

embracing change: smoothest transition in the industry

The decision to switch suppliers can be daunting, especially when the shadow of a previous implementation looms overhead. We understand the hesitation, and the reluctance born from past experiences. Even if you recently went through an implementation and for one reason or another discovered your new supplier partner was not the right fit, it is never too late to make a change.

“Had a great implementation team which provided excellent support regardless of the challenges we provided from an internal perspective.”

— Lisa Kirkpatrick, Pilot Company

Cartus offers change without the chaos. With the right partner, transition can be seamless, empowering, and even transformative.

With a dedicated global team committed exclusively to transitioning mobility programs, boasting an average of 25 years of invaluable experience gained across the entire mobility space—we offer you assurance of a smooth transition. Our robust protocols, honed through years of refinement, ensure every step of your implementation is meticulously planned and executed.

Cartus’ track record speaks volumes. Year after year, we achieve 100% client satisfaction for the support provided by our implementation managers. Our teams are skilled, understanding that a robust implementation lays the groundwork for a successful, enduring partnership.

owning implementation—Cartus leads the way

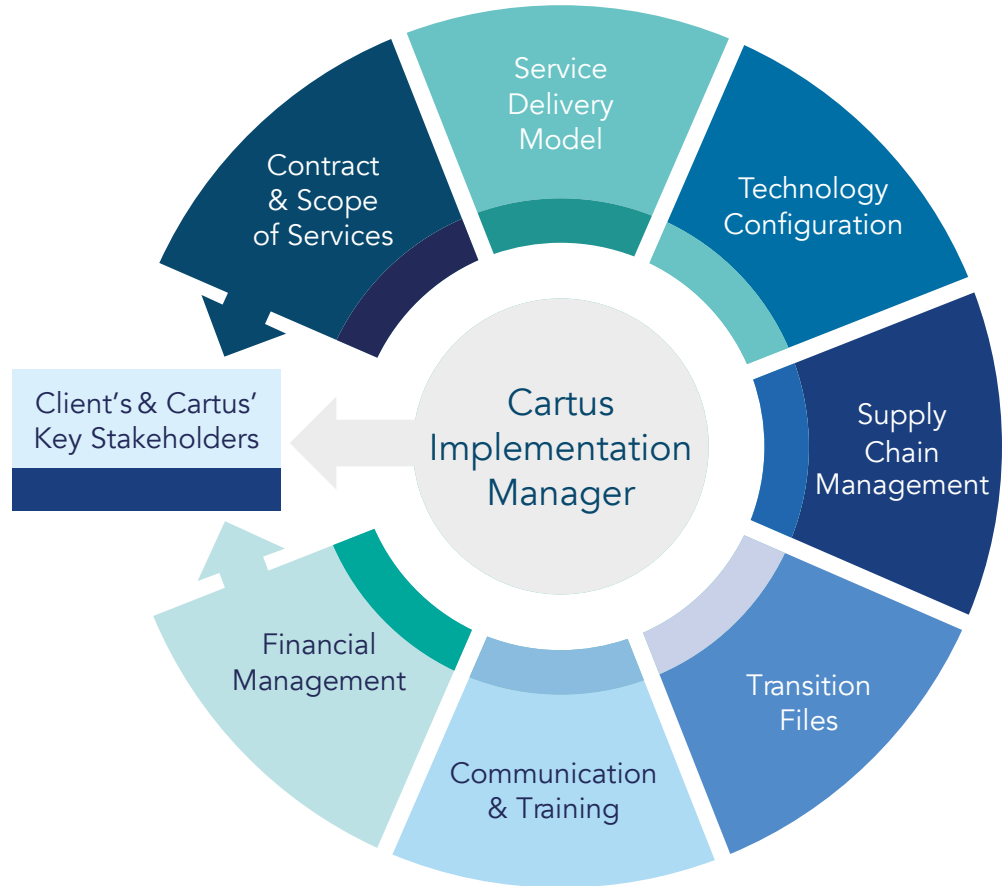
At Cartus, we understand that relocation implementation is not your “day job,” but it is a big part of ours. It is a journey, and we are your seasoned guides, leading you every step of the way with expertise, efficiency, and a commitment to our joint success.

Your implementation manager orchestrates every aspect of the transition, ensuring everyone fulfills their role, and handles the heavy lifting of managing the project. Our ownership of the process means we are able to minimize disruption to your organization and deliver the satisfaction of a job well done. We uncomplicate the process!



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Cartus' dedicated Global Implementation Services team averages 25 years of industry experience



“Excellent job, and I do appreciate all the hard work that John Simon and the entire Cartus implementation team has done—detail-oriented no matter whether it is high-level policy implementation or system set-up, very patient and well organized. I would personally say a big THANK YOU to John. Without him, we couldn't make it.”

— client in digital interactive entertainment industry



1. at the outset

We solidify our partnership through a contractual agreement. This is not just a legal formality—it is the foundation of our collaboration. We take the time to understand your unique needs, challenges, and goals, ensuring our approach is tailored to your specific requirements. By establishing clear expectations and objectives upfront, we lay the groundwork for a successful implementation journey.



2. discovery and planning

Our first step is to gain a detailed understanding of your organization's current state and future vision. We deploy our Implementation Manager, and team of experts, to conduct a comprehensive discovery process, gathering insights from key stakeholders and subject matter experts. This phase involves reviewing your existing processes, systems, and policies to identify opportunities for improvement and optimization.

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Our Global Implementation Services team averages 100% favorable service across all client implementations

Through collaborative workshops and interviews, we define the project scope, objectives, and success criteria. By engaging with project sponsors and stakeholders early on, we ensure alignment and buy-in, setting the stage for a positive transition.

We work with you as one team, led by our Cartus implementation manager, and follow a proven, highly effective methodology honed over the decades—every aspect is meticulously detailed in our project plans.

You can rely on the full support of your Cartus implementation manager. They are hands on, ever present and in control. They project manage each element of the implementation, identify, and remove potential roadblocks, and drive the transition to a smooth completion every time!



3. designing and building

With a clear understanding of your needs and objectives, we move into the design and development phase. We translate insights gathered during the discovery phase into actionable plans and solutions. Our team of experts works collaboratively to design the future state of your relocation program, leveraging our experience, industry best practices, and innovative technologies. From system configuration to the design of billing deliverables, expense processing, and payroll deliverables, we leave no stone unturned. Key performance indicators (KPIs) are identified and linked to deliverables for tracking and management, ensuring accountability and transparency. Throughout this phase, we prioritize flexibility and adaptability, allowing us to refine service delivery based on your feedback and evolving requirements.



4. training and roll-out

We focus on preparing your organization for the transition ahead. We validate the completion of mission-critical deliverables and provide comprehensive training for key stakeholders within both organizations as well as suppliers. Our training programs are tailored to your organization's specific needs and learning styles, ensuring that everyone is equipped with the knowledge and skills they need to succeed. From hands-on workshops to online resources, we provide multiple avenues for learning and development. This phase is about empowerment, ensuring that your team feels confident and prepared to embrace change.

“Everyone from the Cartus team did a fantastic job. This was my first time handling international services, but everyone on the team was extremely knowledgeable and helpful. They did a great job clearly explaining each piece [during implementation]. The timing of the project was well paced, and everyone was very responsive. I feel the Cartus team truly went above and beyond in their assistance.”

— client in retail industry

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“We had a quick turnaround on our implementation timelines and the team was able to meet with us as often as required to meet those deadlines. It was also really easy to draft our policies as the team was very aware of the market and best practices. The flexibility within the program also allowed us to create something that truly met our needs.”

— Stephanie Subratee, EllisDon



5. hyper-care period

During the hyper-care period, we remain vigilant, monitoring system performance and collecting feedback from stakeholders. Our dedicated support team is on hand to address issues or concerns that may arise, providing timely assistance and guidance. We prioritize proactive communication and collaboration, ensuring challenges are addressed swiftly and effectively.

As we transition ownership of the engagement to our account management team, we remain committed to your ongoing success, partnering with you to drive continuous improvement and innovation.

evaluation and customer experience

Formal evaluation: After each implementation we ask our clients to complete an evaluation. Continuous improvement is important to us, and asking for candid feedback means we are able to hone our skills and increase our value to clients year after year.

Satisfaction rates: Cartus has successfully managed nearly 250 implementations in the past three years, and the team has earned a 100% satisfaction rating, with 94.4% of respondents rating the implementation service as “excellent” over the past 12 months.

find out more

For more information on implementation and relocation-related resources, please visit our [resource hub](#). To connect with a Cartus representative, email cartussolutions@cartus.com.

