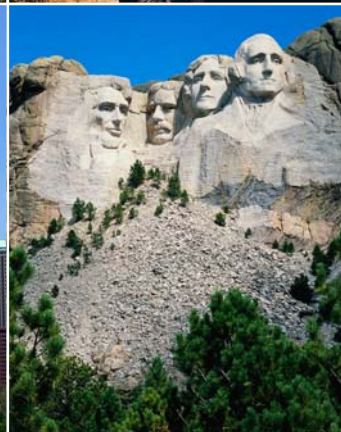


*Relocation
Services
for
Government
Agencies*



About VISION Relocation Group®

VISION Relocation Group® has provided full service global relocation management and consulting services for more than 26 years. We started as the Corporate Relocation division of The Long & Foster Companies, and in 2005, Vision Relocation Group, LLC was formed as a wholly owned subsidiary of The Long & Foster Companies to better reflect our full service, global relocation focus and expertise.

In 2006, VISION's Hong Kong subsidiary, Vision Relocation Group Limited, acquired ReloCenter and solidified our operations in the Asia Pacific region. Through The Vision Alliance®, we maintain a Client Service Center in the UK that serves our clients' needs throughout Europe, the Middle

Operating for years in an environment of favorable economic and real estate conditions, many relocation firms have become complacent and unimaginative; ill-equipped to help their clients succeed in a more challenging business climate. At VISION Relocation Group®, we are committed to bringing something different to our clients: a truly consultative, flexible approach to relocation that reflects today's client needs and market realities...we call it Relocation Imagination®.

We work closely with our clients to gain a deep understanding of their evolving business needs and the markets in which they operate. As the Relocation Imagination®

Relocation

East and Africa (EMEA). Our breadth of owned operations and strategic partnerships offer comprehensive relocation solutions in more than 160 countries.

In 2009, VISION was spun off from the Long & Foster Companies, and is a small, woman-owned business. As a provider of corporate and government contractor global relocation management and consulting services, we are large enough to meet any relocation need but still the right size to form close client partnerships.

With an average of nearly 15 years of relocation experience, our professionals have the deep expertise to manage your relocation programs and policies worldwide. For truly creative problem solving, VISION must attract, retain and motivate the best talent in the industry. We seek highly capable, passionate professionals with demonstrated success in all types of markets, and give them a supportive environment that fosters creativity. Our employees and service partners recognize that client service, innovation and careful attention to the bottom line are paramount.

company, we have redoubled our efforts to control costs and maximize the value of our clients' relocation spend. VISION's innovative programs and tools were designed specifically to help our clients succeed in today's turbulent market conditions.

We use technology smartly and selectively, ensuring greater efficiency and accuracy, increasing transparency and reducing administrative costs. But we also recognize that these tools are never a substitute for professional judgment and experience.

VISION Relocation Group® now presents its technical capabilities, consultative and Service First approach used daily with our corporate and government contractor clients to government agencies. We will deliver our premier service following the guidelines of the Federal Travel Regulations, the GSA Statement of Work for Employee Relocation Schedule 48 and your specific agency Relocation policy.

[GSA Advantage! Catalogue](#)

Tel 866.931.1147 Email servicefirst@visionrelocation.com
Website www.visionrelocation.com



Partnering with VISION

As a VISION client, you benefit from the entire organization's collective knowledge and experience. To streamline communication, we believe you should have one "go-to" expert to respond to any questions or concerns and to offer industry intelligence and targeted advice.

Your VISION Account Manager will serve as a single point of coordination for your agency. Our Account Managers are industry veterans who have helped VISION clients succeed in all types of markets. Continually growing, learning and participating in industry knowledge events, they will share up-to-the minute information on trends and strategies to control costs. With an average of 15 years of successful client management and relocation experience, your Account Manager will:

- Ensure a smooth implementation startup and continue as your day to day contact.
- Manage your team of Relocation Counselors to ensure your agency's program is delivered consistently and according to regulations and policy.
- Manage the supply chain providers on your timeline requirements.
- Monitor files ensuring program guidelines are met and timely escalations of any exceptions occur.
- Develop and provide program reporting to meet your requirements.

As the primary advocate for your employees and their families, the Relocation Counselor is the single point of

coordination for your employees. Each of these professionals has a well-rounded background that encompasses customer service and real estate/relocation expertise. They also have a proven experience in selling homes in today's challenging markets, and they will help your transferees sell homes faster and reduce your relocation costs.

With an average of 10 years of successful transferee guidance and relocation experience, your Relocation Counselor team will:

- Provide program counseling to your relocating employees and offer support and guidance to your employees throughout the relocation process.
- Work within your program and other federal guidelines to ensure consistent service to all transferees.
- Help your transferees sell their departure home by providing proactive home marketing assistance and selling strategy.
- Help your transferees make smart buying decisions at the destination location.

All team members are trained on the current GSA Statement of Work for Relocation Services Schedule 48 as well as the Federal Travel Regulations. VISION is ready to work with you to meet your agency relocation service and budget goals.

Imagination.®

Technology

VISION uses technology smartly, ensuring greater efficiency and accuracy, increasing transparency and reducing administrative costs. We recognize, however, that these tools are never a substitute for professional judgment, experience and personal service to your employees.

Through our website, www.visionrelocation.com, you can access your dedicated, customized web based agency portal to authorize employees on line, see key file contacts,

access information related to employee files and view reports.

Your agency web portal can contain policy information related to your agency's program if you wish. VISION can also create and host a transferee-specific portal with this information as well as relocation resources to assist your employees and families on other aspects of your program.

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WHY VISION?

- Experienced Provider...Applying Private Sector Skills to Government Relocations
- Service First...Doing the Right Thing the First Time
- Personal Service...Working *with* Technology, not *for* Technology
- Flexible Service Delivery...Making Decisions Based on Unique Transferee Needs
- Accountable...Managing Service Delivery Metrics to Meet Government Standards
- Multiple Pricing Options...Meeting Every Agency's Relocation Budget

Contract number: GS-33F-0014W

Approved for SINS 653-1, 653-4, 653-5 and 653-7

Office Locations

VISION Relocation Group®
14501 George Carter Way
Chantilly, VA 20151
Government Services:
+1.703.877.7577 phone
866.931.1147 US toll free
+1.703.961.8263 fax

VISION Relocation Group®
860 Penllyn-Blue Bell Pike
Blue Bell, PA 19422

VISION Relocation Group Limited
2/F Shui On Centre
6 - 8 Harbour Road
Wan Chai
Hong Kong

VISION Relocation Group / The Vision Alliance®
5 East Terrace Business Park
Euxton Lane, Euxton
Chorley, Lancashire
United Kingdom
PR7 6TB

www.visionrelocation.com
servicefirst@visionrelocation.com

