



ARMSTRONG RELOCATION  
& COMPANIES

## INDUSTRY UPDATE

### Move-in Services

#### Reality

“97% of workers rate the ability to balance work and family as the most important aspect of a job” (Family Issues, Worldwide ERC Research Report, 2004). At no time is the issue of work-family balance more acute than at the point of relocation. In order to provide assistance at destination, surveys indicate that the standard relocation policy usually includes unpacking (Guide for Managing the Mobile Workforce, ERC, 2003). Reasons to offer unpacking include:

- Provide a recruiting advantage
- Accelerate transferee productivity
- Enhance transferee quality of life

Tariff-defined unpacking consists of removing items from the containers in which they were transported and placing them on the nearest flat surface. While most employers pay for this service, this investment may not achieve its intended purpose:

- Unpacking may performed at a time of transferee inconvenience
- Unpacking is not complemented by putting items in their proper place
- Unpacking is not complemented by organizing so as to make the home functional

Since the typical relocation requires one to three weeks of settling-in time (“More Than Box Dumping,” Mobility, May 2006), executive productivity is impaired at great expense

to the employer. The productivity challenge is compounded by the fact that an executive may entertain superiors and subordinates at residence shortly after relocating.

While a variety of professional move-in services are available, experience shows that 35-40% of containers represent the majority of household items used on a daily basis. Identifying these priority boxes at origin and seeing that they are properly organized and put-away at destination can typically be provided on a cost-neutral basis when compared with tariff-defined unpacking. Additional services can add even greater value.

### **Recommendations**

In order to ease the stress of moving, and to enhance workplace productivity, an employer is advised to:

- Consider providing unpacking, if not currently part of upper-level policy tiers
- Consider providing move-in services in lieu of or in addition to traditional unpacking
- Seek a professional move-in services partner with:
  - Certified professional organizers nationwide
  - Consistently high standards
  - Service quality measurement
- Save time by investigating move-in services through a preferred, best-in-class mover

### **About Armstrong Relocation**

Founded in 1922 and under its current ownership since 1957, Armstrong Relocation is the leading household goods agent for United Van Lines. Through its 23 agency locations, Armstrong satisfies the moving and storage needs of discerning employers across town, across the country and around the world.