

## 2015 Baker's Dozen Customer Satisfaction Ratings: Relocation

By The Editors

*HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services. The ratings are not based on the opinion of the HRO Today staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.*

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 10 responses from seven companies, and we received feedback from more than 250 verified customers.

In order to determine an overall ranking, we analyze results across

three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores. We include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity.

We hope this ranking provides you some insight into your next relocation process.

### 5. Global Mobility Solutions (GMS)

**Website:** [www.gmsmobility.com](http://www.gmsmobility.com)

Global Mobility Solutions (GMS) is a full-service talent mobility provider, offering a wide range of global and domestic relocation programs. For over 28 years, GMS has been providing consultative thought leadership, industry innovation and service excellence to companies worldwide.

Our unwavering focus on delivering high-quality mobility management is accomplished by understanding and addressing the needs of our clients and their relocating employees.

#### Highlights

- [Global Policy Review and Consulting](#) – Our tenured and talented consulting team use their knowledge and experience to help clients focus on what matters most; leaving the management of relocation to the experts. GMS offers benchmarking, best practices, and program design solutions to help our clients understand the most efficient and problem-free methods of moving employees domestically and internationally.
- [Pre-Decision Programs](#) – As the innovator of pre-decision, our programs are designed to ensure that each candidate or transferee is a good fit for the company and new location, before our clients spend money to onboard or relocate the employee. Through pre-decision tools such as cost of living analysis, school reports; community tours, home sale analysis - broker market analysis (BMA), and more, candidates for relocation can get a complete understanding of their proposed new locations.
- [Domestic Relocation](#) – With nearly three decades of experience in domestic relocation services, GMS offers our clients integrated and customized solutions that uniquely fit within their culture and program goals. We take the heavy lifting off the hands of our clients and instill confidence in their employees as we guide them through the entire relocation process. Our domestic services include a wide array of scalable and customizable programs that include home sale programs, home finding programs, rental assistance, temporary living services, travel services, mortgage lending programs, and more. All the programs are designed to help employees arrive in their new location happy, stress-free, and ready to work.
- [Global Relocation](#) – The GMS team of global experts makes relocating across borders easy for both our clients and their employees. With many of the same benefits of our domestic programs, our global services also include: Global compensation and tax; Visa, work permit, and immigration services; Property management; Language training; Intercultural training; Travel services, Destination services – spouse career assistance, education assistance, vehicle purchase or leasing service and more.
- [Global and Domestic Financial Services](#) – GMS audits, tracks and reimburses assignees and provider for expenses. Our proven track record of 100% adherence to company policies, assignment letters, tax methodologies and wage reporting has resulted in zero W-2C's and total accuracy on Global Statements. Our easy-to-use online submission allows your employee to submit and receive payments within the same day for domestic relocations and 3 days for global accounts.
- [Technology and Reporting](#) – Utilizing the latest technology and generating insightful reports, GMS continues to lead the industry as the knowledge expert. By extending the technology and reporting to our clients, GMS allows them to understand important trends and issues regarding relocation and make informed decisions on proper actions needed to maximize the efficiency of their relocation programs and increase the level of satisfaction for their transferees. GMS technology includes: Dashboard status and ad hoc reporting; On-demand and scheduled reporting in all formats; Online expense submission; Online initiation and tracking; Payroll system integration; Mobile applications; Many other online relocation-specific tools and resources.

## 2015 Baker's Dozen: Relocation

Provider	Breadth of Service
<b>1. Global Mobility Solutions (GMS)</b>	<b>19.67</b>
2. Graebel Relocation	19.45
3. Xerox Relocation & Assignment Services	18.50
4. TheMIGroup	18.42
5. MoveCenter	18.27
6. Mobility Services International (MSI)	18.26
7. Paragon Relocation	17.70
8. NEI Global Relocation	17.33
9. NuCompass Mobility Services	17.25
10. SIRVA Worldwide Relocation and Moving	17.00
11. Weichert Workforce Mobility Inc.	15.42
12. AIReS	13.47

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