



**Intuit Management Consultancy**  
**Website: [www.intuitconsultancy.com/ae](http://www.intuitconsultancy.com/ae)**

## **Case Study 5: Baxter Health Care Company**

### **Case Overview**

The client, Baxter is a USA based health care company with a global presence. Baxter International Inc. is a Fortune 500 American health care company with headquarters in Deerfield, Illinois. The company aims to achieve healthy life for every individual which is free from illness and full of possibilities. The company primarily focuses on products to treat kidney disease, immune disorders, hemophilia and other chronic and acute medical conditions.

Being a global company, it was facing challenges like managing multiple relocating employees, numerous employees seeking exceptions and a complex relocation spend. Therefore the company aimed to centralize its mobility model, simplify its mobility process and gain better control over its mobility costs. For this, they wanted to reduce the number of mobility vendors and become more proactive to employee needs.

In order to fulfill this objective, Baxter approached IMC Group.

### **Solution Provided by IMC Group**

- ) PRO Services
- ) Designing a strategic mobility framework
- ) Assisting with mobility solutions
- ) Delivering end to end mobility solutions such as mobility co-ordination, destination services and transportation of household goods.

IMC Group assisted the client in delivering mobility solutions which met their requirements and fulfilled their objective. We first gained a deeper insight into the process and policies of the client. Based on our study, we implemented certain improvements such as reducing the number of mobility vendors, standardizing mobility administration, building a customised mobility web portal for real-time reporting and easy access. All these efforts led to operational improvements.

Apart from this, the client now has better control over costs and can clearly forecast and predict relocation costs with the help of a single mobility provider. Moreover, customised mobility web portal helps the client in generating numerous reports which in turn helps them make strategic decisions, improve processes and control costs. It has also resulted in huge cost savings for the client and now they are able to meet their financial goals.

We provided PRO services such as assisting the employees in getting visa, attestations and document clearing. IMC Group also helped their employees gain a higher level of satisfaction by improving the overall mobility management process.