

24TH ANNUAL RELOCATION MANAGERS' SURVEY

Trippel Survey & Research, LLC

- *Responses from 204 Corporate Managers rating the top RMCs*
- *Talent mobility insights and trends*
- *14 Categories, including Performance (Best in Class), Quality, Transparency, and Culture & Partnership*



Complete Ratings

24th ANNUAL RELOCATION MANAGERS' SURVEY©

RELOCATION MANAGEMENT COMPANIES

OCTOBER 2025

BACKGROUND

The purpose of this survey is to obtain performance evaluations from corporate relocation managers regarding their level of satisfaction with firms in the US relocation management services industry.

METHODOLOGY

This survey utilized *SurveyMonkey* to distribute, collect and report survey results. The survey was launched September 23, 2025. There were 987 email invites of which 4 bounced. Over the course of nearly three weeks there were 204 survey participants.

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DISCLAIMER

Since the last survey on this topic one year ago **no** relocation management company engaged Trippel Survey & Research, LLC in survey, consulting or research assignments.

REPORT INDEX

	<u>Page</u>
EXECUTIVE SUMMARY	below
PROFILE OF RESPONDENTS & INDUSTRY TRENDS	3 - 6
EXPLANATION, DEFINITIONS AND RMC SURVEY SHARE	6
RELOCATION MANAGEMENT COMPANY PERFORMANCE	7 - 13
STRATEGIES	13 - 14

EXECUTIVE SUMMARY

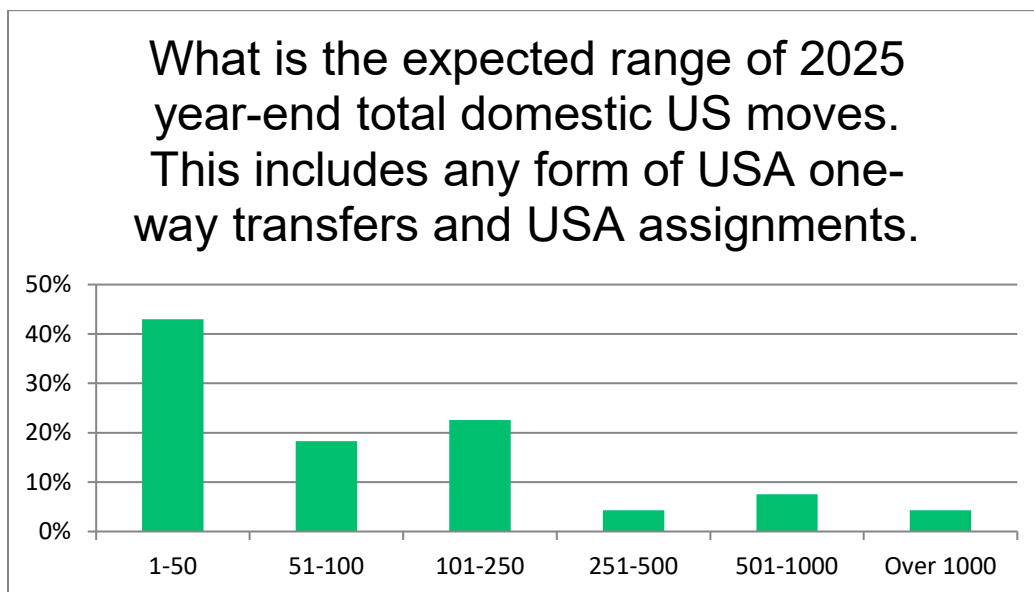
1. 204 surveys were recorded.
2. The various ranges of moves expected by year-end shows a decrease in US relocation volume in 2025 compared to 2024. Other surveys performed indicate the same trend.
3. Nearly 11% of corporations changed relocation management companies (RMC) in the last 12 months. This is a significant increase from the last survey report a year ago.
4. Over 6% of managers claim they might change RMC suppliers this calendar year.
1. Over 38% of corporations have retained the same RMC for a minimum of ten years, with an additional 30% maintaining their RMC for six years or more. Combined, this accounts for 68%, representing an increase compared to prior survey results.
5. Approximately 47% of respondents' state overall performance of their supplier "was the same" compared to the prior year. However, in a major change from recent past surveys nearly a third of respondents stated overall performance is year is "slightly worse" compared to 2024 and another 9% state performance is "significantly worse" compared to the prior year.
6. A 7-point scale was used to evaluate "overall" performance. The industry-wide average is 5.81 (7 top). This metric reinforces the point made above (#6) regarding the change in performance of RMCs as the average score in 2024 was 6.16.
7. Corporate managers reported lower satisfaction on nearly all evaluated attributes in this 2025 survey compared to last year. Another observation is no one supplier dominates on all attributes.

SURVEY RESPONDENT PROFILE & INDUSTRY TRENDS

RESPONDENTS

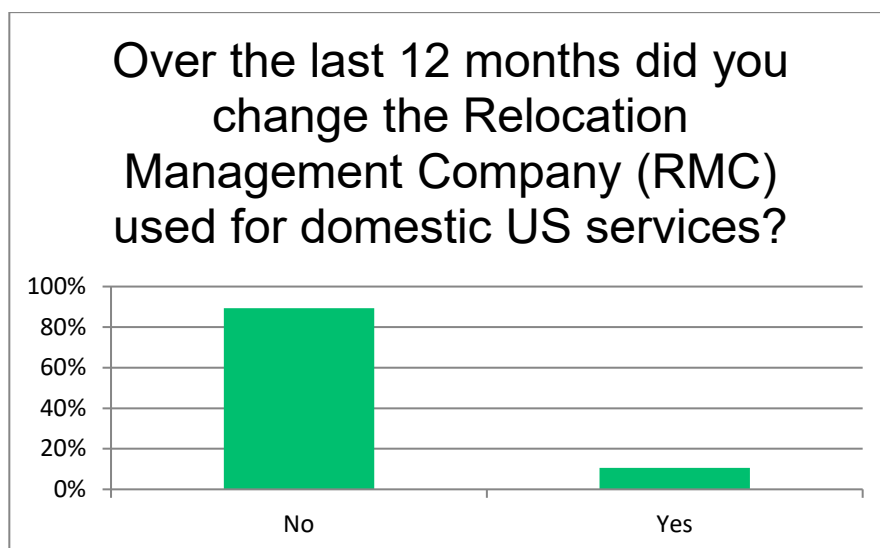
This year 204 corporate managers participated in the annual survey. This is lower than the 2024 survey.

RANGE OF DOMESTIC US MOVES EXPECTED IN CALENDAR 2025



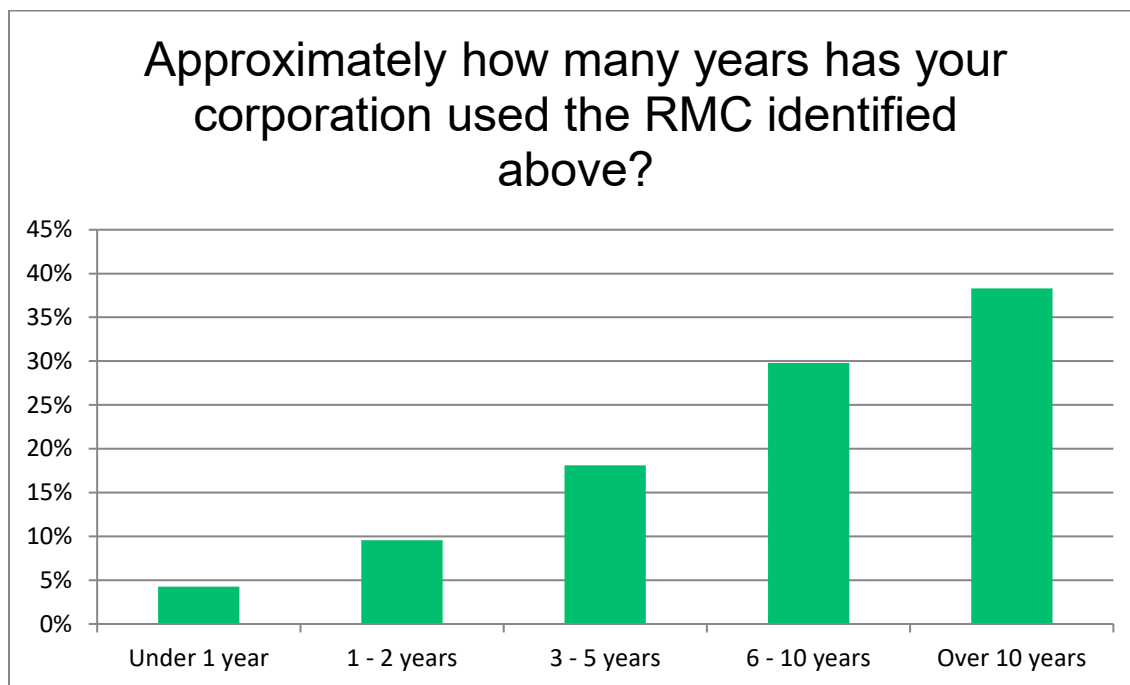
Sixty-one (61%) of corporations participating in the survey move less than 100 employees annually. This “small volume” percentage is an increase from last year’s survey.

SUPPLIER CHANGES DURING 2025



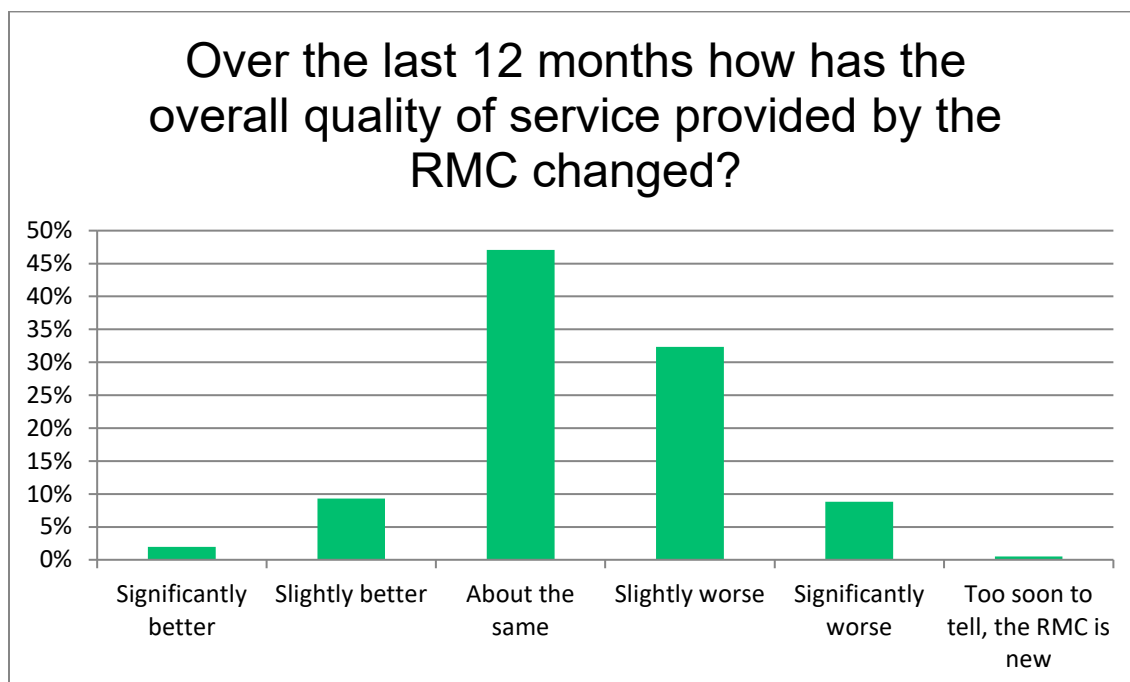
Eleven percent (11%) of corporations changed suppliers in 2024; an increase from 4% last year.

DURATION OF CURRENT CORPORATE-SUPPLIER CONTRACT



Sixty-eight percent (68%) of corporations indicate the contractual relationship with their current supplier is six year or older. This duration rate is larger than last year and continues a multiyear increase in the percentage of current contracts six years or older. However, it should be noted the rate of contracts 10 years or older dropped from 2024. Could this be the decade-old segment realizing loss of contracts?

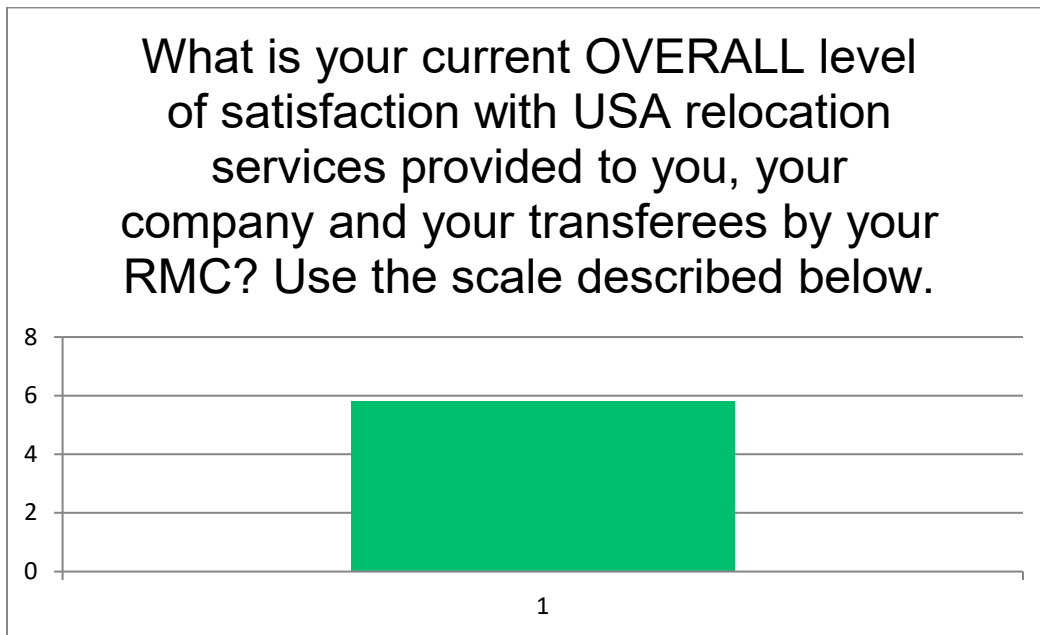
CHANGE IN SUPPLIER PERFORMANCE FROM LAST YEAR



Only 11% of managers claim performance of the RMC has somewhat improved from a year ago. This is a substantial drop from the last survey in which 38% of managers noted improvement.

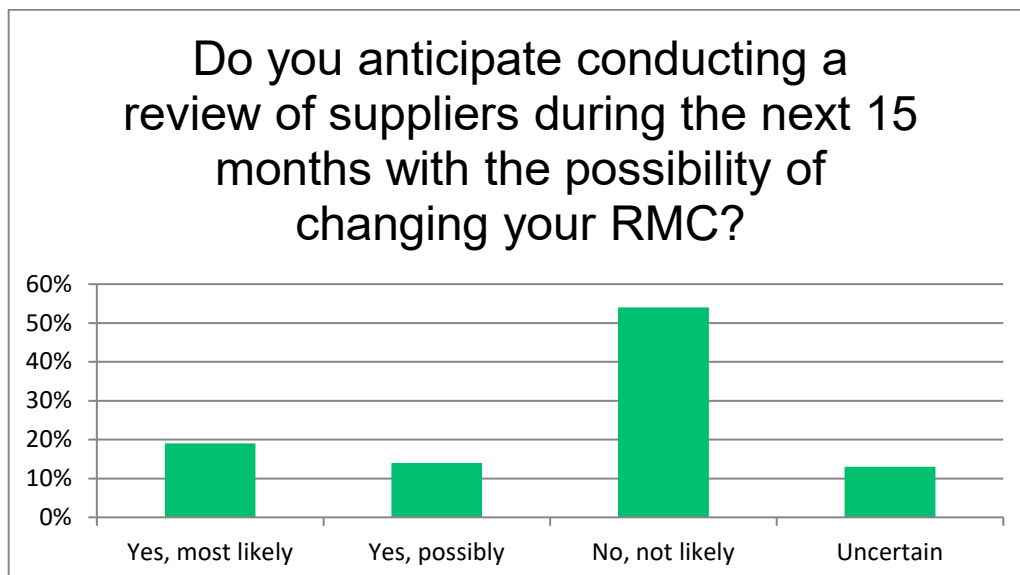
Conversely, 41% state RMC performance is worse than a year ago – the highest rate in recent years of surveys.

SATISFACTION WITH SUPPLIER'S OVERALL PERFORMANCE



The many suppliers reflected in this survey earned an aggregate rating on the seven-point scale of 5.81. This rating is far below last year's 6.16 evaluation rating on the 7-point scale.

LIKELIHOOD OF CONDUCTING A SUPPLIER REVIEW IN 2025



As the chart on the prior page shows nearly 31% of corporate managers indicate there is varying degrees of likelihood in conducting a review of RMC suppliers in 2025. This rate significantly higher than the survey rate posted each of the past few years.

EXPLANATIONS, DEFINITIONS AND SURVEY SHARE

The 204 participating managers reviewed twenty-one (21) service firms were evaluated. The report, from this point to the end, identifies eight service firms, each having 10 or more client evaluations provided by corporate managers. Thirteen (13) suppliers are not displayed in the charts due to the low sampling (9 or less). The evaluations regarding these smaller sample-size service companies are combined and included in the “Other” category.

RELOCATION MANAGEMENT COMPANY 2024 SURVEY-SHARE

SUPPLIER	2025 EVALUATIONS	% SHARE
Cartus	44	21.6%
SIRVA	41	20.1%
Weichert Workforce Mobility	23	11.3%
RELO Direct	22	10.8%
Bristol Global Mobility	14	6.9%
Aires	13	6.4%
NEI Global Relocation	11	5.4%
Altair Global	10	4.9%
LARGER SIZE TOTAL >	178	87.3%
Plus Relocation	7	3.4%
Cornerstone Relo. Group	3	1.5%
Graebel	3	1.5%
NuCompass Mobility	3	1.5%
Sterling Lexicon Relo.	2	1.0%
CapRelo	1	0.5%
CRI	1	0.5%
Focus Relocation	1	0.5%
Global Mobility Solutions	1	0.5%
Move Center	1	0.5%
MSI Global Talent Sol.	1	0.5%
WHR Global	1	0.5%
XONEX	1	0.5%
SMALLER SIZE TOTAL>	26	12.7%
GRAND TOTAL>	204	100.0%

Cartus’ 21.6% survey-share is the largest in this survey.

RELOCATION COMPANY PERFORMANCE

OVERALL SATISFACTION

SUPPLIER	1	2	3	4	5	6	7	#	AVER	TOP RANGE	BOTTOM RANGE	NET SATIS.	
Aires			1	2	5	4	1	13	5.15	38%	23%	15%	
Altair Global					4	5	1	10	5.70	60%	0%	60%	
Bristol Global Mobility				1	5	5	3	14	5.71	57%	7%	50%	
Cartus				4	12	20	8	44	5.73	64%	9%	55%	
NEI Global Relocation							8	3	11	6.27	100%	0%	100%
RELO Direct					3	9	10	22	6.32	86%	0%	86%	
Sirva				1	17	15	8	41	5.73	56%	2%	54%	
Weichert Workforce Mobility					7	10	6	23	5.96	70%	0%	70%	
Other				3	8	8	7	26	5.73	58%	12%	46%	
	0	0	1	11	61	84	47	204	5.81	64%	6%	58%	

The industry **Overall** performance average is 5.81 and Net Satisfaction is 58% Both metrics are lower than the 2024 survey.

RELO Direct achieved the highest average score while NEI Global earned the highest Net Satisfaction percentage. Weichert Workforce Mobility had third highest pair of metrics.

All 8 listed suppliers had lower metrics this year compared to last year.

WILLING TO RECOMMEND THE R.M.C.: The degree to which a corporate manager voluntarily (when permitted by corporate policy) is highly willing to recommend a supplier to another relocation professional.

SUPPLIER.	Score>	HIGH WILLINGNESS	SOMEWHAT WILLING	WILLING WITH CAVEATS	NOT WILLING	#	AVER	% HIGH WILLING
Aires		6	4	2	1	13	2.15	46%
Altair Global		4	3	3		10	2.10	40%
Bristol Global Mobility		7	4	3		14	2.29	50%
Cartus		22	7	15		44	2.16	50%
NEI Global Relocation		6	3	2		11	2.36	55%
RELO Direct		11	5	6		22	2.23	50%
Sirva		14	16	11		41	2.07	34%
Weichert Workforce Mobility		14	5	4		23	2.43	61%
Other		9	12	3	2	26	2.08	35%
		93	59	49	3	204	2.19	46%

The industry average score was 2.19 on **Willingness to Recommend** and 46% was the “high willingness” outcome. Although the average scores is higher this year than the prior survey, the percentage of top scores (“high willingness”) dropped 30 percentage points.

Weichert Workforce Mobility received top scores for Willingness to Recommend. Bristol Global Mobility and NEI Global also performed well.

CONTINUATION OF SERVICES: Likelihood the corporate client continues to use the supplier one year from now.

SUPPLIER	Scores> 1 VERY UNLIKELY	2 NOT SURE, WAIT & SEE	3 VERY LIKELY	4 NEAR CERTAINTY	#	AVER SCORE	% NEAR CERTAINTY
Aires	1	3	5	4	13	2.92	31%
Altair Global			6	4	10	3.40	40%
Bristol Global Mobility	1	1	9	3	14	3.00	21%
Cartus	2	9	13	20	44	3.16	45%
NEI Global Relocation		2	3	6	11	3.36	55%
RELO Direct		2	10	10	22	3.36	45%
Sirva	1	5	22	13	41	3.15	32%
Weichert Workforce Mobility		2	12	9	23	3.30	39%
Other	2	9	11	4	26	2.65	15%
	7	33	91	73	204	3.13	36%

Using a four-point (high) scale the industry **Continuation of Services** achieved an average score of 3.13 and percentage of “Near Certainty (of continuing)” is 36%. The Near Certainty of continuing percentage dropped significantly from last year’s survey.

Among the 8 listed suppliers Altair Global earned the highest average score. Three other RMCs earned either notable average scores or high percentage of “near certainty (of continuing)” – Cartus, NEI Global and RELO Direct.

CATEGORIZING THE RMC’s PERFORMANCE

Corporate clients were asked to select a phrase to describing the supplier’s performance. Each label is assigned a score for measurement, the higher the score the better.

- > Best in Class – This RMC sets the standard for others to follow = 5 points
- > Excellent – Consistently meets all our standards of performance
with only an occasional break down = 4 points
- > Good – Many but not all standards of performance are fulfilled = 3 points
- > Mediocre – Most functions and processes need improvement = 2 points
- > Extremely poor – time for a change to a new service provider = 1 point

	BEST-IN- CLASS 5	EXCELLENT 4	GOOD 3	MEDIOCRE 2	EXT. POOR 1	Total	Aver.	% Exc.+BIC
Aires	2	7	2	1	1	13	3.62	69%
Altair Global		8	2			10	3.80	80%
Bristol Global Mobility	3	9	2			14	4.07	86%
Cartus	9	22	13			44	3.91	70%
NEI Global Relocation	4	5	2			11	4.18	82%
RELO Direct	8	9	5			22	4.14	77%
Sirva	9	19	13			41	3.90	68%
Weichert Workforce Mobility	4	16	3			23	4.04	87%
Other	1	9	12	3	1	26	3.23	38%
	40	104	54	4	2	204	3.86	71%

The industry earned an average score in **Categorizing Performance** of 3.86. This is lower than last year's score of 4.21 on the same 5-point scale. The percentage total of B-I-C and Excellent also dropped this year compared to last year.

Success is assessed using two distinct metrics. Using arithmetic average the NEI Global and RELO Direct had the best outcomes. Using combined "Best in Class" and "Excellent" percentages the two best outcomes were Weichert Workforce Mobility and Bristol Global Mobility.

PERFORMANCE BASED ON SPECIFIC ATTRIBUTES

The next ten specific attributes are presented in the same order as reported in the summer 2024 report of attributes corporate managers find to be the most critical. The most critical attribute listed first followed by the next highest ranked nine attributes.

A 5-point scale is used: Outstanding, Very Good, Mediocre, Poor and Fail. This is like grades A to F commonly used in education.

QUALITY: Consistent high standards of performance

SUPPLIER	Fail 1	Poor 2	Mediocre 3	V.Good 4	Outstanding 5	#	Aver. Score	% Outstanding
Aires		1	4	6	2	13	3.69	15%
Altair Global			2	7	1	10	3.90	10%
Bristol Global Mobility			2	7	5	14	4.21	36%
Cartus			7	21	16	44	4.20	36%
NEI Global Relocation				8	3	11	4.27	27%
RELO Direct			2	13	7	22	4.23	32%
Sirva			10	21	10	41	4.00	24%
Weichert Workforce Mobility			1	15	7	23	4.26	30%
Other			6	11	9	26	4.12	35%
	0	1	34	109	60	204	4.12	29%

The industry earned an average score in **Quality** of 4.12 with 29% of evaluations evaluated as "Outstanding." Both metrics are lower than last year's survey.

NEI Global, Weichert Workforce Relocation, RELO Direct and Bristol Global Mobility all earned high metrics. Only one firm, Cartus earned a higher average score this year compared to last year.

DATA SECURITY: technology and infrastructure to keep client data private and secure

SUPPLIER	Fail 1	Poor 2	Mediocre 3	V.Good 4	Outstanding 5	#	AVER	% Outstanding
Aires				7	6	13	4.46	46%
Altair Global				5	5	10	4.50	50%
Bristol Global Mobility				7	6	13	4.46	46%
Cartus			3	22	19	44	4.36	43%
NEI Global Relocation			1	5	5	11	4.36	45%
RELO Direct				12	10	22	4.45	45%
Sirva			15	19	5	39	3.74	13%
Weichert Workforce Mobility				15	8	23	4.35	35%

Other			6	11	9	26	4.12	35%
	0	0	25	103	73	201	4.24	36%

The industry earned an average score in **Data Security** of 4.24 with 36% of evaluations as Outstanding. Both metrics are slightly lower than last year.

Altair Global earned the highest metrics followed closely by Aires and Bristol Global Mobility. Of note, Bristol is the only firm earning higher scores in this 2025 survey versus last year.

INTEGRITY: Honesty, keeping commitments, consistent moral code and respect

SUPPLIER	Fail 1	Poor 2	Mediocre 3	V.Good 4	Outstanding 5	#	AVER	% Outstanding
Aires			2	5	6	13	4.31	46%
Altair Global				8	2	10	4.20	20%
Bristol Global Mobility			1	7	6	14	4.36	43%
Cartus			4	21	19	44	4.34	43%
NEI Global Relocation				6	5	11	4.45	45%
RELO Direct			1	10	11	22	4.45	50%
Sirva			4	17	20	41	4.39	49%
Weichert Workforce Mobility			1	6	16	23	4.65	70%
Other			3	8	15	26	4.46	58%
	0	0	16	88	100	204	4.41	49%

The industry earned an average score in **Integrity** of 4.41 while percent Outstanding is 49%. Both metrics are slightly lower than last year's outcomes. Although evaluations might have fallen the results show high levels of integrity among all the competitors.

Weichert Workforce Relocation earned the highest pair of metrics and was the only firm improving the metrics this year compared to last year.

ACCOUNT MANAGER: the individual assigned to your account is responsive, thinks strategically as well as tactically, works with you as a partner, takes ownership of problems and solves them quickly.

SUPPLIER	Fail 1	Poor 2	Mediocre 3	V.Good 4	Outstanding 5	#	AVER	% Outstanding
Aires			2	6	5	13	4.23	38%
Altair Global			2	2	6	10	4.40	60%
Bristol Global Mobility		1	1	7	5	14	4.14	36%
Cartus			6	23	15	44	4.20	34%
NEI Global Relocation				6	5	11	4.45	45%
RELO Direct				13	9	22	4.41	41%
Sirva				18	23	41	4.56	56%
Weichert Workforce Mobility			1	10	12	23	4.48	52%
Other			5	9	11	25	4.24	44%
	0	1	17	94	91	203	4.35	45%

The industry achieved an **Account Manager** average score of 4.35 and 45% Outstanding evaluations. Both outcomes are slightly lower than last year's survey – although overall very pleasing outcomes.

Sirva earned the highest average score and Altair Global the highest percent Outstanding.

SERVICE RECOVERY: when mistakes or errors occur the RMC not only fixes the immediate issue but implements processes and standards to minimize reoccurrence.

SUPPLIER	Fail 1	Poor 2	Mediocre 3	V.Good 4	Outstanding 5	#	AVER	% Outstanding
Aires		1	4	5	3	13	3.77	23%
Altair Global			2	6	2	10	4.00	20%
Bristol Global Mobility			2	8	4	14	4.14	29%
Cartus			8	22	14	44	4.14	32%
NEI Global Relocation			1	7	3	11	4.18	27%
RELO Direct			3	12	7	22	4.18	32%
Sirva			4	27	10	41	4.15	24%
Weichert Workforce Mobility			2	15	6	23	4.17	26%
Other		2	5	9	10	26	4.04	38%
	0	3	31	111	59	204	4.11	29%

The industry achieved a **Service Recovery** average score of 4.11 and 29% Outstanding evaluations. Both scores are lower than the 2024 outcomes.

Many suppliers are bunched together. Only Cartus improved their evaluations this year.

RESPONSIVENESS: reacting appropriately in a timely manner

SUPPLIER	Fail 1	Poor 2	Mediocre 3	V.Good 4	Outstanding 5	#	AVER	% Outstanding
Aires			5	5	3	13	3.85	23%
Altair Global			4	2	4	10	4.00	40%
Bristol Global Mobility		1		8	5	14	4.21	36%
Cartus		1	7	22	14	44	4.11	32%
NEI Global Relocation			1	5	5	11	4.36	45%
RELO Direct			2	13	7	22	4.23	32%
Sirva			2	22	17	41	4.37	41%
Weichert Workforce Mobility				11	12	23	4.52	52%
Other		1	8	9	8	26	3.92	31%
	0	3	29	97	75	204	4.20	37%

The industry achieved an average score of 4.20 and 37% Outstanding evaluations.

Weichert Workforce Relocation is the leading provider, with NEI Global and Sirva also recognized as prominent suppliers in this category.

TRANSPARENCY the extent to which your RMC discloses and communicates important internal and external information with clarity and accuracy

	Fail	Poor	Mediocre	V.Good	Outstanding			%
SUPPLIER	1	2	3	4	5	#	AVER	Outstanding
Aires		1	4	4	4	13	3.85	31%
Altair Global				8	2	10	4.20	20%
Bristol Global Mobility				9	5	14	4.36	36%
Cartus			12	18	14	44	4.05	32%
NEI Global Relocation				6	5	11	4.45	45%
RELO Direct			3	9	10	22	4.32	45%
Sirva			12	16	13	41	4.02	32%
Weichert Workforce Mobility			4	11	8	23	4.17	35%
Other		1	9	11	5	26	3.77	19%
	0	2	44	92	66	204	4.09	32%

The industry achieved, for **Transparency**, an average score of 4.09 and 32% Outstanding evaluations; both are slightly lower than the prior 2024 survey.

NEI Global earned the highest metrics followed by RELO Direct and Bristol Global.

BILLING Invoices you receive from the RMC are both accurate and timely with appropriate divisional coding (if appropriate) and data has integrity.

	Fail	Poor	Mediocre	V.Good	Outstanding			%
SUPPLIER	1	2	3	4	5	#	AVER	Outstanding
Aires		1	1	7	4	13	4.08	31%
Altair Global			3	3	4	10	4.10	40%
Bristol Global Mobility				7	7	14	4.50	50%
Cartus			3	21	19	43	4.37	44%
NEI Global Relocation			2	4	5	11	4.27	45%
RELO Direct			2	12	8	22	4.27	36%
Sirva			4	18	19	41	4.37	46%
Weichert Workforce Mobility			2	16	5	23	4.13	22%
Other		1	7	12	6	26	3.88	23%
	0	2	24	100	77	203	4.24	38%

The industry achieved an average score for **Billing** of 4.24 and 38% Outstanding evaluations.

Bristol Global earned the highest metrics with many competitors close behind.

FINANCIAL DISBURSEMENTS TO EMPLOYEES. Making timely and accurate disbursements to transferring employees.

	Fail	Poor	Mediocre	V.Good	Outstanding			%
SUPPLIER	1	2	3	4	5	#	AVER	Outstanding
Aires		1		9	3	13	4.08	23%
Altair Global				8	2	10	4.20	20%
Bristol Global Mobility			1	7	6	14	4.36	43%

Cartus			3	20	21	44	4.41	48%
NEI Global Relocation				7	4	11	4.36	36%
RELO Direct			1	12	9	22	4.36	41%
Sirva			3	22	16	41	4.32	39%
Weichert Workforce Mobility				13	10	23	4.43	43%
Other			3	12	11	26	4.31	42%
	0	1	11	110	82	204	4.34	40%

The industry achieved a **Financial Disbursements** average score of 4.34 and 40% Outstanding evaluations.

Cartus and Weichert Workforce Relocation earned high metrics followed closely by Bristol Global and RELO Direct.

CULTURE & PARTNERSHIP. The RMCs values fit and align with yours and there is a committed partnership with no “finger pointing” when problems arise.

	Fail	Poor	Mediocre	V.Good	Outstanding			%
SUPPLIER	1	2	3	4	5	#	AVER	Outstanding
Aires			2	5	6	13	4.31	46%
Altair Global			1	3	6	10	4.50	60%
Bristol Global Mobility				8	6	14	4.43	43%
Cartus			7	24	13	44	4.14	30%
NEI Global Relocation				3	8	11	4.73	73%
RELO Direct			2	9	11	22	4.41	50%
Sirva			5	18	18	41	4.32	44%
Weichert Workforce Mobility			2	12	9	23	4.30	39%
Other		1	7	8	10	26	4.04	38%
	0	1	26	90	87	204	4.29	43%

This attribute is new this year as it rose in importance to the number 10 spot in a recent industry survey. The RMC industry achieved a **Culture and Partnership** average score of 4.29 and 43% Outstanding evaluations.

NEI Global earned high metrics followed by Altair Global.

STRATEGIES

DEGREE OF IMPORTANCE POSSIBLE RMC STRATEGIES ARE TO CLIENT’S PROGRAM SUCCESS.

Corporate clients were requested to assess the significance of ten potential long-term RMC strategies that could support the long-term success of corporations’ relocation program.

- > Critical for our success = 5 points
- > Very important for our success = 4 points
- > Somewhat important for our success = 3 points
- > Nice, but other strategies will help us more = 2 points
- > Not at all important for our success = 1 point

All 204 managers rated each proposed RMC strategy statement. A higher rating suggests that the RMC strategy is likely crucial to the long-term success of the manager's relocation program.

Listed below are a few RMC strategies that may or may not align well with your relocation program and relocation goals. How important are these as you look towards your relocation future?

	Weighted Average
Balancing cost control with genuine support for relocating employees' emotional and logistical needs. This includes proactive problem-solving, personalized exception handling, and acting on employee satisfaction feedback	4.28
Providing clients with clear, accessible data; transparent pricing and supplier selection; and the ability to make real-time policy adjustments	4.28
Relationship based experience guiding and supporting relocation program transformation	4.13
Integration of technology with service quality to enhance your employee's relocation experience	4.02
Fast and efficient implementation capabilities speeding up any program start-ups or alterations	3.91
Enhancing billing and reporting capabilities	3.86
Ability to tailor benefits by employee segment, enable personal choice in service selection, and integrate with external tools or services clients may choose independently	3.84
Research based "thought leadership" integrating data and client experience	3.76
Being open to partnering with other providers or platforms in a multi-partner ecosystem, ensuring clients have the freedom to select the best solution for each service category or need	3.71
Delivering a seamless digital experience while integrating emerging tools like AI to improve productivity, predictive insights, and risk mitigation	3.52