



# Is Move Management slowing you down?

More time on your hands is one of the many benefits of partnering with Santa Fe Move Management.

It allows you to focus on the things that matter most to your business. Discover how we make Move Management a cost effective seamless experience for you and your relocating employees.

**130**

years of moving experience—one of the industry's longest serving movers.

**15,000**

approved partners in our global network—176 countries serviced worldwide.

**4.4**

customer satisfaction score. Average C-SAT score out of five\* (internal).

\*Data from 2020.

Santa Fe Move Management blends over a century of high-quality global moving experience with robust technology and effective coordination. We manage all your moving needs guaranteeing cost optimisation and service delivery to a consistently high standard.

## Why Santa Fe Move Management?

<b>Flexible modular solutions</b>	▶ Our services are tailored to meet your needs—all-inclusive or selective, preferred vendors (ours, yours or mixture), price, experience and personal preference.
<b>Clearly defined process</b>	▶ Process and criteria set up based on your requirements so it best fits your Global Mobility programme.
<b>Seamless digital experience</b>	▶ Round-the-clock access to management systems and technology from real-time information to analytics, dashboards and reporting.
<b>Cost efficiency</b>	▶ Clear overview of movers' ratings and feedback, average shipment times, itemised quotes, price comparison options—the most cost effective options.
<b>Dedicated move management teams</b>	▶ Our regional move management specialist teams are independent of Santa Fe's moving teams so they are always available when you need them.
<b>Consistency and compliance</b>	▶ Our move management services comply with your organisation's policies and processes, as well as global GDPR and data privacy regulations.

## Client case study

### Financial services organisation present in over 60 countries

Santa Fe Relocation coordinates the international moves and manages the long-term storage of our internationally mobile population worldwide. The main advantage of using Santa Fe services is to have all aspects related to the move centralised and handled by a single provider/team, which reduces costs and saves a lot of time for our HR teams.

### Santa Fe worked in partnership with us to develop a process that best fits our HR teams worldwide



Our HR teams are not involved in the move process, the only necessary action from their side is to initiate the service with Santa Fe.



Santa Fe is responsible for the selection process of the mover and has the final decision on the mover used for each move, based on cost, availability, service quality levels, geographical coverage, etc.



Consistent and worldwide application of our move policy, thus ensuring fairness, keeping exceptions to a minimum and bringing them to our attention when necessary.



If any claims arise, they are handled directly by Santa Fe who only then need to escalate the most complex situations to the central Global Mobility team.



The centralised management of all moves and claims allow us to have an overview of the service quality and satisfaction of our internationally mobile population.

We appreciate Santa Fe's support, experience and responsiveness. The move management team is always available to support, clarify or solve any issue that may arise. We have been working with Santa Fe for a number of years and are until today very satisfied with the overall services provided.

## Key feature summary

▶ <b>Source and select best value moving and storage quotes.</b>
▶ <b>Initiate service delivery.</b>
▶ <b>Audit shipment milestones.</b>
▶ <b>Approve invoicing according to client policy.</b>
▶ <b>Shipment protection to meet your every need.</b>

# Your time is valuable— let us give you some back.

For further details search  
**Santa Fe Move Management**  
or email [relocation@santaferelo.com](mailto:relocation@santaferelo.com)  
and we'll get back to you.

### About Santa Fe Relocation

Santa Fe Relocation is a Global Mobility company specialising in managing and delivering high-quality relocation services worldwide. Our core competence is providing services that help corporations, their employees and their families relocate and settle in new places. These services are delivered to a consistently high standard, locally and globally, through our own operations and approved partners. For more information, visit [www.santaferelo.com](http://www.santaferelo.com).

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