

Employee relocation? Let EDS do the heavy lifting.

EDS helps deploy manufacturer's global workforce for increased agility

eds.com/case_studies



STMICROELECTRONICS

- With 43,000 employees in 31 countries around the world, STMicroelectronics (ST) frequently moves employees to ST offices and client sites in Europe, Asia and North America. Since 1996, the company has relied on EDS to manage relocations - easing the burden on ST employees while minimizing costs.

“We’re a difficult customer, and we made that clear to EDS before they took the business. They convinced us they were ready for the job and have proven it over time.”

Scott Sprague
 Manager of Strategic Staffing
 STMicroelectronics

The business issue

When business volumes dramatically increased, ST knew it could no longer rely on a boutique relocation agency to handle employee moves - it needed a larger company that understood the complexities of its international operations

Our approach

Provide a complete relocation outsourcing solution that offers a range of services from selling and buying a home to arranging for new schools and language lessons for employees and their families

Offer 24x7 personal support to employees through a range of channels

Integrate billing with ST’s own finance and accounting systems to speed transactions and ensure accuracy

How it worked

Each year, EDS coordinates relocations for about 400 ST employees - nearly 60 percent of those moves occur between international locations

Electronic file transfer has resulted in smoother accounting procedures for STMicroelectronics, faster payment and freed up cash

Web-based customer center allows the company’s HR department and its employees to access detailed relocation information from any location, anytime



Technology

EDS Relocation Services draws upon EDS' proven expertise in e-business, system development and integration, and business process management to deliver a single point of contact for employees managing relocations. Supported by a proprietary relocation management system, our online Customer Center creates a seamless electronic environment where information can be shared, stored and distributed without shuffling tons of paper among consultants, suppliers and our clients.

Services featured

Relocation Services

"Relocations go well beyond moving employees from one place to another. EDS consultants provide 24x7 accessibility to provide reassurance whenever a problem arises."

Scott Sprague
Manager of Strategic Staffing
STMicroelectronics

Outsourcing employee relocation keeps this company on the move

STMicroelectronics is an industry-leading developer and manufacturer of semiconductors for multiple applications based in Geneva, Switzerland. ST faces unusual challenges when it comes to staffing management. With offices in 72 locations around the world, its existing employees move frequently between countries to handle medium-term assignments - and new employees often end up on the other side of the world after they are hired. In addition to the challenges of integrating employees into new cultures, the moves also have significant tax implications for ST and the employees. To better manage these complex moves, the company had long relied on specialty relocation firms. When the market for ST's products began to grow exponentially in the mid 1990s, ST realized it needed a company with the global resources to handle an increasing number of relocations.

EDS' global reach and advanced technology deliver across-the-board savings

Any move is stressful for employees - from finding a place to live to arranging for movers. But managing international moves requires a host of other considerations, from obtaining the necessary work permits to developing the communication skills to succeed within a new cultural environment. EDS helps ease the transition for ST employees by offering 24-hour support via pagers and wireless devices so that help is available instantly when issues arise. ST also benefits from EDS' global resources when it comes to negotiating lower prices on everything from movers to airline travel.

More importantly, EDS automates expense processing and audits all expense reports to verify consistency with reimbursement policy, presence of receipts and accuracy. EDS also calculates payroll tax withholding and prepares tax summary reports for each employee. Electronic payments are integrated with ST's own financial system, and weekly electronic transfers are set up to automatically create journal entries and assign expenses within the company ledger systems - speeding payment and minimizing the amount of cash on hand needed to float relocation costs.

In a changing marketplace, ST has the agility to stay on top

Recent downturns in the semiconductor market have temporarily slowed the expansion of ST's workforce. But EDS' suite of relocation services has made it easier for the company to respond to changing business levels by redeploying its existing employees quickly. Today, EDS helps move an average of 400 ST employees annually - the majority of them across national borders. Consistently ranked as one of the top five global semiconductor manufacturers, ST's international staffing approach is clearly a big success.

**Contact**

EDS
5400 Legacy Drive
Plano, Texas 75024-3199
toll-free: 1 866 337 2584
phone: 1 972 605 6000
visit: eds.com
e-mail: info@eds.com

