



# **The International Moving Industry**

**Bob Johnson**  
**Vice President & General Manager**  
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# Recent Trends

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- **Less immigrant business, more corporate business**
- **Available corporate work is more contract based**
- **Much higher degree of centralized corporate control**
- **Corporations want fewer suppliers**
- **Emergence of highly knowledgeable corporate buyers**
- **Global security concerns resulting in high degree of governmental influence (PIP, C-TPAT, Bioterrorism Act, ISPM)**
- **Global village – a double edged sword**



# Ramifications

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- **Less immigrant, more corporate business**
  - Greater service expectations (hand holding and expertise)
  - IT interface solutions for efficiency (web based documentation and tracking)



# Ramifications

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- **Contract Based Work**
  - **Harder to make a profit**
  - **Service Expectations increase while costs expected to decrease**
  - **You only get one kick at the can**



# Ramifications

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## ■ Centralized Corporate Control

- North American based corporations control vast majority of the world market
- Business awarded to NA based movers and/or relocation management companies
- Choices of overseas partners are diminishing



# Ramifications

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## ■ Fewer Suppliers

- One partner to handle domestic and international moving and/or other relocation activity
- Requires huge capital investment to become a player in the market
- Moving companies find themselves on the outside looking in



# Ramifications

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- **Knowledgeable buyers**
  - Buyers rapidly gaining thorough relocation industry knowledge
  - Mega-accounts negotiating contracts with several suppliers directly (mega mover with global reach, tax provider, visa provider plus mega relocation company for balance of services)



# Ramifications

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- **Governmental Security Concerns**
  - **PIP (Partners in Protection)**
  - **C-TPAT (Customs-Trade Partnership Against Terrorism)**
  - **Bioterrorism Act (FDA)**
  - **I.S.P.M. (International Standards for Phytosanitary Measures)**





# What Does It All Mean?

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- **Cash investment in new IT solutions**
- **Cash investment in developing your own international processes and service delivery systems**
- **Hire talent from competitors to build and manage A and B**
- **Partner with an existing international specialist who already has the infrastructure built**



# Why?

- **Customers will have access to IT solutions (tracking, cost reports, web initiations, etc)**
- **Customers will benefit from a service delivery model specifically designed for international moves**
- **You save \$ by not having to develop your own technologies and processes and hire people to manage them**
- **Participate in more contract bids**
- **More clout with overseas agents**
- **Fewer Customs inspections**
- **Stay abreast of governmental compliance requirements**



# The M Group

Relocation Solutions - Bridging Continents & Cultures