



Partner
Success
Story

OASIS

Pioneering program transforms the corporate housing process

A single, consolidated approach – supported by the right technology and human insights – delivers greater efficiencies, cost savings and satisfaction rates

Fast Facts



15%
Increase in booking
conversion rate



17%
reduction in rebids



98%+
consistently high
employee
satisfaction scores

Background

Sterling Lexicon's clients rely on us to provide innovative and tailored solutions to meet all their workforce mobility needs. The securing of safe, vetted and comfortable temporary housing – either for relocating personnel or extended business travelers – is one of the first steps in getting employees set up for success. Various relocation policy provisions and budgets, local market nuances, available inventory and employee expectations, lifestyles, needs and preferences can make the process a challenging one, particularly in high-demand or remote markets. Sterling Lexicon and Oasis Corporate Housing set out to find a way to remove friction, improve visibility and decision-making and create better experiences for global mobility managers, transferees and relocation consultants alike.

Challenges

When securing temporary housing for relocating employees and families, a robust network of providers with expertise in local markets and access to a wide range of vetted and secure properties to choose from – tailored to a variety of budgetary and lifestyle needs – is critical. But working across multiple providers can also run the risk of:

- **Poor employee experiences.** Interacting with many different stakeholders can be frustrating for transferees, potentially resulting in misalignment due to incomplete information, unclear expectations or insufficient communication between all parties. If essential requirements and needs and desired preferences are not captured early on, it can lead to a rebid, or the need to start the sourcing process all over again, potentially delaying the move or increasing costs.
- **Inefficient processes.** Integrating multiple technology and invoicing systems, reporting standards and inventory catalogues can increase administrative burdens and slow down efficiencies for the relocation management company consultants. It can also hinder data-driven decision making, as true visibility into total program processes and costs is harder to capture.
- **Increased expenses.** Sourcing directly with multiple providers can forfeit the cost savings that a single provider can leverage. Higher volumes typically translate into better rate negotiating power.

The Solution

Sterling Lexicon was the first relocation management company (RMC) to partner with Oasis Corporate Housing to pilot a new program that reimagines the temporary housing experience for clients, their employees and families on the move, and our own relocation counselors and consultants.

Known as **Oasis Complete**, it centralizes and streamlines the way these services are managed and delivered. Oasis is now the single, accountable partner responsible for ensuring the right fit, and the consistency, speed and quality for every stay. Sterling Lexicon and their clients and relocating personnel still enjoy full access to a wide variety of properties around the globe, while benefiting from the convenience of a single point of contact and accountability.

Now one year in, the streamlined approach is delivering multiple benefits, including:

- Faster, more consistent experiences and far fewer needs to rebid
- Improved visibility, communication and efficiency for all parties
- High employee satisfaction rates
- Cost savings for both clients and Sterling Lexicon

“Everyone was very professional and prompt. Very easy to understand and forward. It was my pleasure to have your team working with me!”

Relocating Employee

The Business Impact

The shift to Oasis Complete means that every stage of the process is now handled centrally, from the initial request, to sourcing, booking and ongoing, 24/7 support throughout the stay. Transferees can communicate directly with Oasis at the beginning of the process, allowing for clear communication around policies, budgets, needs and preferences. This helps establish accurate expectations and better sourcing results, minimizing the need for multiple rounds of property reviews.

All of this translates directly into more positive employee experiences, and getting them up and running in the new location faster. By leveraging Oasis’ proprietary technology system known as Metis, Sterling Lexicon and our clients benefit from real-time tracking and better insights into program performance, activity, satisfaction levels and spend. Metis also has a built-in predictive rate engine, helping us benchmark with historic and real-time data, and providing greater visibility into minimum, average and maximum rates.

Need help securing the right temporary housing solutions for your employees on the move? See how Sterling Lexicon and Oasis Corporate Housing can enhance your global mobility program today.



sterlinglexicon.com

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