



GLOBAL DESTINATION SERVICES

Stability & Comfort for a Smooth Transition

IOR has been delivering high quality Destination Services for **30+ years**. Our clients receive consistently superior service around the globe through our proven process of hiring, training and managing our own network of consultants. Our **high-touch approach** provides stability and comfort during an exciting and uncertain time. And we make managing the assignment **easy and efficient** for companies with our **single point of contact** model.



Addressing your unique needs in

70+ Countries

50 States

480+ Cities

with

850 DS Consultants

Worldwide

Helping You Feel at Home Abroad

IOR's Destination Services are the foundation of our full cycle of expatriate support. From the pre-assignment trip, to welcoming employees upon arrival, to departure services, IOR Destination Services Consultants ease the transition for employees and help companies minimize the challenges and complexity of international relocation.

Expatriate Support

Assignees' first impressions of a new host country have a significant impact on their decision to accept an assignment and their attitude during the transition. IOR's Consultants are trained to listen to the needs of the employee and family so they can plan a smooth and rewarding relocation experience. IOR's Destination Services include:

- Pre-Assignment Research
- Area Orientation
- Temporary Housing
- Home Finding
- Documentation & Registration
- School Search
- Settling In
- Departure Services

Full Cycle of Expatriate Support



When employees feel supported during an international move they are able to focus on business objectives, while family members are able to settle into their new lives. IOR Destination Services saves your company time and money while protecting and caring for **your most important resource – your global talent!**

Concierge Services

Some assignees require specialized assistance due to the significant demands upon their schedules. IOR provides premium assignment support in the form of Concierge Services, allowing your senior global talent to remain productive during the transition, attending to their critical business missions.



Our People Our Process

Global Destination Services requires a unique combination of high-touch service and high-tech process. Our Client Services Managers are trained in global customer service, follow a consistent and proven process, and have experience working with Global Mobility Managers and assignees from companies and industries of all types and sizes. We individually select and train our Destination Services Consultants to ensure assignees receive superior personal and professional service.

Quality Metrics & Reporting

We continually **measure, analyze and improve** our process to ensure exceptional quality. Our Destination Services Consultants have **industry-leading experience** working successfully with assignees and their families from all over the world. IOR provides **customized reporting options** and **monitors program quality** with online evaluations.

Customized, Responsive and Flexible

IOR's dedicated Global Resourcing Team matches our highly-qualified Destination Services Consultants with your assignees based on their location and specific needs. We are known for our speedy response rates and never-ending flexibility. We do not offer a 'one size fits all' program. Instead, we:

- Conduct an in-depth needs analysis
- Develop customized Welcome Packets
- Provide comprehensive itineraries
- Offer additional phone support as needed
- Adhere to your budget

Experience

IOR DS Consultants understand the needs of relocating families:

81%

have lived internationally and, on average have personally experienced

8

relocations

Empathy

*"I got **superior support** and a very warm and helpful welcome. **It was a great experience.** Thanks to IOR and especially our DS consultant, **she is great!**"*

Assignee, Global Automotive Manufacturer

Knowledge

IOR's exceptional DS Consultant network:

60%

are multilingual

80%

have worked in their current location

5+ years

Destination Services — The IOR Advantage

- Consistently exceptional quality
- High-touch personal service
- Flexible and responsive
- Budget conscious
- Extensive global reach
- Customized, up-to-date reporting

Call us today to discuss your global talent needs.

www.iorworld.com
1-800-215-8792