



Success Story

Fast Facts



100+
Relocations annually



Locations:
Domestic USA
and International

Services Provided

Policy review, cost projections, implementation, immigration, home purchase/sale, expense management, household goods moving, temporary housing, and complete pre-assignment and settling-in support.

Harmonizing Global Relocation Management for Vastly Improved Outcomes

Empowered a multinational engineering firm to optimize relocation investments, improve consistency, and enhance employee satisfaction across their global talent mobility program.

Background

A global engineering and manufacturing company—with \$12 billion in annual revenue, over 40,000 employees, and 400 offices in 40+ countries—struggled with a workforce mobility strategy that was failing to keep pace with its rapid global expansion. Driven to recruit and retain top-tier talent, they needed an innovative, centralized solution. They partnered with Sterling Lexicon for our global reach, localized compliance knowledge, robust service network, and ability to fully integrate with their existing HR platforms.

Challenges

The organization was operating three autonomous regional mobility programs and policy structures (Americas, APAC, and EMEA), each managed by a different relocation management company (RMC). This fractured approach led to a complex web of disparate policies, processes, and technologies. The lack of harmonization resulted in highly inconsistent employee experiences, complex expense management, and difficult cost forecasting. The company needed to consolidate these programs into a single, efficient point of accountability while carefully containing costs and managing change very intentionally and respectfully.



Solution

Sterling Lexicon conducted a holistic analysis of the company's entire mobility program, empathetically assessing regional needs and readiness for change. The team executed extensive policy reviews, ran cost-saving scenarios, and tested technology integrations. Ultimately, a comprehensive, centrally managed model using a host-country approach was designed and implemented. Supported by tri-regional teams for 24/7 availability, this tailored solution streamlined their operations while retaining the flexibility needed for local compliance and cultural nuances.

Business Impact

By consolidating all global mobility services under Sterling Lexicon as a single, fully accountable partner, the company optimized its relocation program and achieved key strategic objectives:

- **Tech integration.** Implemented a client HRIS-enabled, 360-degree technology solution.
- **Strategic alignment.** Delivered a competitive, customized relocation program that closely aligns with the organization's overarching culture and talent acquisition goals.
- **Enhanced satisfaction.** The centralized approach vastly improved the experience for the business and employees, resulting in a **98%** overall customer satisfaction score, and **92%** of transferring employees rating their relocation experience as "excellent."



Find out how Sterling Lexicon's experts can enhance your global mobility program today. sterlinglexicon.com