



Success
Story



Fast Facts



200+
Relocations annually



Locations:
Domestic USA
and International

Services Provided

Policy counseling, Temporary living, Real estate services, Rental assistance, Expense management, Payroll reporting, Household goods moving, Destination services, Shipment of autos, Mortgage assistance, Tax services coordination, Cultural orientation and Language training

Medline Improved Efficiency and Satisfaction with Guidance from Sterling Lexicon

Consistent application and flexible solutions deliver better employee experience and enhanced compliance.

Background

Medline, the largest privately held manufacturer and distributor of medical supplies, needed strategic relocation solutions that could be consistently offered across employment level tiers, yet flexible and competitive enough to meet the unique needs of the business, its global workforce and new recruits.

The Medline team is more than 20,000 strong in over 90 countries. The use of a pre-determined relocation allowance approach—also known as a lump-sum payment—was slowing the process of getting current employees and new hires fully integrated and productive in their new locations. It also added complexity to expense tracking, reporting and tax compliance. Medline wanted their relocation policy approach to mirror the values of their people: results-driven, entrepreneurial, innovative and customer-focused.

Challenges

- Inconsistent approaches and delivery
- Lump sum not providing the levels of care and service Medline desired



“We were looking for a relocation partner to help us gain greater efficiencies in our processes, while guiding us on ways to improve the employee experience with customized program options that align with our culture and business needs. The advisory services from Sterling Lexicon have been a great help in improving Medline’s program.”

Karrie DeBlauw, CRP, GMS, PHR
Global Mobility Manager,
Medline Industries, Inc.

Solution

Medline initially approached seven relocation management companies with the intent to enter a formal proposal process. After a consultation with Sterling Lexicon, the global mobility team opted to move forward without the need to pursue an RFP.

Since onboarding, Sterling Lexicon has delivered policy consultation, policy development, and rapid implementation of customized domestic and international relocation policies, transitioning the company from a lump-sum model to a core/flex design with consistently communicated and applied benefits across all job tiers. A robust technology solution provides the Medline team with clearer visibility into activity and spend compliance, along with improved insight into employee satisfaction.

Sterling Lexicon implemented a host service delivery model with centralized management of the program. Policies were standardized while still offering flexible benefits to give business units the ability to tailor them to their needs. The implementation was completed within 60 days of the contract’s execution.

Ongoing Program Strategy and Design Support

Last year, Medline asked Sterling Lexicon to help them reimagine their global mobility strategy and policy framework. The Account Manager, VP of Client Solutions, and the Sterling Lexicon team that successfully implemented the original Medline program are now developing updated processes, policies, and procedures to support Medline’s new global program launching this year.

Business Impact

The improvements to Medline’s approach resulted in:

- Consistently high employee satisfaction scores
- A 360-degree view into activity, spend and employee experience details, leading to better reporting and decision making
- Greater financial predictability for accurate budgeting

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