving approximately \$5 million over the previous annual performance.

Benefits

- Consolidated policies, resulting in savings of \$800,000 annually
- More than 15% increase in customer satisfaction
- \$5 Million in home sale direct cost savings

To learn how Brookfield Global Relocation Services can help your company, please contact us at 1-800-589-7858.