

# 2015 Baker's Dozen Customer Satisfaction Ratings: Relocation

By The Editors

*HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services. The ratings are not based on the opinion of the HRO Today staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.*

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 10 responses from seven companies, and we received feedback from more than 250 verified customers.

In order to determine an overall ranking, we analyze results across

three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores. We include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity.

We hope this ranking provides you some insight into your next relocation process.

## 1. Mobility Services International (MSI)

**Website:** [www.msigsb.com](http://www.msigsb.com)

MSI is a global business solutions company and the leading provider of global talent mobility services to corporations worldwide. Through the alignment of our global mobility solutions (including global compensation and immigration services), talent management capabilities, and global expansion services, we enable companies to grow, compete, and globalize by helping them strategically develop, mobilize, and retain their talent.

This alignment between global mobility, talent management, and global expansion services is increasingly critical as corporations face mounting challenges with regard to employee recruitment and retention in today's competitive marketplace. MSI focuses on delivering services that yield measurable outcomes to both the employee and the business.

### Services:

- **Domestic relocation management services:** pre-decision services; home marketing assistance program; home sale programs; closing services; inventory management; property management; household goods move management; mortgage services; home finding services; rental assistance; temporary housing; and expense management services.
- **International assignment management services:** needs assessment; assignment budgeting; letter of assignment; cost projection; departure services; Look-See™ Trip; destination services; area orientation; home finding; school search; settling-in; language training; cultural training; spouse/partner career management; education consulting; home marketing/home sale assistance; international household goods move management; temporary housing assistance; furniture leasing; banking services; tenancy management; property management; on-assignment services; personal security; emergency services; in-country hotline services; home leave coordination; family transition counseling; home purchase assistance; repatriation services; and expense management.
- **Global compensation services:** cost estimate preparation; relocation compensation services; certificate of coverage; compensation worksheet preparation; hypothetical tax and allowance calculations; payroll administration and reconciliation; global compensation accumulations and reports; and year-end global statement of earnings reports
- **Global tax and compliance services:** tax services; corporate tax exposure and advisory; transfer pricing review; advance pricing agreements; annual FBAR reporting; and global employee risk management
- **Group move management services:** planning; policy development; and budgeting
- **Global talent management services:** organizational development solutions; pre-assignment services; candidate selection assessment; assignment preparation workshop; onboarding services; onboarding planning; transitioning leader team integration; critical stakeholder assessment; on-assignment services; coaching; leadership development skill building; and re-assimilation services, assessment, and counseling.
- **Immigration services:** immigration consulting services; document management; visa services; work permits; and residence requirements.
- **MSI professional services:** staff augmentation; advisory services; consulting services; program design and implementation; policy benchmarking and best practices advisory; cost management; lump sum program development; mergers and acquisition planning and integration; program compliance; and global talent mobility program transformation.
- **Education and training services:** individual, team, companywide, group, workshop, online training, and virtual sessions.

### Most important metrics:

- Communications
- Strategic support and guidance
- Financial services
- Counseling and support
- Data
- Supply chain performance

## 2. NuCompass Mobility Services Inc.

**Website:** www.nucompass.com

NuCompass is a global relocation management company, offering a full range of US Domestic and Global Mobility services. An independent company, NuCompass has service centers in San Francisco, CA; Dallas, TX; Wilton, CT; Frankfurt, Germany; and Singapore.

Celebrating its 50th Anniversary in 2015, NuCompass is one of the oldest and most experienced companies in the industry. NuCompass also has a history of being first to market with new and better ways to serve its clients, including mobile apps, eSignature, agent-direct real estate model, an innovative global delivery model, and a self-serve relocation management platform.

With its industry-leading proprietary technology, NuCompass increases productivity, reduces costs, and enhances the mobility experience for corporate clients and their employees.

**Services:**

*Domestic:*

- Policy consulting and analysis
- Relocation cost estimator
- Affordability & comparison tool
- Home marketing assistance
- Buyer value option
- Home sale and closing services
- Destination services
- Home finding
- Mortgage assistance
- Household goods coordination
- Relocation expense management
- Temporary accommodations

- Spouse/partner assistance
- Group move services

*Global mobility services:*

- Policy consulting and review
- Candidate assessment
- Assignment cost projection
- Assignment program administration
- Assignment agreement preparation
- Visa and immigration
- Compensation administration
- Remuneration data provider coordination
- Cross cultural and language training
- Destination services

- Household goods move coordination
- Temporary accommodations
- Relocation expense management
- Education assessment and school placement
- Spouse/partner assistance
- On assignment administration
- Ongoing payroll delivery
- Host departure services
- Tax settlement processing

**Most important metrics:**

- Service satisfaction results
- Effective cost
- Program management
- Technology

## 3. Graebel Relocation

**Website:** www.graebel.com

On six continents, the industry-experienced people at Graebel Relocation collaborate to design tailor-made, exceptional relocation experiences for our clients and their assignees. From our industry know-how, extensive consultations, implementation to our lightning fast agility to respond to a unique circumstance translates to efficient and expertly administered programs and best-in-class services performed by our world-class on-the-ground partners.

Graebel Relocation is a customer-first global mobility company that is privately held. In addition to our all-encompassing service menu the Global 100 and Fortune 500 rely on our market intelligence, eco-friendly processes, and industry-first innovations.

**Services:**

*Global relocation in-region policy summits, round-tables*

*Real estate:* home marketing and purchase assistance; buyer value and guaranteed buyout options; mortgage assistance program; interim housing; rental assistance; temporary living assistance; tenancy management; property management options; and lease renewal and termination service.

*Global assignment management:* candidate assessment; candidate assignment letter; immigration, visa and passport assistance; area tour and orientation; school-finding assistance; spouse/partner assistance; intercultural and language training; settling-in service; automobile lease and purchase; driver licensure assistance; financial and insurance services; move management of household goods air, surface, ocean moving and storage service; ongoing offshore assignment support; repatriation assistance; group relocation and mobility planning to management; and emergency

services.

*Financial management:* program forecasts and estimates; compensation worksheets; expense reporting and management; direct reimbursement; multiple currency expense payment; lump sum administration; tax counseling and coordination; payroll and tax reports; activity and spend reports; and consolidated billing.

**Most important metrics:**

- Expert and ongoing consultative service including proactive trend reports
- Ease of transition, implementation for client
- Quality of experience for client, assignees worldwide
- Excellence measured by Net Promoter Score™
- Swift response, collaboration in 165 countries
- Regular client reviews, metrics, benchmarks
- Expense management to invoice timing, accuracy, completeness
- Ease of use
- Best-in-class administration

## 4. NEI Global Relocation

**Website:** www.neirelo.com

Talent mobility in today's global marketplace requires speed, efficiency, and flexibility, adjusting quickly to get the right people in the right place at the right time—that's what we call talent agility. At NEI Global Relocation, we are committed to being your partners in talent agility and are celebrating 30 years of providing service exceeding expectations.

Our focus is on delivering the highest quality service customized to our clients' needs. Companies turn to NEI for our thought leadership and program performance in achieving their mobility strategies with exceptional customer service; innovative program design; a strong focus on effective cost management practices; robust online and mobile technology solutions; and strategic supply chain management.

**Services:**

*Consultative and administrative services:*

- Relocation program design, policy consulting, and program reviews
- Domestic and international cost estimates and projections
- Assignment management services
- Exception management
- Supplier partner management
- Online and mobile technology tools
- Global tax assistance
- Cost of living differential programs
- Employee compensation services
- Policy benchmarking
- Expense management
- Management accrual and reporting tools
- Candidate intercultural and adaptability assessment
- Letter of assignment/job rotation agreement preparation
- Payroll reporting

- Industry updates and newsletters
- Group move consulting and management
- Year-end reporting and analysis

*Employee origination and destination services:*

- Candidate pre-decision services
- Relocation counseling and policy interpretation
- Visa, work permit, and immigration assistance
- Home sale program management
- Home marketing assistance
- Area orientation and home finding assistance
- Destination and settling-in services
- Compensation administration
- Mortgage assistance
- Rental finding assistance
- Executive level services
- Expense reimbursement, tracking and

reporting

- Temporary living assistance
- Dependent living care and assistance
- Lease break assistance and utilities termination
- Household goods management
- Cultural and language training
- Mail forwarding assistance
- Property and tenancy management
- Spouse employment assistance
- Emergency services
- Loss on sale
- Automobile procurement
- Home leave coordination
- Repatriation assistance

**Most important metrics:**

- Transferee/assignee satisfaction
- Cost containment • Accuracy

## 5. Global Mobility Solutions (GMS)

**Website:** www.gmsmobility.com

Global Mobility Solutions blends the perfect combination of customized consultation from tenured industry professionals with modern technology to create a relocation experience that is as stress free as possible for relocating employees. As a provider of services for over 28 years, GMS has helped many companies conceptualize and redefine their mobility services program through various economic environments, budget goals and industry changes.

Our service model begins with defining the needs of our clients to create a mobility program that fits their culture and allows them to remain competitive within the industries they serve.

GMS is not affiliated with any real estate, van line or destination service provider. We offer independence in supplier selection with primary focus on performance. This delivery model allows us to ensure the lowest costs for our clients, as well as the highest quality of service from our providers.

**Services:**

- Global policy review and consulting
- *Pre-decision programs:* cost of living analysis; talent assessment programs; school reports; cost estimates; community tours; home sale analysis/broker market analysis (BMA); travel services; candidate expense tracking; and expense management.
- *Domestic relocation:* home marketing assistance; home sale programs - buyer value option (BVO) and guaranteed purchase offer (GPO); inventory management; home finding services - rental assistance and home purchasing; household goods move management;

- temporary living services; mortgage programs; travel services; and expense management.
- *Global assignment and global pre-assignment:* cost estimates/projections; global compensation and tax; visa, work permit and immigration services; property management; temporary living; home finding services - rental assistance and home purchasing; household goods forwarding; language training; intercultural training; destination services - spouse career assistance, education assistance, vehicle purchase or leasing services; travel services; and expense management.

- *Technology and reporting:* dashboard status and ad hoc reporting; on demand and scheduled reporting in all formats; online expense submission; online initiation; payroll system integration; mobile applications; online relocation specific tools and resources.

**Most important metrics:**

- Transferee satisfaction • Client satisfaction • Service response • Reporting accuracy and timeliness • Invoice accuracy

### 6. AIReS

**Website:** [www.aires.com](http://www.aires.com)

AIReS is a global relocation solutions provider with a reputation for metric-based, world-class performance, and a unique family-focused approach to customer service. An inherent focus on quality is essential to every aspect of our business, proven through key certifications like SSAE16, ISO 9001:2008, ISO 14001:2004, FIDI-FAIM, and C-TPAT. Each certification demonstrates AIReS achievement in quality initiatives earned through the respective audit functions of each organization.

With more than 30 years of experience, AIReS concentrates exclusively on relocation programs for our corporate clients, and owns no subsidiaries, nor do we have any vested interests in other aspects of business. Our consultants work with our corporate clients to develop customized, flexible programs based on leading industry trends and current benchmarking data. We ensure that program solutions are sensitive to the unique needs of each family, but adhere to even the most stringent relocation policy and benefits packages offered by our clients, an approach that is critical to the success of any relocation.

Supported by leading-edge proprietary technology developed by our in-house team specifically for relocation, a central point of contact model, and a quality assured global partner network, AIReS stays with a transferee for the entire relocation lifecycle, starting with the very first initiation phone call.

**Services:**

**Corporate Services:**

- Relocation program management
- Home sale programs (AVO, GBO, BVO, marketing, direct reimbursement)
- ReloNet® Web Services site – corporate tools
- Policy review and development
- Real estate services
- Property and tenancy management
- Inspection services
- Cost of living projections
- Expense management

- Insurance and risk management support
- Move management
- Reporting
- Group move services
- International compensation and data collection services

**Family Services:**

- Home finding and mortgage assistance
- Destination and settling-in services
- Household goods moving
- Temporary housing & interim services
- Assignment management and ongoing

**support**

- ReloNet® web services site – transferee tools
- Visa, passport, and immigration assistance
- Cultural and language training services
- Repatriation assistance

**Most important metrics:**

- Post Relocation Surveys (PRSs), response rate
- PRS service scores
- Service provider partner ranking/rating
- Diversity spends
- Exceptions to policy
- Invoicing accuracy

## 7. Weichert Workforce Mobility Inc.

**Website:** [www.weichertworkforcemobility.com](http://www.weichertworkforcemobility.com)

Weichert Workforce Mobility is one of the world's leading relocation and assignment management companies, making it faster, easier and more cost-effective for clients to deploy key talent and transfer critical skills. An independently-owned company since our inception 46 years ago, we offer agility and responsiveness to meet any workforce mobility need, whether your company moves 10 or thousands of employees, across countries or between continents. We also provide our industry's deepest global service scope, including global tax and tax advisory services (through our wholly-owned tax subsidiary Weichert Mobility Tax Services), expense management and global payroll reporting, all from one convenient point of accountability.

**Services:**

- *Advisory services:* Optimization LabTM; mobile workforce strategy; policy framework creation; voice of customer/ stakeholder input research and analysis; focus group facilitation; program audit and gap analysis (M&A harmonization); policy design and development; tax gross-up methodology and consulting; assignment management tax methodology consulting; benchmarking; group move management; exception analysis; talent management alignment; talent segmentation; process mapping and process re-engineering; cost modeling; compliance consulting – governance models; decision tools; supplier sourcing and integration; workforce analytics – analysis and implications; policy design and development; benchmarking; and policy counseling.

- *Pre-departure services:* pre-assignment counseling; compensation planning; assignment cost projections/letter preparation; tax planning and strategy; initial compensation worksheet calculation; visa/immigration coordination; certificate of coverage management; and cultural and

language training.

- *Expense management and reporting:* cost-of-living analyses; lump sum administration; expense audit and disbursement; gross-up processing; coordination of payroll and tax services; management reporting; vendor invoice audit and payments; hypothetical tax calculation; recovery of advances/excess payments; expense coordination and requests; and tax and compensation counseling.

- *Supply chain management:* select, monitor, train partners; governance and risk management compliance and audit; and exclusive discounts.

- *Compensation collection and reporting:* tax equalization tracking and payments; preparation of year-end compensation breakdown; compensation worksheet maintenance; budget accrual; payroll training support; host country compensation reporting; coordination of tax compliance; shadow payroll reporting; and on-going tax and compensation

reporting.

- *Relocation management:* departure services; home marketing assistance; home sale services; household goods management; home search assistance; rental finding assistance; inventory management; property management; VIP services; settling-in services; temporary living; tenancy management; spouse career counseling; mortgage services; banking/ credit assistance; rental management; assignment allowance coordination; emergency evacuation; return move coordination; re-entry training; home finding/rental assistance; and vacating coordination.

- *Compliance and tax services*

**Most important metrics:**

- Client satisfaction rate
- Mobile employee satisfaction rate
- Service evaluation response rate
- Cost projection delivery turn time
- Delivery performance
- Average claim cost per move
- Invoice accuracy

## 8. Xerox Relocation & Assignment Services

**Website:** [www.xerox.com/relocation](http://www.xerox.com/relocation)

For 25 years, Xerox Relocation & Assignment Services (RAS) has tailored mobility services to the unique needs of clients around the world. With more than 14,000 professionals, our HR services organization provides talent acquisition, development, rewards, and relocation services to more than 4,000 clients and 11 million global employees and retirees. We strive to differentiate our services through a highly experienced team, true business transparency, and innovative solutions.

**Services:**

- Advisory services
- Personal relocation consultant
- Coordination of services
- Pre-decision assessment
- Home finding / area tours
- Home marketing and selling
- Domestic home purchase
- Mortgage lending
- Property management
- Temporary housing and household goods shipment
- Travel assistance

- Immigration support
- Destination and settling-in services
- Cultural and language training
- International shipping
- Payroll coordination
- Compensation accumulation and year-end tax reporting
- Equity advances
- Expense processing
- Invoicing
- Lump-sum administration
- Reporting

**Most important metrics:**

- Customer and transferee satisfaction
- Client services manager/relocation consultant responsiveness
- Accuracy – correct application of client policy
- Expense reimbursement cycle time and processing accuracy
- Compensation accumulation accuracy
- Invoice accuracy
- Technology reliability

## 9. TheMIGroup

**Website:** [www.themigroup.com](http://www.themigroup.com)

At TheMIGroup world-class service is defined by a high-touch approach to relocation management and requires a commitment to ongoing innovation, complete program flexibility and transparency, and a passion to strive to be the best in everything that we do.

Established in 1978, TheMIGroup is a leading provider of global relocation management solutions. We offer a full range of domestic and international services including global compensation and consulting services. With business units located throughout the Americas, Europe, and Asia, supported by more than 900 on-the-ground relocation providers comprising TheMIGroup Worldwide Partner Network™, we have the capacity and capability to provide mobility services in over 175 countries and across all time zones.

Whether relocating to, from or within North America or across the globe, TheMIGroup offers the services specifically designed to ease the transition and settle your employees into their new assignment anywhere in the world.

**Services:**

- *Global program management:* policy development; candidate assessment; pre-decision trip; preview trip; on-going services: property management (vacant & tenanted), tenancy management, assignment payment support; repatriation services: service cancellation, lease cancellation services, repatriation transition support; career assistance; emergency and evacuation services; automobile assistance (US inbound only); and cost of living coordination.

- *Assignment management services:* policy consulting services; destination services; cross cultural and language

training; temporary accommodations; visa and immigration; expense management; and on-going support.

- *International and intra-country relocation:* policy development; policy counseling/needs assessment; cost estimates; home sale services: home marketing assistance, home sale programs (buyer value option, amended value), inventory management; real estate title closing services; home finding services: candidate familiarization/area tour, home purchase assistance, mortgage assistance, rental assistance, temporary accommodations, household goods moving services; and expense

management.

- *Global compensation services:* cost estimate, compensation worksheet; global compensation reporting; and payroll coordination.

- *Worldwide moving*

**Most important metrics:**

- Strategic program management and partnership
- Assignee/transferee satisfaction
- Compliance reporting
- Ability to deliver cost containing/saving ideas
- Invoice accuracy

## 10. SIRVA Worldwide Relocation and Moving

**Website:** [www.sirva.com](http://www.sirva.com)

SIRVA is a leading partner for corporations to outsource their mobility needs, relocating and moving their executives and staff globally. SIRVA offers an extensive portfolio of mobility services across approximately 170 countries providing an end-to-end solution to deliver an enhanced mobility experience and program control and security for customers.

SIRVA has a portfolio of well-known and recognizable brands including Allied, northAmerican, SMARTBOX, and Allied Pickfords. For more information please visit [www.sirva.com](http://www.sirva.com).

**Services:**

Domestic and international services:

- Consulting services
- Candidate assessment
- Group move management
- Global compensation and payroll administration
- Visa and immigration
- Vendor management
- Pre-decision counseling
- Policy counseling
- Home marketing
- Traditional home sale
- Fixed fee home sale
- Cross cultural training

- Property management
- Home finding
- Rental assistance
- Mortgage services
- Closing and title services
- Temporary/corporate housing services
- Household goods moving
- Education consultancy
- Language training
- Departure services
- Destination services
- Assignment management
- Tenancy management
- Partner/family support
- Repatriation

- Reassignment
- SIRVA Move Management solution
- Lump sum solutions
- Full-service household goods moving
- Portable moving and storage
- Government relocation
- VIP assignment management
- SIRVA Advantage solution

**Metrics:**

- Quality of service to corporate clients and their relocating employees
- Client retention
- Managing cost for clients
- Perceived innovation



## 11. MoveCenter

**Website:** [www.movecenter.com](http://www.movecenter.com)

MoveCenter provides superior global mobility services by combining high-class personal service with speed, efficiency, and cost savings. A privately held business, MoveCenter is proud to be the oldest and most stable certified Women's Business Enterprise in the relocation industry. Established in 1963, our clients include Fortune 500 multi-national conglomerates, privately owned companies and government agencies, with programs ranging in size from 1 to 1,200 initiations a year.

MoveCenter combines state of the art technology with a customer centric service philosophy, producing industry leading performance results and acclaimed customer satisfaction. In fact, a cornerstone of MoveCenter's business philosophy is to provide every client and transferring employee with a single point of contact through their appointed counselor, who is available 24 hours a day, seven days a week, and 365 days a year.

As a boutique company, MoveCenter is nimble, focusing on responding to client needs rapidly and efficiently. Offering a level of flexibility rarely found in the mobility industry, MoveCenter does not force any client into a predetermined operating mold regarding relationship management, supplier management, or transferee service. Instead, we focus on building long term relationships based on communication, service, and value.

**Services:**

- Full service US domestic, cross-border, and international global mobility program management
- Back office accounting/expense administration
- Office and industrial moving services
- Group move management services

**Most important metrics:**

- Client specific service level agreements
- Overall client satisfaction
- Transferee/assignee satisfaction

## 12. Paragon Relocation

**Website:** [www.paragonrelocation.com](http://www.paragonrelocation.com)

At Paragon, providing an extraordinary customer experience, one family at a time, is our corporate mission. We are uniquely positioned to deliver on this mission because we answer only to our clients and their relocating families.

Paragon began over 28 years ago as a company dedicated to relocation consulting, which remains a core strength through our dedicated consulting subsidiary, Paragon Decision Resources. Led by an industry veteran with more than 20 years of experience, our consulting group digs deeper into the cause and effect of each policy component as it relates to each client's move patterns, employee profiles and business needs and recommends the optimal blend of benefits while delivering overall cost management.

Paragon recognizes that our success in controlling overall program costs while providing an extraordinary customer experience largely relies upon using suppliers that bring the best total value. All suppliers must meet Paragon's unique certification requirements and perform in accordance with our established service level agreements as measured by automated monthly scorecards to ensure quality service and cost efficiencies.

**Services:**

*Domestic Services*

- Preview trip coordination
- Pre-decision consulting services
- Relocation benefits counseling
- Relocation expense audit, processing, payment and reporting
- Home marketing assistance
- Homesale services
- Property management
- Home finding services
- Employee and family concierge services
- Mortgage services
- Rental assistance
- Temporary accommodation services
- Transportation of household goods
- Employee and family transition and spousal support assistance
- Travel management

- Tax gross-up and reporting

*International Services*

- Preview trip coordination
- Pre-decision consulting services
- International cost estimates including tax calculation
- International relocation and global assignment policy counseling and administration
- Relocation expense audit, processing, payment and reporting
- Visa and immigration coordination
- Worldwide destination services, home finding and settling-in programs
- Employee and family concierge services
- Language and cross cultural training
- Temporary accommodation services
- Tenancy management

- Property management
- Homesale services
- Transportation of household goods
- International banking services
- Security services
- Global employee assistance program
- Employee and family transition and spousal support services
- Travel management
- Tax gross-up and reporting
- Global compensation services

**Metrics:**

- Client satisfaction
- Expense accuracy and turnaround
- Payroll accuracy
- Vendor scorecard rankings

## 2015 Baker's Dozen: Relocation

Provider	Overall Score
<b>1. Mobility Services International (MSI)</b>	<b>422.86</b>
2. NuCompass Mobility Services	421.00
3. Graebel Relocation	420.17
4. NEI Global Relocation	418.78
5. Global Mobility Solutions (GMS)	403.03
6. AIReS	401.49
7. Weichert Workforce Mobility Inc.	398.46
8. Xerox Relocation & Assignment Services	396.95
9. TheMIGroup	396.83
10. SIRVA Worldwide Relocation and Moving	392.73
11. MoveCenter	388.75
12. Paragon Relocation	354.40

Provider	Breadth of Service
<b>1. Global Mobility Solutions (GMS)</b>	<b>19.67</b>
2. Graebel Relocation	19.45
3. Xerox Relocation & Assignment Services	18.50
4. TheMIGroup	18.42
5. MoveCenter	18.27
6. Mobility Services International (MSI)	18.26
7. Paragon Relocation	17.70
8. NEI Global Relocation	17.33
9. NuCompass Mobility Services	17.25
10. SIRVA Worldwide Relocation and Moving	17.00
11. Weichert Workforce Mobility Inc.	15.42
12. AIReS	13.47



## 2015 Baker's Dozen: Relocation

Provider	Size of Deals
<b>1. TheMIGroup</b>	<b>8.92</b>
2. SIRVA Worldwide Relocation and Moving	7.25
3. Weichert Workforce Mobility Inc.	7.04
4. Global Mobility Solutions (GMS)	7.00
5. Mobility Services International (MSI)	6.95
6. NuCompass Mobility Services	6.79
7. Paragon Relocation	6.70
8. Graebel Relocation	6.23
9. Xerox Relocation & Assignment Services	5.93
10. MoveCenter	5.60
11. NEI Global Relocation	5.50
12. AIReS	5.11

Provider	Quality of Service
<b>1. Mobility Services International (MSI)</b>	<b>184.26</b>
2. NuCompass Mobility Services	184.25
3. NEI Global Relocation	183.56
4. Graebel Relocation	182.26
5. AIReS	178.58
6. Weichert Workforce Mobility Inc.	174.92
7. Global Mobility Solutions (GMS)	173.67
8. Xerox Relocation & Assignment Services (formerly ACS Relocation)	172.07
9. TheMIGroup	171.08
10. SIRVA Worldwide Relocation and Moving	170.83
11. MoveCenter	168.47
12. Paragon Relocation	152.20