

# THE RELOCATION INDUSTRY IS EVOLVING.

Lexicon is Leading the Way.



Today's global workforce is a mix of wants, needs and expectations. Millennials demand instant digital communication, and boomers want a voice on the other line. Can your relocation provider do both? Are they listening? Rapid response is what we do best, and challenging the status quo to drive innovation is who we are. Experience the Lexicon difference.

**LEXICON**<sup>®</sup>  
*relocation*

Your People. Your Way. Worldwide.®

U.S. 1.800.387.8242 / +1.904.858.1255 / World Headquarters: 815 S. Main Street, Jacksonville, FL 32207

# We are a Different Kind of Relocation Company.

The relocation giants of our industry aren't nimble enough to handle the changing needs of your multi-generational workforce, and the smaller companies don't have the funding to foster innovation and meet growing technology demands. In the last 20 years, Lexicon's growth has been deliberate and focused, putting us in a position to serve any size client with the same superior service. Companies turn to us because we have the infrastructure to deliver and the agility to react.

**Agility:** Moving quickly is what we do. We insist on the flexibility that comes from investing in and developing a culture made up of leading industry experts driven to be the best.

**Transparency:** When decisions need to be made, you are always part of the process. Our real-time reporting and easy access to performance metrics and historical data provide complete visibility into your mobility program.

**Innovation:** We refuse to be on the sidelines waiting to react. From proprietary innovations within our technology suite to everyday process improvements, our team is committed to delivering relevant solutions that foster our promise of superior service.

Lexicon's ability to be flexible is what made them stand out. Our company needed flexibility to respond to our own growing business needs.  
— Relocation Manager for a Global IT Services & Solutions Company

# Putting Your Talent First.

"Take care of the customer" is at the heart of what we do. Our highly trained relocation consultants have an average of 13 years' industry experience, and the majority hold a Certified Relocation Professional (CRP) and/or Global Mobility Specialist (GMS) designation from Worldwide ERC®. These trusted guides walk your transferees through each phase of the relocation, providing a seamless transition for the entire family.

**24 HOURS**  
Authorizations Contacted

**12 HOURS**  
Expenses Processed

**2 DAYS**  
Cost Projections Processed

**99%**  
Overall experience satisfaction rate\*



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\*based on internal customer survey

# Our Relocation Innovations are Changing Everything.

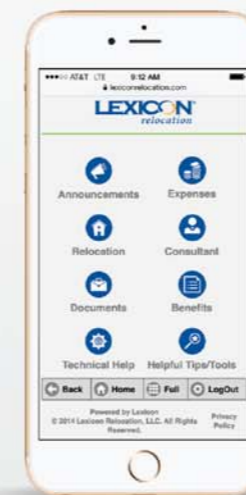
Real-time data & status updates. Advanced technology. 100% secure.

Lexicon never stops searching for ways to enhance your customer experience. Our new eMAP360° is a reimagined view into the life cycle of a relocation with reminders, tips and to-dos that create a personal roadmap that changes as the relocation evolves. It's one example of how our individualized approach isn't a catch phrase.

Our technology suite, Lexicon360°, supplies a continuous, instant flow of information 24/7 for transferees/assignees, corporate clients and suppliers. And if you think you are getting an industry standard cookie-cutter platform, think again. Lexicon operates in a state of innovation – our proprietary upgrades of customized dashboards, reports, tools and additional applications are a result of listening to customer needs.

**71%**  
of corporate relocation managers want improved web functionality\*

We're anticipating needs you didn't even know you'd have. With our new eMAP360°, your transferee can see important reminders, tips and to-dos all in one place.



**88%**  
of corporate relocation managers want an improved mobile experience\*

Lexicon's updated mobile view is light years ahead of the competition, with seamless system integration, improved timelines and simplified expense reporting.



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\*2013 survey by Trippel Survey & Research, LLC

# We're in the "Above and Beyond" Business.

By understanding industry trends, studying transferee habits and listening closely to our customers and network partners, Lexicon is continuously developing mobility solutions that improve efficiency and solve problems for our clients.



## PRE-DECISION SERVICES

Improve your ROI for global mobility. Selecting the right candidate can make or break an assignment. Often hiring managers and/or recruiters look at skill set and not all the critical factors impacting assignment success. Our program considers factors ranging from cost to global competencies, cultural adaptability, accompanying spouse support and more.



## DOMESTIC RELOCATION

Custom solutions that are scalable to meet your needs. Whether you are relocating employees within the U.S. or within Canada or the U.K., Lexicon can build, manage and execute your relocation flawlessly. From full real-estate buyouts to lump sums, Lexicon has the flexibility to scale for your needs.



## GLOBAL COMPENSATION

Lexicon's global compensation program offers seamless support and administrative management of your company's international assignment compensation plans. From letters of assignment to cost projections, assignment allowance administration, compensation accumulation and reporting, shadow payroll reporting and split pay administration, your assignee compensation needs are covered.



## ADVISORY SERVICES

Global mobility has many moving parts, and our experts are always here to guide you through challenges and concerns. From building a competitive employee relocation policy that aligns with your company's global business plans to governance and compliance issues, our top industry experts will review current policies and provide best practice recommendations.



## INTERNATIONAL ASSIGNMENT MGMT.

Lexicon provides comprehensive program management services that offer ongoing support for employees that are relocating, on assignment, taking a business trip or repatriating. The program includes budget estimates, accrual reporting, global expense administration, stringent exception control, detailed management reporting as well as metrics on service level agreement and quality assurance initiatives.



## U.S. GOVERNMENT

GSA approved! Lexicon is an experienced GSA Schedule 48 Contractor offering a full suite of transportation, delivery and relocation solutions for agencies and contractors. Our suite of services includes all aspects of 653-1 Relocation Services Package, 653-4 Additional Services, 653-5 Agency Customization Services and 653-7 Move Management Services.



## VALUE-ADDED PROGRAMS

Enhance your company's employee perks and discounts with Lexicon's value-added programs that reach beyond employee relocation. From our real estate program offering cash back on home buying and selling to mortgage services and household goods moving discounts, you can take your company's employee benefits and discount program to a new level with these free programs.

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