



Modern Mobility ★ 33rd Annual Conference ★ April 28, 2017 ★ The Depot Minneapolis

PANEL: A PEEK BEHIND THE CURTAIN

Come participate in the debate amongst the experts, as they bring to light the untraditional, customizable and forgotten options available to the corporate client. They will discuss the pros and cons of those options as well as engage in cost component discussions.

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MODERATORS

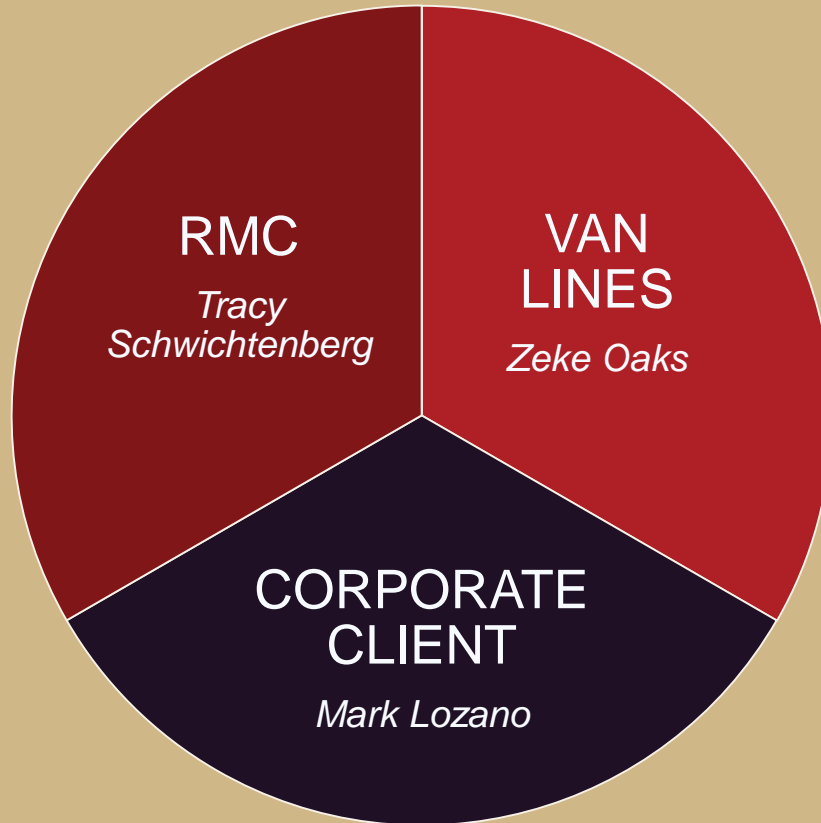
Bev Peabody
Alexander's Mobility Services

Mary Lou Cohen
Relocation Today. Inc.

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PANELISTS



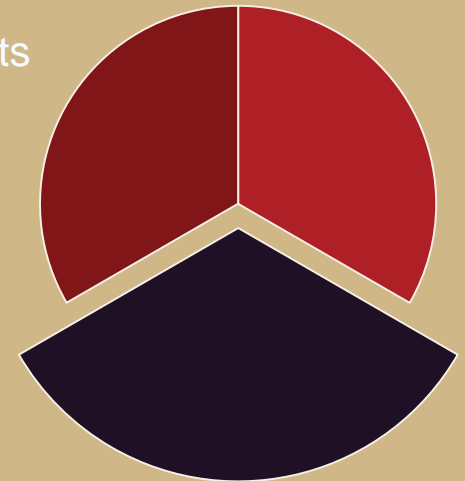
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BENEFITS TO THE CORPORATE CLIENT

Mark Lozano, Wells Fargo

- Single factor rate (SFR) for pricing consistency; minimal audit required
- More contract
- Greater balance of supplier network (agency vs. independents)
- Increased responsiveness
- Easier escalation
- Balancing the business
- Direct oversight of claims ratios and severity
- Greater collaboration on future enhancements
- Easy change orders to contracts



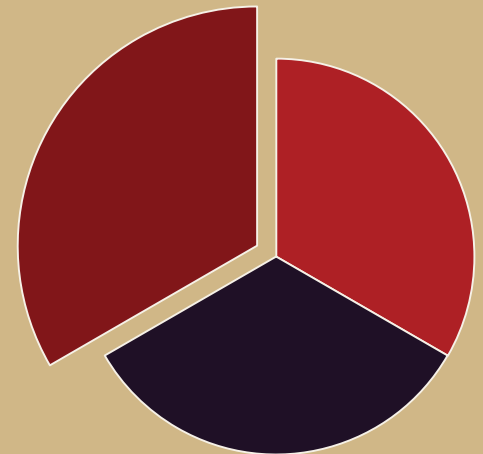
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RMC

Tracy Schwichtenberg, Plus Relocation

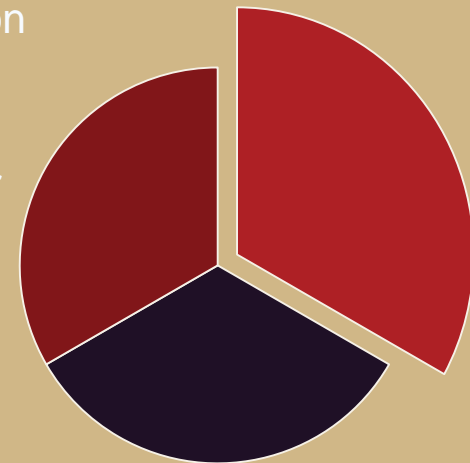
- **RMC different household good models**
 - Client direct contract with supplier
 - Client directed supplier, household good contract with RMC
 - RMC contract and RMC supplier network
- **Things to consider**
 - Pricing and program costs
 - Supply chain management
 - Escalation management
 - Coverage and flexibility



VAN LINES

Zeke Oaks, Alexander's Mobility Services

- 3 models: direct relationship; client direction through RMC or no direction
- Single point of contact - doable or not doable?
- Don't you want to know who your mover is...doesn't everybody?
- Movers have technology which contains feedback that is important to the client, separate or in addition to what RMCs provide
- Movers frequently move the same people multiple times and establish connections for life with directed relationships; improving the experience.
- Moving is complicated and every service breakdown could be eliminated or improved with better communication
- It is important and makes all involved look better when it is evident that there is a vested interest and a dedicated account manager and customer service person at the carrier level.





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