

## INNOVATIVE SOLUTIONS TO SUPPORT YOUR RELOCATING EMPLOYEES



### BACKGROUND

As the mobility landscape evolved this year, Cartus and our Destination Services providers (DSPs) identified new strategies, processes, services, and timelines. We understand the importance of ensuring that assignees continually feel supported throughout the assignment. In many cases, the use of technology has been a critical tool to ensure this support and continue operations, even during challenges.

During the height of the pandemic, one technology client in California was struggling to advertise the benefits of moving to their head office. Citizens were required to lock down entirely which made viewings and destination tours impossible, resulting in employees feeling uneasy about their upcoming move.

### SOLUTION

To combat this difficulty, our DSP created a custom-made video using a drone to showcase the different neighborhoods, right down to the street level. To really bring this footage to life, they used a local consultant to voice over and give granular details about the area and what it has to offer.

### OUTCOME

This resulted in relocating employees feeling more reassured about their move and allowed these employees to make informed living decisions – even during a localized lockdown.

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A Cartus client wanted to enhance their relocating employee experience by contracting with a leading travel company.



## SOLUTION

We needed to source a comprehensive travel program that had the flexibility to be customized to the client's exact specifications and needs.



## OUTCOME

Following our robust supplier selection process, we identified a supplier partner that had the right resources, expertise, and commitment to deliver a travel management program that meets our client's current and future mobility objectives. In addition, our client's relocating employees enjoy an elevated, convenient, and responsive traveler and administrative customer service, enhancing their overall relocation experience.



MAIN GUIDE