



# Customer Success Story: TEAM Relocations

## Overview

TEAM Relocations specializes in the delivery of fully integrated relocation and commercial services within the corporate market place, providing these services on a global basis for many of the world's leading multinational organizations and government agencies.

TEAM Relocations is one of the largest international relocation and moving companies in Europe with 14 state of the art operating centers, and is considered to be at the forefront of the industry, consistently providing innovative cost effective relocation solutions.

## Challenge

TEAM Relocations identified a need to improve the efficiency and performance of one of its significant business processes called Move Management. The procedures involved in this process track and manage all information related to the company's global relocation contracts. TEAM Relocations works with very large global clients and it is therefore imperative for the company to manage this process effectively and deliver on its promise of offering high quality services on budget and on time.

TEAM Relocations had been managing this process using a number of different applications and systems but due to the global nature of its clients, the company wanted a solution that would bridge them all together and ultimately provide a unified system. The company also wanted a solution that could be extended to its partners in other parts of the world and provide complete visibility into each stage of the process. Monitoring and managing performance of global relocations can be extremely difficult but if done correctly and with the right tools, the company knew it would fast become a leader in its industry.

The company selected Business Process Management (BPM)

## Highlights

Business Services/  
Legal

### Processes Enabled:

- Move Management
- Client KPI Tracking and Management

### Customer Benefits & Results:

- Complete transparency into each move and the ability to view critical information at any stage in the process
- Gained an audit trail of information that can be accessed as needed
- Ability to manage KPIs agreed upon with customers
- Boosted customer satisfaction with reporting functionality and visibility

technology from Metastorm to help fulfill its needs. This decision came through the advice of IDT Solutions, its existing supplier of document related technologies and a Metastorm partner. To start, TEAM Relocations and IDT brought in Metastorm BPM to help improve internal systems and processes and this experience with the software gave the company the satisfaction and confidence it needed to leverage it across the enterprise to run its core business.

## Solution

Metastorm and IDT Solutions worked together to meet TEAM Relocation's key requirements and were able to demonstrate the ability of Metastorm BPM to provide the platform for the critical Move Management process.

TEAM Relocations successfully deployed Metastorm BPM in only three months, and the system is currently being used across its enterprise and by its partners around the world. The company now has a competent system in place for managing the performance and quality of service of its core business.

Metastorm BPM is acting as an intelligence layer across TEAM Relocation's infrastructure, collecting all essential information about every single job in process. The company now has complete transparency into each move and the ability to view critical delivery information at any stage of a process including completed deliveries, pending deliveries, delivery delays and even verifying the correct person was moved to the correct location. The company also gained an audit trail of information for each job which it can access at any time as

needed.

Using Metastorm, TEAM Relocations is also now able to manage the key performance indicators (KPIs) agreed upon with its customers. They are not only able to control and monitor KPIs internally, but the company can also manage KPIs for its partners around the world. This gave TEAM Relocations the strategic advantage it was looking for from a software solution.

Metastorm BPM has fast become an integral part of TEAM Relocation's sales process as they now have the ability to prove service competency to prospects and demonstrate it in an automated and tangible way. This has resulted in an increase in business for Team Relocations and the company being selected to do global relocations for many large clients, including most recently one of the world's largest financial services organizations. TEAM Relocations was able to demonstrate that using Metastorm BPM, they can deliver quality work and perform up to its client's strict standards by having a reporting mechanism in place to track KPIs.

## Results

The Metastorm BPM platform has become a business-critical component of the TEAM Relocations infrastructure and has resulted in the company being able to manage its global contracts locally by tying together its disparate systems. The company is now able to demonstrate its ability to track and manage performance and provide clients with status and reports at any point in the process.

TEAM Relocations has realized a fast and easy deployment, increased efficiency and productivity, and enhanced visibility into critical information so that they can focus on the right areas. Information is now immediately accessible so key decisions can be made faster and more effectively than in the past. Metastorm BPM has also boosted customer satisfaction by giving the company the reporting functionality and visibility into KPIs that they did not have before.

TEAM Relocations has endorsed Metastorm BPM as a critical system and plans to continue working with IDT to further drive process efficiency to meet the company's goals and build a strong network of integrated and well-managed business processes.

"From the initial requirements analysis right through to the final development, IDT Ltd provided professional and competent services and their knowledge and application of the Metastorm products deployed was superb," said Ben Hollingsworth, European IT Manager, Team Relocations Ltd.