

The HR Pro's Guide to Assessing a Relocation Management Company

Real efficiency starts with a really comprehensive checklist.





Selecting the right RMC involves detailed evaluation across various criteria, from team expertise to technology capabilities. Use this guide as a comprehensive framework to ensure you partner with a provider capable of delivering stellar service. This toolkit provides a structured approach to evaluating RMCs, ensuring that every aspect of their service is scrutinized for alignment with your organization's needs.

✓ 1. Understanding the Team Behind the RMC:

Meeting the RMC team is a crucial first step. Their expertise, experience, and communication style directly impact the relocation experience.

Key Areas to Explore:

Tenure: Long-term employees often signal stability, in-depth company knowledge, and deeper understanding of relocation management.

Experience: Confirm experience in full-service relocations, including home sale and home purchase assistance, household goods moving, cultural training, and destination services, to name a few.

Relocation Empathy: Team members with personal relocation experience domestically or internationally bring valuable insight and understanding to the emotional aspects of relocation.

✓ 2. Review The Firm's Commitment to Employee Training:

A well-trained team reflects a company's dedication to quality service.

Questions to Ask:

Expertise: What is the average employee tenure? How experienced are employees in handling complex relocations?

Training Programs: Do they offer formal training, mentorship, and industry certifications like CRP® and GMS? Are there specialized programs (e.g., international relocation or tax training)?

Verification: Request evidence of training initiatives and employee testimonials.

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✓ 3. Evaluating The Firm's Employee Stability:

Staff turnover significantly affects service quality and continuity.

Why Turnover Matters:

Service Consistency: Frequent changes disrupt relocation processes.

Employee Moral: High turnover may indicate deeper organizational issues.

Key Metrics:

- Turnover rates and strategies for retention.
- Average tenure and policies for maintaining service quality during transitions.

✓ 5. Review The RMC's Technology and Its Impact on Productivity:

A robust RMC platform simplifies processes and enhances both the HR mobility team and employee experience.

Features to Review:

Expense & Timeline Management: Easy tracking of expenses and tasks using reimbursement and timeline management tools.

User Interface & Accessibility: Intuitive design, mobile-friendly and multilingual support.

Security & Integration: Data encryption and seamless integration with other HR systems, such as payroll and benefits.

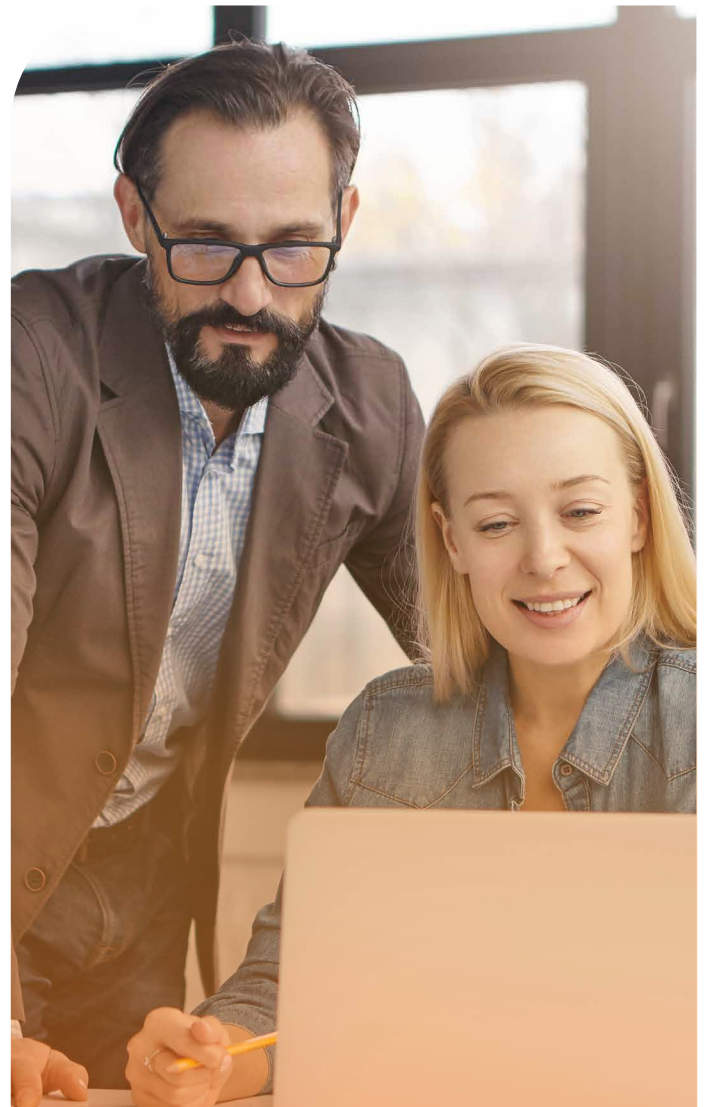
Reporting & Analytics: Reporting capabilities to provide insights into relocation program costs, trends, and employee satisfaction.

✓ 4. Explore How The RMC Manages Caseloads:

A balanced caseload ensures personalized attention and high-quality service.

Key Considerations:

- Average consultant caseload and management strategies.
- Technology's role in supporting consultants to handle complex cases.
- Policies for addressing peak season surges.



✓ 6. Research The Company's Track Record and Client Retention:

A company's history provides insight into its reliability and client satisfaction.

Areas to Investigate:

- Years into business, leadership stability, and growth milestones.
- Client retention rate, average client tenure, and testimonials.
- Industry awards and professional affiliations.

✓ 7. Assessing Customer Service Reputation:

Customer service is central to a successful relocation experience:

Methods to Gauge Quality:

- References from existing clients.
- Transferee Satisfaction Scores, including Net Promoter Score.
- Client Satisfaction Scores.



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