Changing Relocation Providers: Key takeaways

PULSE SESSION
Webinar Series

When a relocation program no longer fits, the cost of staying can outweigh the cost of changing. Here's what mobility leaders need to know about outsourcing a program or transitioning to a new partner with confidence.

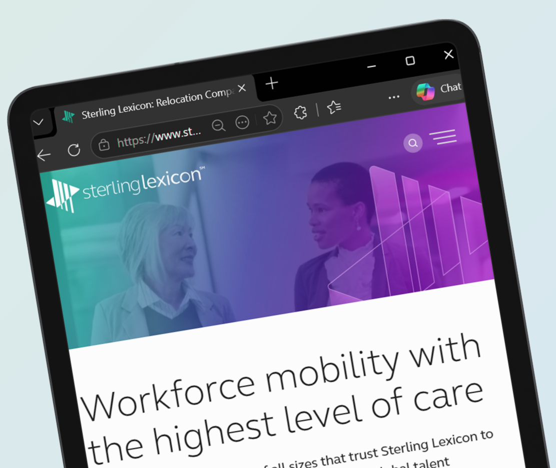
What You Need to Know

Drivers of change

Six of the most common drivers prompting organizations to explore a new relocation management company (RMC) are procurement cycles, evolving technology requirements, new market expansion, changing program needs, service challenges and the need for program harmony following a merger or acquisition.

Challenging misconceptions

Two misconceptions often delay action: that a transition will be too costly, disruptive or time-consuming, and that all RMCs are essentially the same. Neither is true—and the right RMC partners should be able to demonstrate that difference from the earliest conversations.



Essential pre-decision work

Reviewing your current mobility strategy and policies before going to market strengthens your RFP process and helps ensure responses are relevant and tailored to your program. Investing in an RFI before issuing a full RFP saves significant time and resources by filtering out providers that are not a strong fit early.

- Identifying key stakeholders and securing their buy-in early is one of the strongest predictors of a successful transition.
- Implementation timelines typically run 30 to 90 days, though integrations, complex global compensation services or extended review and approval periods can lengthen that window.
- Uncovering a surprise or two during the implementation process is normal, and a great learning and improvement opportunity. A strong RMC partner will help you identify those and adapt quickly while maintaining your program integrity.

Ready to explore making a change?

Get a head start by taking advantage of Sterling Lexicon's robust toolkit for preparing a successful talent mobility service RFP. We're here to answer any questions you may have, or help you connect with other mobility industry peers.

Schedule a call with our team

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RELOCATION MANAGEMENT

Key Takeaways for Mobility

Recognize the true cost of staying

Outdated technology, unsupported integrations, ongoing service challenges and unharmonized programs all carry real costs. When downstream impacts on employees, compliance and program administration are factored in, inaction is rarely the lower-risk option.

Prepare thoroughly before going to market

Align your mobility strategy to where your business stands today and where it is headed. Define your stakeholders, document your program requirements and invest in an RFI. This groundwork allows prospective partners to respond with depth and specificity rather than generic proposals.

Look for a partner, not just a provider

The right RMC takes the time to understand your culture, program goals and long-term business strategy. They come prepared to every meeting, lead the documentation process on your behalf and build the project plan around your go-live requirements and stakeholder availability. Long-tenured teams with deep implementation experience bring a level of rigor and continuity that makes a measurable difference.

Key implementation workstreams

- **Policy strategy and roles:** Define benefits and assign responsibilities
- **Program documentation:** Capture every process in detail for consistent training
- **Invoicing and billing:** Align on formats, terms and data fields
- **Reporting:** Define frequency and ensure data supports your SLA KPIs
- **Global compensation and tax:** Coordinate with payroll and tax providers for compliance with U.S. and non-U.S. reporting
- **Supply chain:** Brief all downstream providers with clear instructions
- **Technology:** Agree on integration scope, test thoroughly and train all users
- **Program rollout:** Communicate the new program across all regions