





Success Story

MITRE

24/7 access to custom reports helped a non-profit get a handle on relocation spend

Fast Facts

 **236**
Relocations annually

 **LOCATIONS:**
DOMESTIC USA
AND INTERNATIONAL

Core/Flex Services

- Real estate services
- Rental assistnace
- Property management
- Expense management
- Household goods moving
- Destination services



Background

Limited report options hindered MITRE's transparency

MITRE is a not-for-profit organization that operates research and development centers sponsored by the U.S. Federal Government. MITRE has 7,500 employees worldwide that operate out of two principal locations in Bedford, Mass. and McLean, Va., as well as additional sites across the country and around the world. As a federally funded organization, MITRE is responsible for providing a full breakdown of costs associated with its relocation program. However, limited reporting options and delays on the provider's end made it difficult for MITRE to give a full view of the program and costs to stakeholders.

Challenges

- MITRE struggles to show expenses associated with relocation services
- Unable to measure and report metrics and costs required by contracts
- Reports only available during business hours, and on provider's timeline

“Reporting at Sterling Lexicon is superior. We can produce customized reports on demand. We must be able to defend our expenses, and Sterling Lexicon provides that with ease”.

Wayne Conway,
Relocation Services Manager
MITRE

Solution

Sterling Lexicon creates customized, accessible reports for better business

Known for its flexible and tailored programs, Sterling Lexicon provided the technology and team expertise to support the requirements MITRE needed from its suppliers while achieving the non-profit's financial goals. By partnering with Sterling Lexicon, MITRE had 24/7 access to custom reports that help analyze relocation spend. The flexible program supplied by Sterling Lexicon, combined with a dedicated team, led to a happy partnership.

“I have been in the relocation industry for more than 17 years and cannot be happier with our management team,” said Wayne Conway, Relocation Services Manager at MITRE. “The quality of services, compliance, technical excellence and accuracy of reporting is excellent.”

Sterling Lexicon earned the Top Performer Award from MITRE for fulfilling its commitment to provide quality service.

Business Impact

- Customized reports break down costs for stakeholders
- On-demand option makes reports available 24/7
- Flexible program fits MITRE's unique goals



Find out how Sterling Lexicon's experts can enhance your global mobility program today.

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