

# ENHANCING DOMESTIC RELOCATION BY STREAMLINING

## Introduction

Looking for a way to enhance their employees' domestic relocation experience, while being cognizant of administrative obstacles and overall budget, KONE, a global leader in the elevator and escalator industry, collaborated with Mercer's Domestic Mobility Experts to take a deep dive into their domestic mobility policies in North America.

While comprehensive, KONE had outgrown a number of policies in their domestic program. They found that several policies were in need of updating and could be better structured to balance the investment in new employees with current corporate trends. They knew they needed to streamline their domestic policies, while staying competitive with their offering, but how? That's when KONE decided to call Mercer.

## At a glance



Too many disparate U.S. domestic policies, and no formal governance in Canada and Mexico or of international moves into North America.

### **NEED:**



A domestic relocation program that is market competitive, easy to administer and easy to communicate.

### **APPROACH:**



- Collaborate with Mercer
- Benchmark current state versus market practice
- Identify changes needed
- Refine existing and create new policies

### **RESULT:**



KONE went from ten U.S. policies down to seven, governing all of North America – greatly improving the efficiency in administration, and ease of communication, while remaining market competitive.

Additionally, KONE saved on overall program costs by eliminating the Guaranteed Buyout program.

# KONE simplifies domestic policies while creating equality and administrative efficiencies

KONE had ten U.S. policies and a Guaranteed Buyout Offer Program which were not diverse enough to support business needs.

The first step was working through a benchmarking project, in which Mercer utilized survey results from its 2018 U.S. Domestic Relocation Survey. This gave KONE the statistical data necessary to determine changes in its offering and helped drive a decision to discontinue their guaranteed buyout approach.


The next step was to take a look at KONE's domestic policies in order to develop a more simplified approach. With Mercer's help, KONE was able to reduce its ten U.S. policies with various levels of complexity down to seven that governed all of North America. This allowed for streamlined policies that are both market competitive, easy to communicate, and simple to administer.

## About Mercer

With experienced domestic mobility experts, Mercer's Domestic Product and Services suite includes everything from policy design, policy benchmarking, two city cost comparisons to extensive Domestic Relocation Survey Data.

## START YOUR EXPERIENCE TODAY!

To better understand how Mercer's team can help elevate the mobility program in your organization go to [info.mercer.com/KONE](https://info.mercer.com/KONE)



I was challenged with aligning the Mobility function for our North American team. Working with Mercer enabled us to work through this transition in a fact-based way that helped us drive new value. Mercer's benchmarking, cost modeling and expert policy input enabled leadership buy-in. Ultimately, the team's expertise, facilitation and client-centric approach drove effective implementation.

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Terri Teuscher from KONE