



## CASE STUDY – HOW ASSIGNMENTPRO HELPED TO IMPROVE COOPERATION BETWEEN THE MOBILITY TEAM AND THEIR PARTNERS

### AT-A-GLANCE

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A global defense and aerospace company with around 800 assignees modernized their mobility function with AssignmentPro. They wanted to maximize automation, to enable the mobility team to act as advisors to the business and focus on **more value-add tasks rather administration**. One of the main goals was to **increase visibility of the mobility process** so relocating employees and business partners have greater confidence throughout.

### THE CHALLENGE

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**The Global Mobility (GM) team was overwhelmed with admin work** ensuring every relocation detail was available and shared with the relevant partners internally and externally. The amount of manual work from collecting data, managing requests and sharing information took up most of the team's capacity. This prevented them focusing on their relationship with their most important colleagues: the business partners, managers and the relocating employees.



# THE SOLUTION

Introducing AssignmentPro not only to the GM team but to the business and employees gave greater visibility and control. **It encouraged self-service, improved information sharing and general visibility of the relocation process** for all the involved parties.

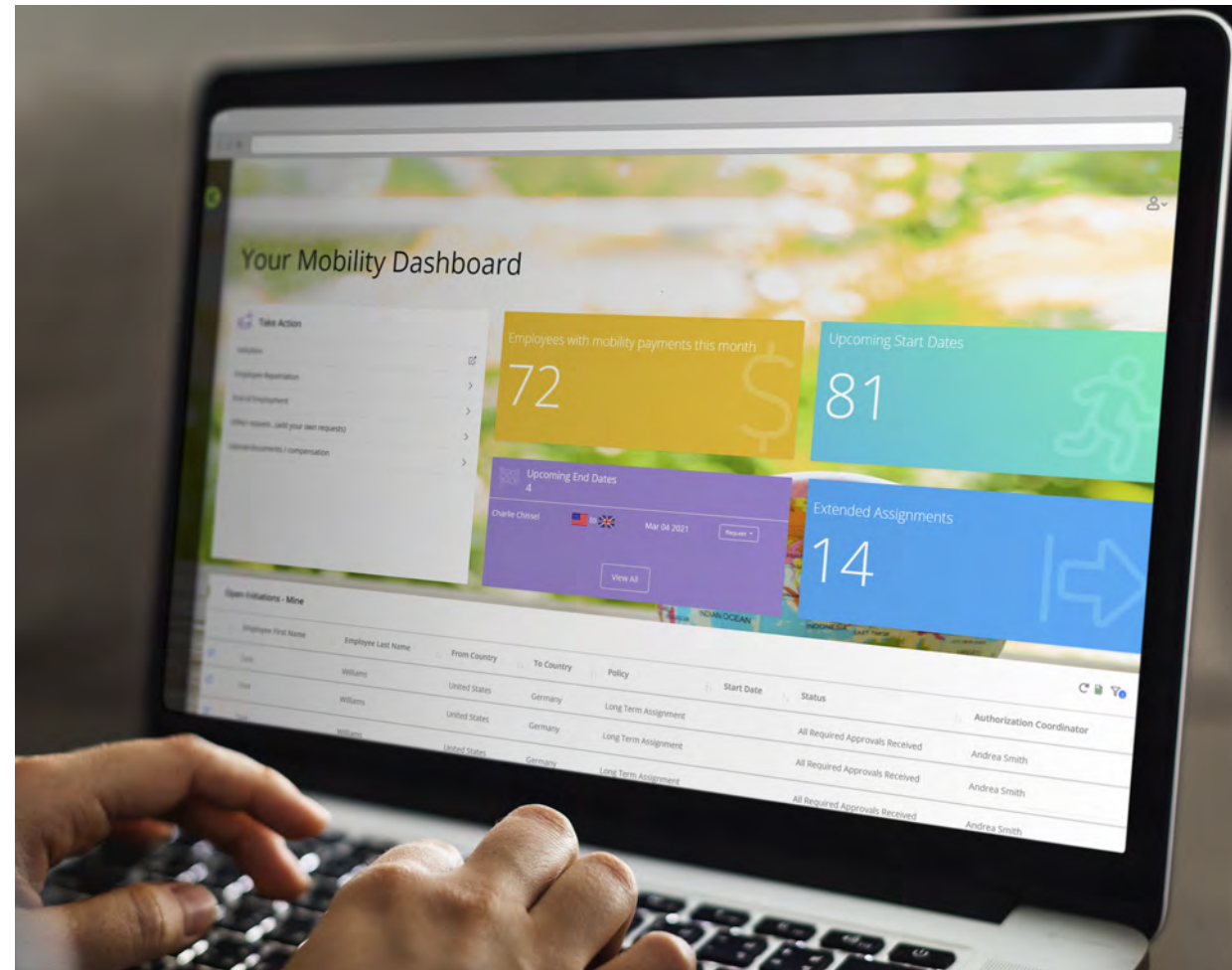
## The benefits included:

- Seamless, online access
- Realtime updates
- Streamlined communication
- Tasks, updates and documents accessible in one platform

Better ways of sharing information meant that the data quality improved while being collected faster, thanks to everybody using the same platform. For example, during initiation the business partners or recruiters are guided through the system pre-configured by the GM team, making sure that all the necessary information and documents are provided from the get-go.

## Business Self-Service

HR professionals, line managers and recruiters can **communicate and share requests with the GM team in a more streamlined, quicker and easier way** using the Landing Experience. At the same time their access allows them to review any relocation they are involved in and its status, resulting in fewer ad-hoc requests and questions. This saves time for both the business and the internal GM team, while providing real time updates and peace of mind to the people involved.



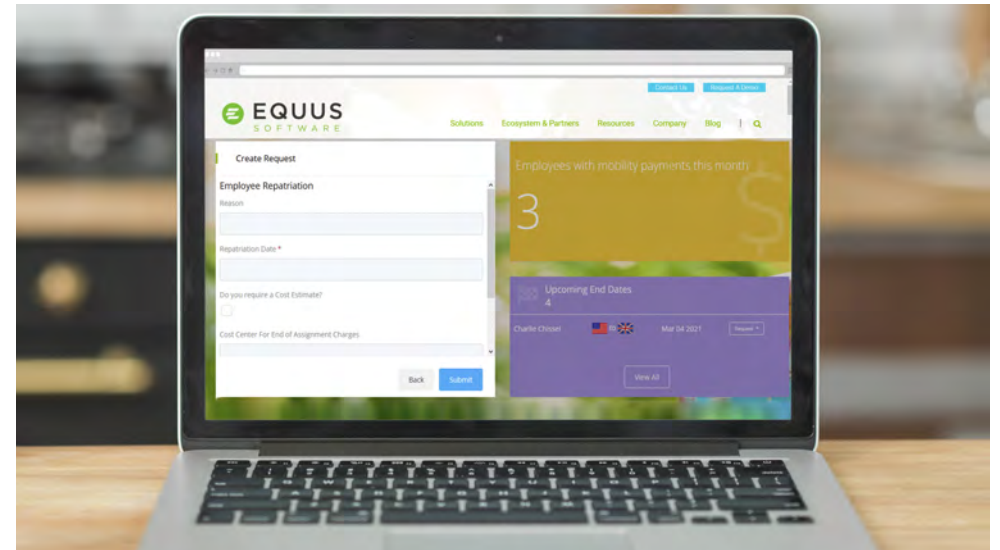


## Employee Experience

One of the main goals of the GM team was to **increase employee satisfaction during the relocation process**. The Mobile Employee Experience (MEE) was core to this, in providing up-to-date information to mobile employees, allowing them to review their tasks, timelines and any move related document in a secure way. The GM team utilized the MEE to gather information from employees, which helped improve data quality and streamline communication between the GM team and employees.

Currently, employees use the document section of the MEE and they can submit requests through the portal. The mobility team posts messages and tasks, to allow easy and prompt access for the employee and seamless communication.

In the future the GM team will connect AssignmentPro with their relocation vendors through the Equus Ecosystem which will allow employees to have a real-time overview of their services. Vendors updates on shipments, visa applications and property management will synchronize to the MEE so the employees will always be up to date.



## THE RESULTS

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One of the biggest benefits was **enabling self-service**. Both the Landing Experience and the MEE allow users to submit common, pre-defined or ad-hoc requests to the GM team. This includes **new relocation initiations, extension of ongoing assignments or personal requests, such as exceptions**. The client is excited to explore more features of the MEE to further promote self-service to their employees and expand the information available on the Landing Experience for business users.

These modern platforms make it easier for global employees and business partners to interact with their mobility advisor or vendor, **minimizing stress around the relocation**.

An additional benefit is improved data quality, thanks to the **streamlined way of collecting information**. Opening the tool to business users and employees allows them to input data directly into AssignmentPro and ensures information is always up to date.

## CONCLUSION

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The client modernized their way of communication and relocation management with the help of AssignmentPro. This transformation made communication easier between parties resulting in a better overview of the relocation process and less back and forth messaging.

**AssignmentPro enabled the GM team to save time on administrative tasks and allowed them to focus on their consultative and advisory roles**. There are further opportunities to utilize these platforms to their full potential and the Equus team is excited to guide our GM partners on this road.

