

**Brookfield** Global Relocation Services

# Success *Stories*<sup>SM</sup>

## Technology Process Flexibility

### Industry: Telecommunications

#### Client Profile

A global telecommunications company that employs over 65,000 people in nearly 30 countries

#### History

During the implementation process for a large telecommunications client, Brookfield GRS discovered that the client had their own internal form used to authorize and approve new initiations. Although this system worked for them, it created a situation where information received by Brookfield GRS, via this form, needed to be re-keyed into our operating system.

This process was long established with the client and worked well for them so they were reluctant to replace it with Brookfield GRS' existing authorization form and process. The client's form (an Excel spreadsheet) was filled in by each department and then emailed to the next level for approval; the act of emailing it showed approval from that department. The Brookfield GRS Information Technology team created a secure website that allowed the client to continue using their current approval form, thus maintaining their comfort level.

Once the client uploads the approved data, the Brookfield GRS Consultant is able to review the document, complete any missing information, and then upload the data directly into the Brookfield GRS operating system without re-keying the data, allowing Brookfield GRS to immediately begin the relocation process for each assignee.

#### Benefits

Because the authorization form is an integral part of every initiation, Brookfield GRS created a solution that maintained the client's comfort level while still enabling Brookfield GRS an efficient process for entering the information into our system.

By listening to the client's concerns and demonstrating our flexibility as a service provider, we were able to streamline the information gathering process to accommodate the client's internal needs while automating the information flow into our operating system to minimize the opportunity for errors generated by re-keying data.

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