



Aires Broker Network

November 2017

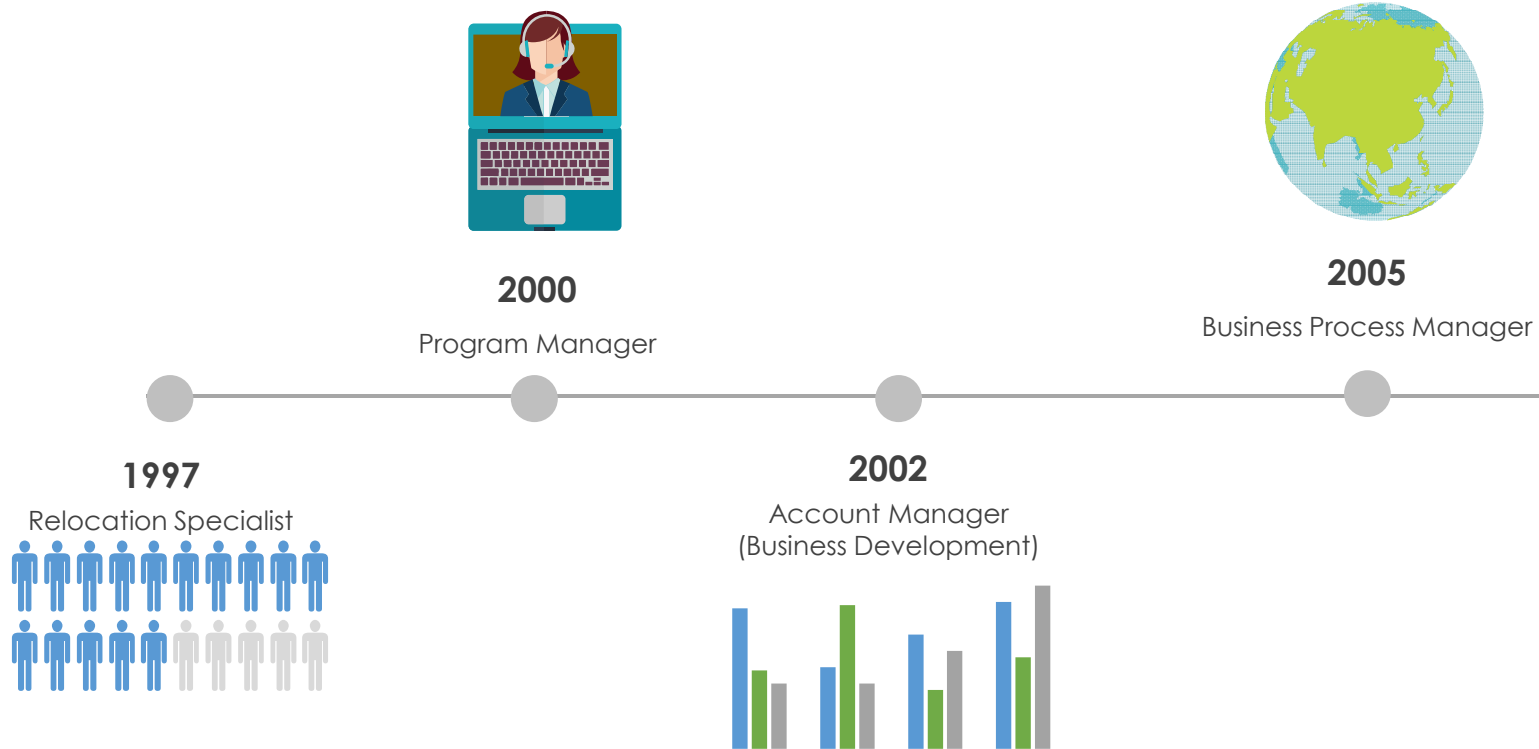


Aires Overview

Technology
as a differentiator

Tech Trends in Mobility

Career Path

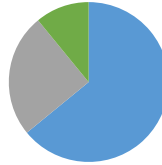


Career Path



2008

Director of Client Services
& Operations



2013

Vice President of Operations

2017

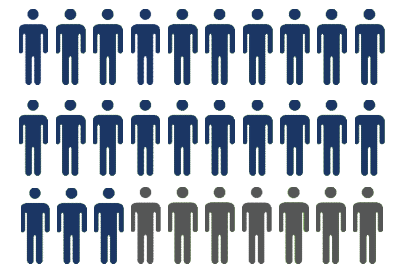
Executive Vice President



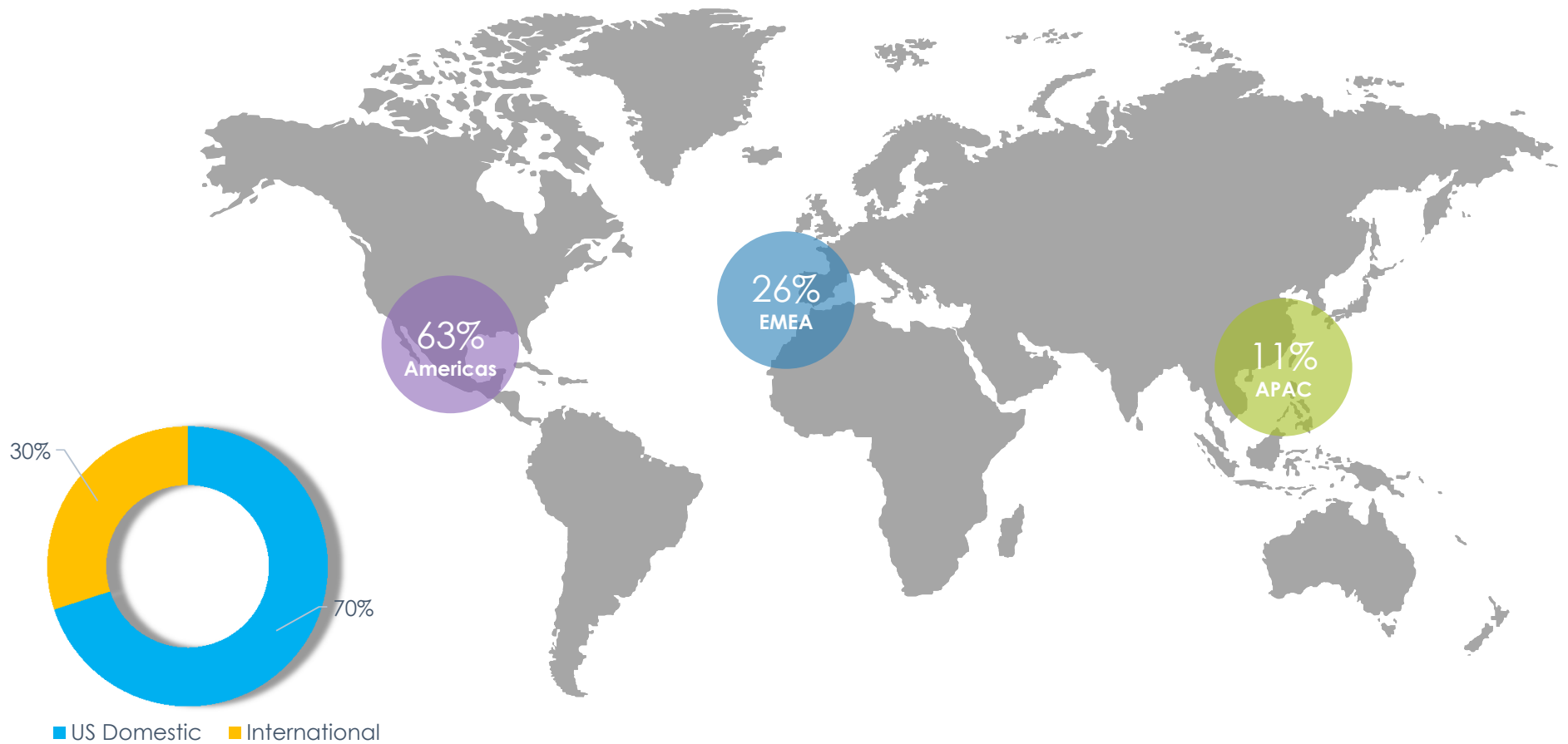
Aires Overview

- 36-year History
 - Flat organization structure
 - Stable leadership (average 17 years)
 - Organic growth
- 487 Employees
- Independent – Singular Focus

28,000 Families
Moved in 2016



Aires Global Business Activity



Global Structure



American International Relocation Solutions, LLC (Aires)

- Pittsburgh (HQ and CRO)
- Danbury, CT – NERO
- Houston, TX - GCRO
- Dallas, TX (DFWO)
- Huntington Beach, CA (WCRO)
- Remote & Onsite Staff
- London
- Hong Kong
- India
- China (WFOE)
- Remote Staff
 - Singapore
 - Dublin



Service Offerings



Corporate Services

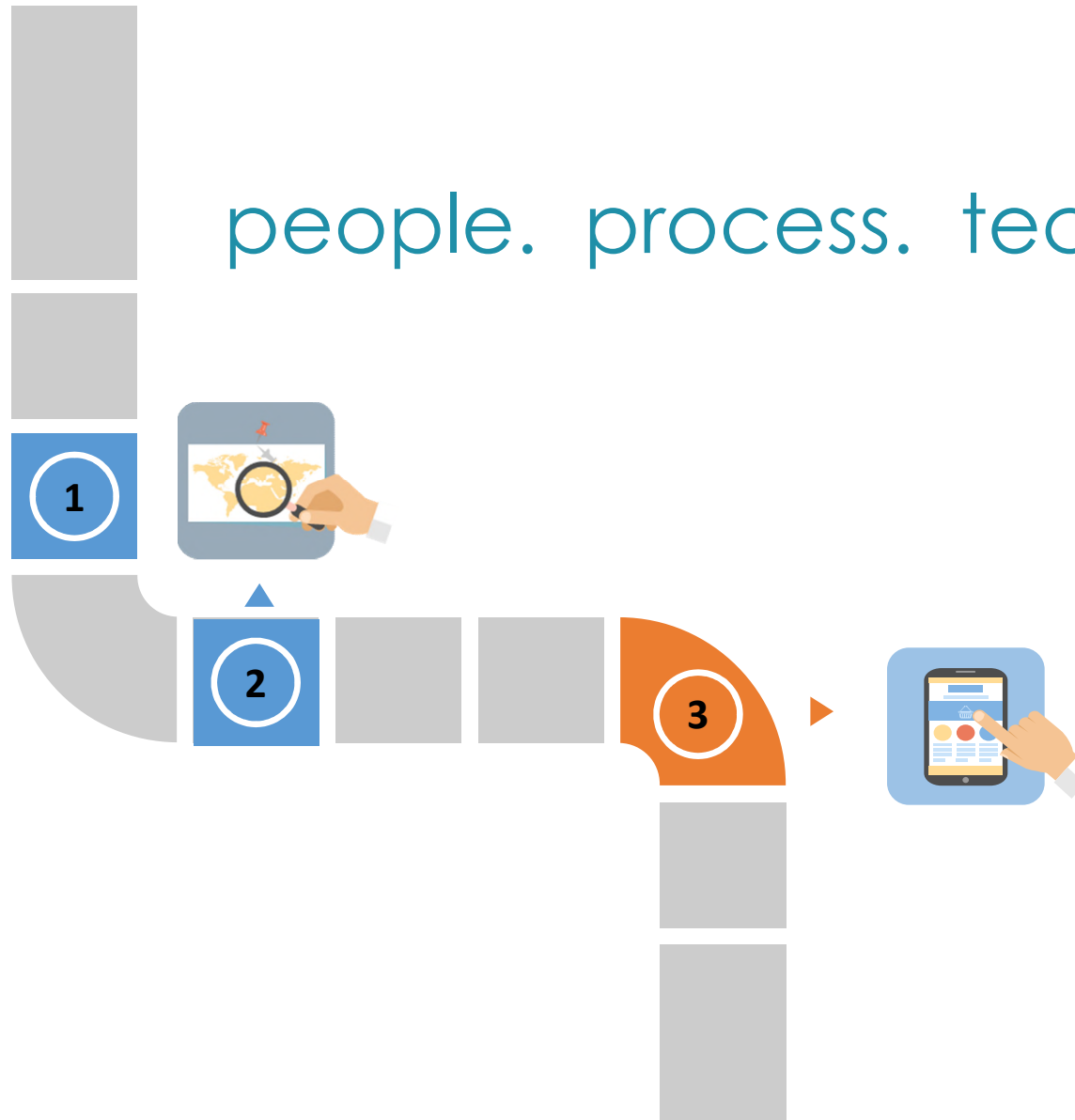
Policy Review and Development
Total Program Management
Real Estate Services
Expense Management
Move Management
Risk Management and Insurance
Reporting
Assignment Management
Compensation Services



Family Services

Destination and Settling In Services	School Search and Registration
School Search	Departure Services
Temporary Housing	Household Goods Moving
ReloNet® Auto Update	Cross Cultural and Language Training
Immigration	Mortgage Solutions

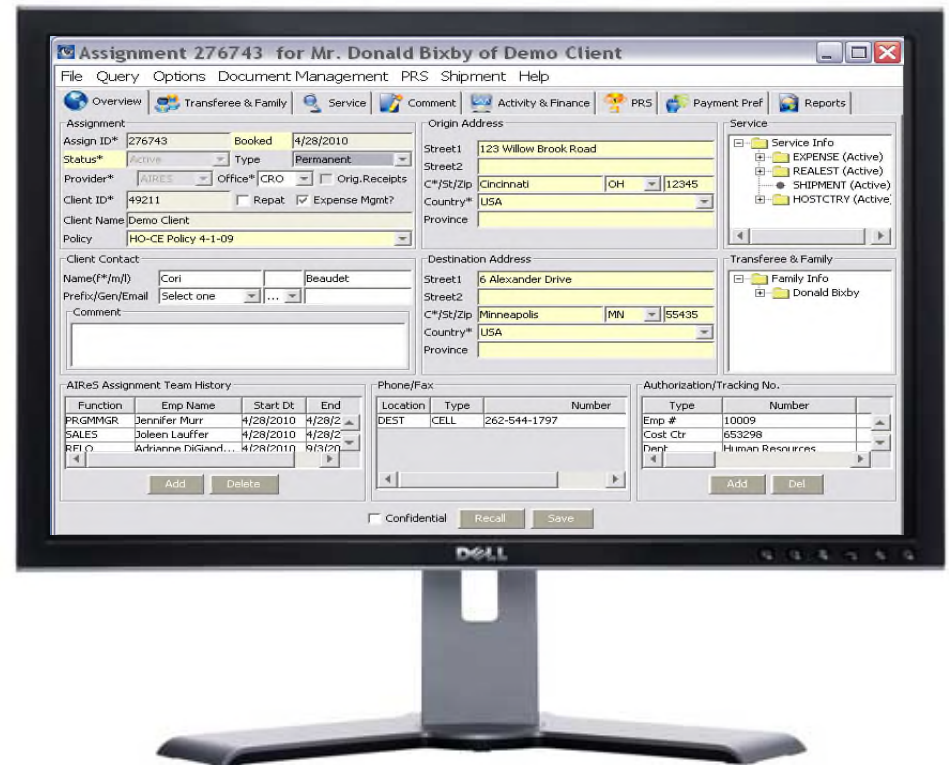
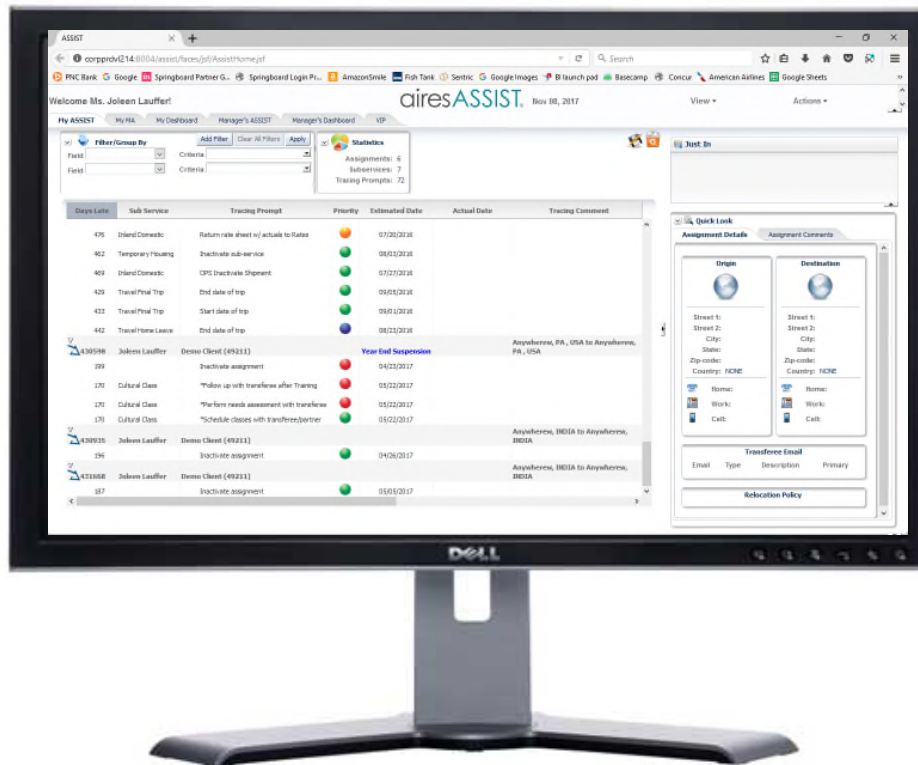
people. process. technology.



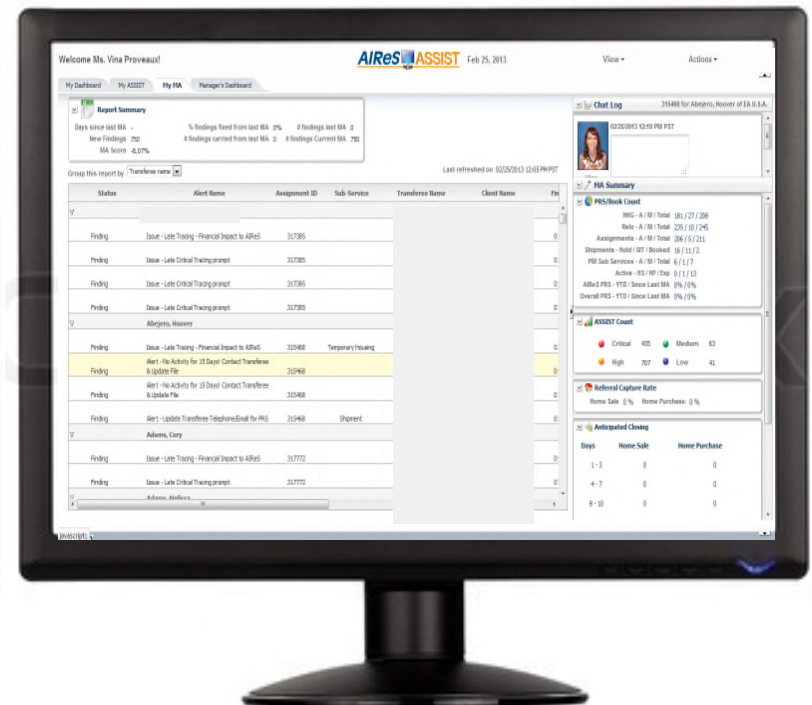


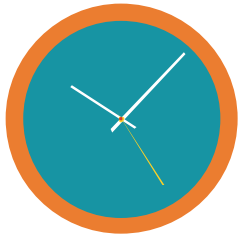
Technology An Aires Differentiator

Internal Technology



ASSIST Dashboards and Managers' ASSIST





Full Suite of Technology Solutions

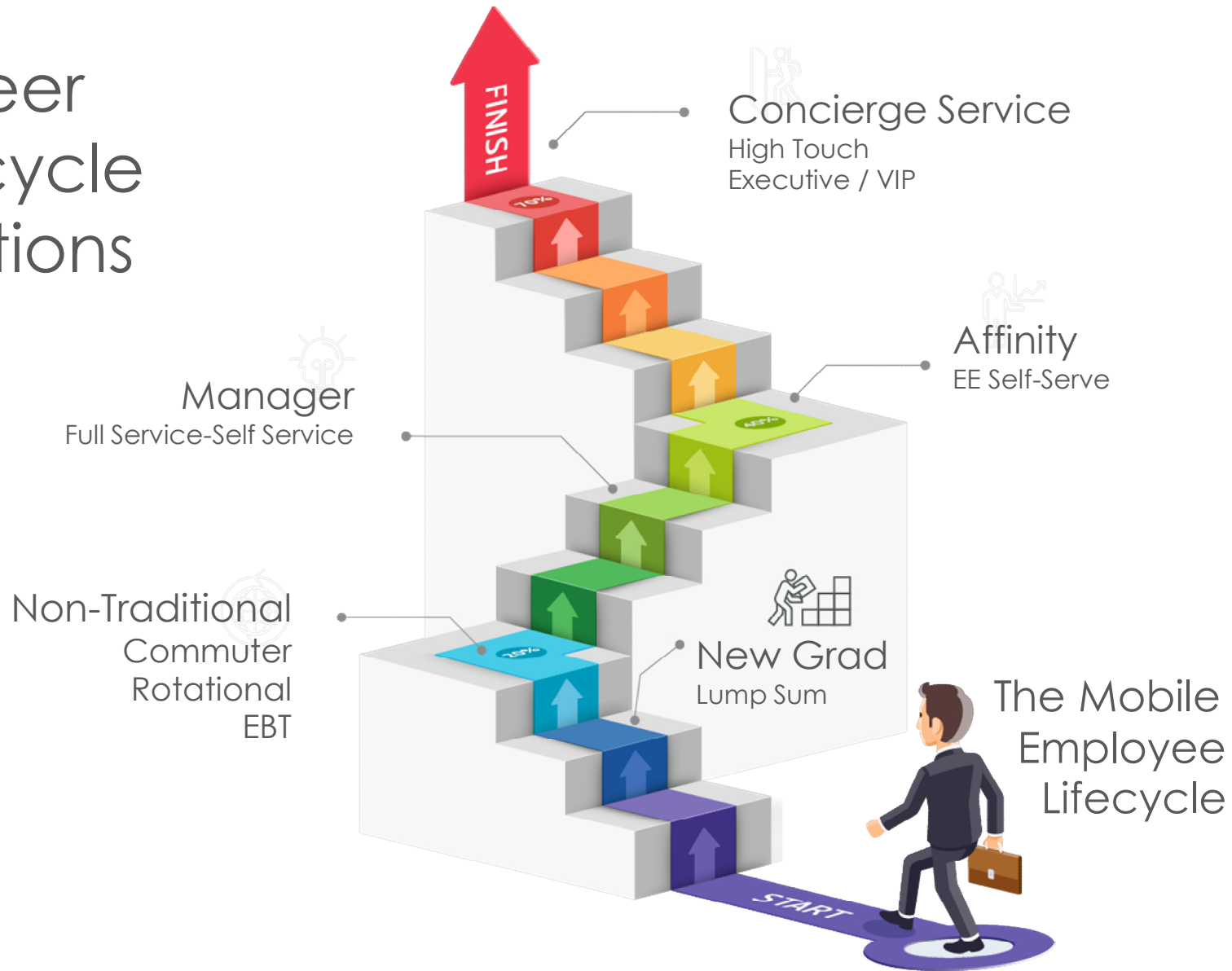
Self Service



Full Service



Career Lifecycle Solutions

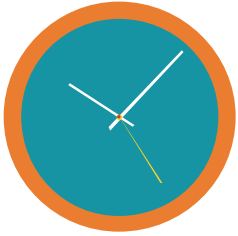




Lump Sum &
Self-service
Tools

EBT Tracking

ReloNet Overhaul



A group of business professionals in a meeting. A woman in a light blue blazer is pointing at a yellow sticky note on a whiteboard. A man with a beard and dark hair is in the foreground, looking thoughtful with his hand to his chin. Other people are visible in the background, also looking at the whiteboard. The whiteboard is covered with various colored sticky notes (yellow, green, blue).

Technology Trends And the Mobility Industry

Alternative Temporary Housing



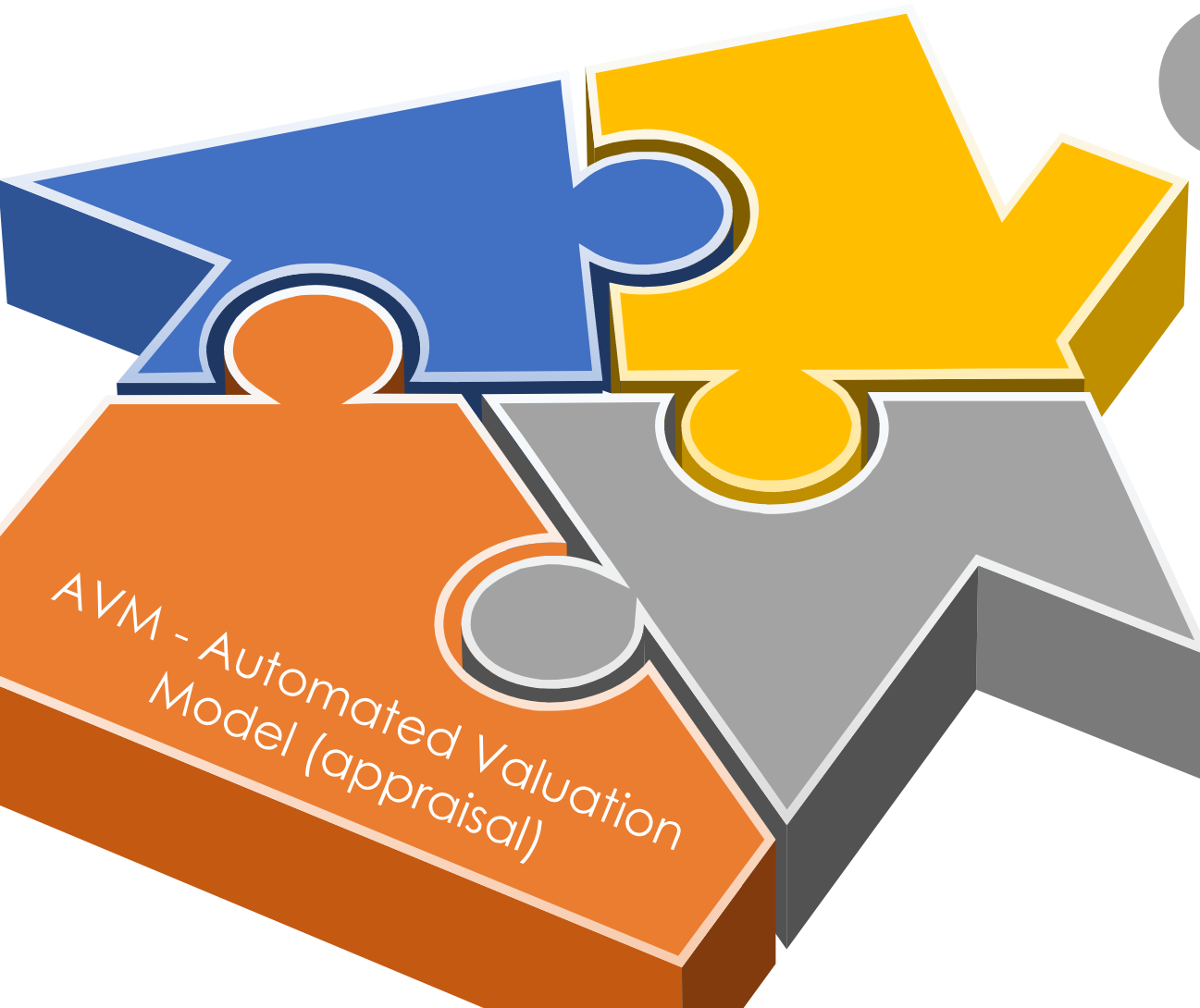
Virtual Services



Virtual HHG Survey

Automated Valuation
Model (AVM)





PROs

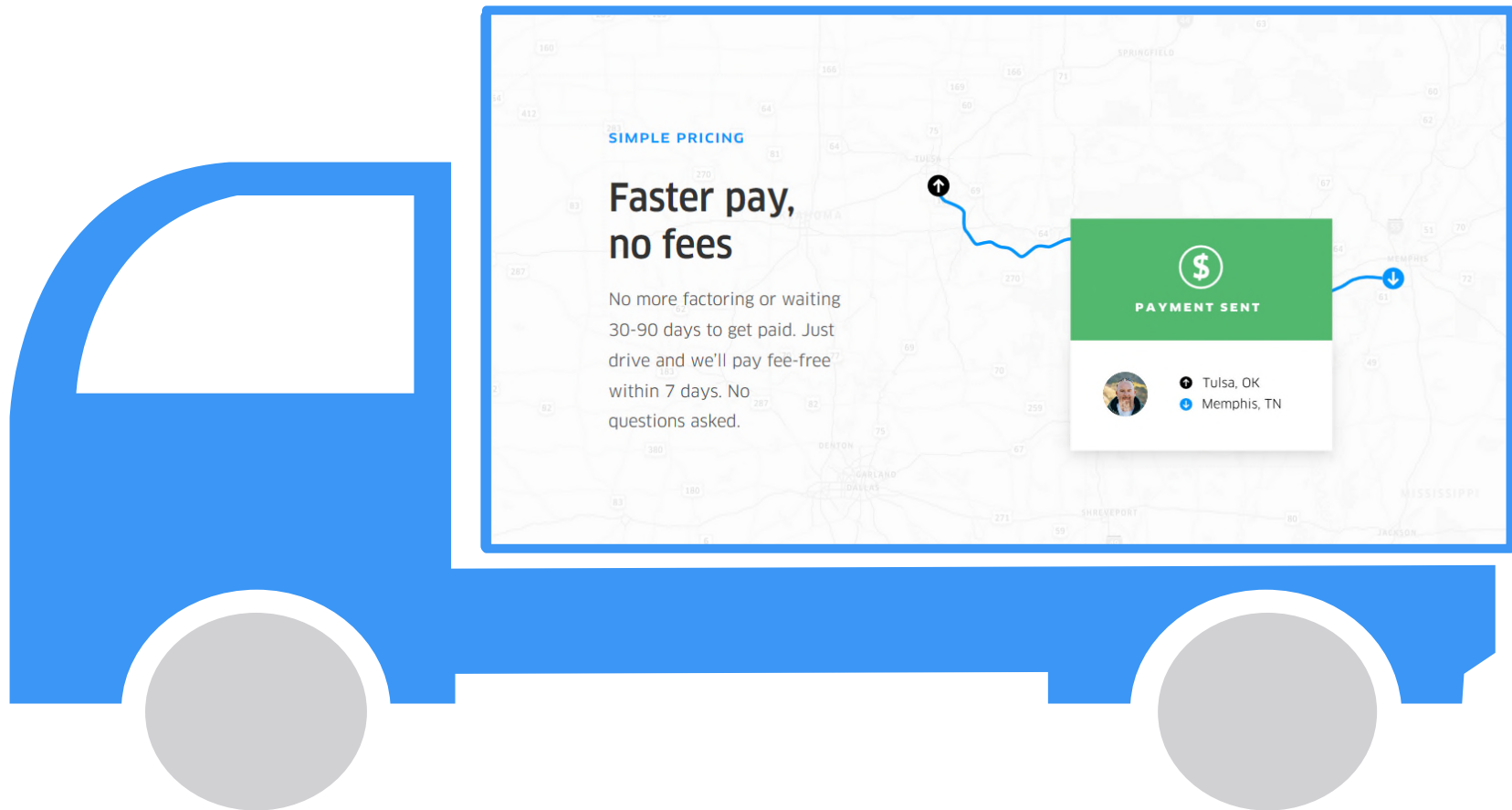
- Inexpensive (<\$20)
- Fast
- Algorithm based
- Based on different modeling methods (15 for one product)
- Some AMC's already using purchased or homegrown
- Lenders have used > 5 years



CONs

- No relo component (marketing or forecasting adjustment opportunities)
- No human experience
- Short history on product
- Not used to replace ERC
- Value differences vs. Relocation Appraisals

Uber Freight





Log in

Become a Tasker

The convenient & fast way to get things done around the house

Choose from over 50,000 carefully vetted and feedback rated Taskers to get quick help

- General handyman
 - Moving & packing
 - Furniture assembly
 - Home improvement
 - Mounting & installation
 - Yard work
- Need something different?



✎ 1. Fill Out Task Details

2. View Taskers & Prices

3. Confirm & Book



Trust & Safety Guarantee: \$1MM insurance guarantee on every task.



Describe Your Task

We need these inputs to show only qualified and available Taskers for the job.

TASK ADDRESS

550 Market St. Unit 15A Pittsburgh PA



Unit or Apt #

VEHICLE REQUIREMENTS

- ☒ **Not needed** for task
- ☐ Task requires a **car**
- ☐ Task requires a **truck**

TASK DETAILS

Tell us what you need done, plus any requirements or questions that you may have. You can edit this later.

Moving 2 bedroom apartment



1. Fill Out Task Details

2. View Taskers & Prices

3. Confirm & Book



Trust & Safety Guarantee: All Taskers are fully vetted & background checked.



Pick a Tasker

After booking, you can chat with your Tasker, agree on an exact time, or go over any requirements or questions, if necessary.

SORTED BY:

Recommended

TASK DATE & TIME:

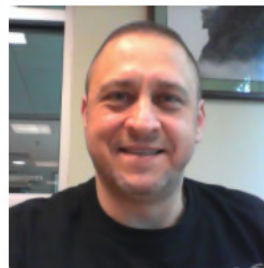
Thu
Oct 19

Fri
Oct 20

Sat
Oct 21

I'm Flexible

You can agree later on an exact start time with your selected Tasker.



Rodney S.

\$32/hr

✓ 14 Completed Moving Help Tasks

👍 12 Moving Help Reviews: 100% Positive

How I can help:

Worked one season with a moving company.



"Rodney was very efficient and professional. He got a big dresser through a narrow stairway with a tight corner.

Thanks a bunch!"

- September 20, 2017

Select & Continue

Reviews & Profile



Bryan W.

\$38/hr

★ Elite Tasker

✓ 23 Completed Moving Help Tasks

👍 16 Moving Help Reviews: 100% Positive

How I can help:

I'm young and strong

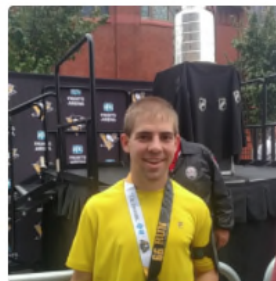
Select & Continue

Reviews & Profile



"Very pleased with Bryan's work. Made moving less strenuous and he arrived on time."

- August 20, 2017



Taylor B.

\$34/hr

✓ 7 Completed Moving Help Tasks

👍 5 Moving Help Reviews: 100% Positive

How I can help:

Hard out going worker, willing to give a extra hand.

Select & Continue

Reviews & Profile



"Taylor has been very responsive with the message. Arrived on time and very helpful with my move. I highly recommend him!"

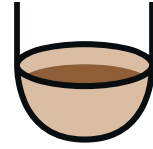
- August 12, 2017

A photograph of three people in a meeting. In the foreground, the back of a person's head is visible, out of focus. Behind them, two women are looking out a large window. The woman in the middle is wearing a grey blazer, and the woman on the right is wearing a green blazer and is smiling. The scene is brightly lit by sunlight coming through the window, creating a warm, hazy atmosphere. A semi-transparent dark horizontal band is overlaid across the middle of the image, containing the text.

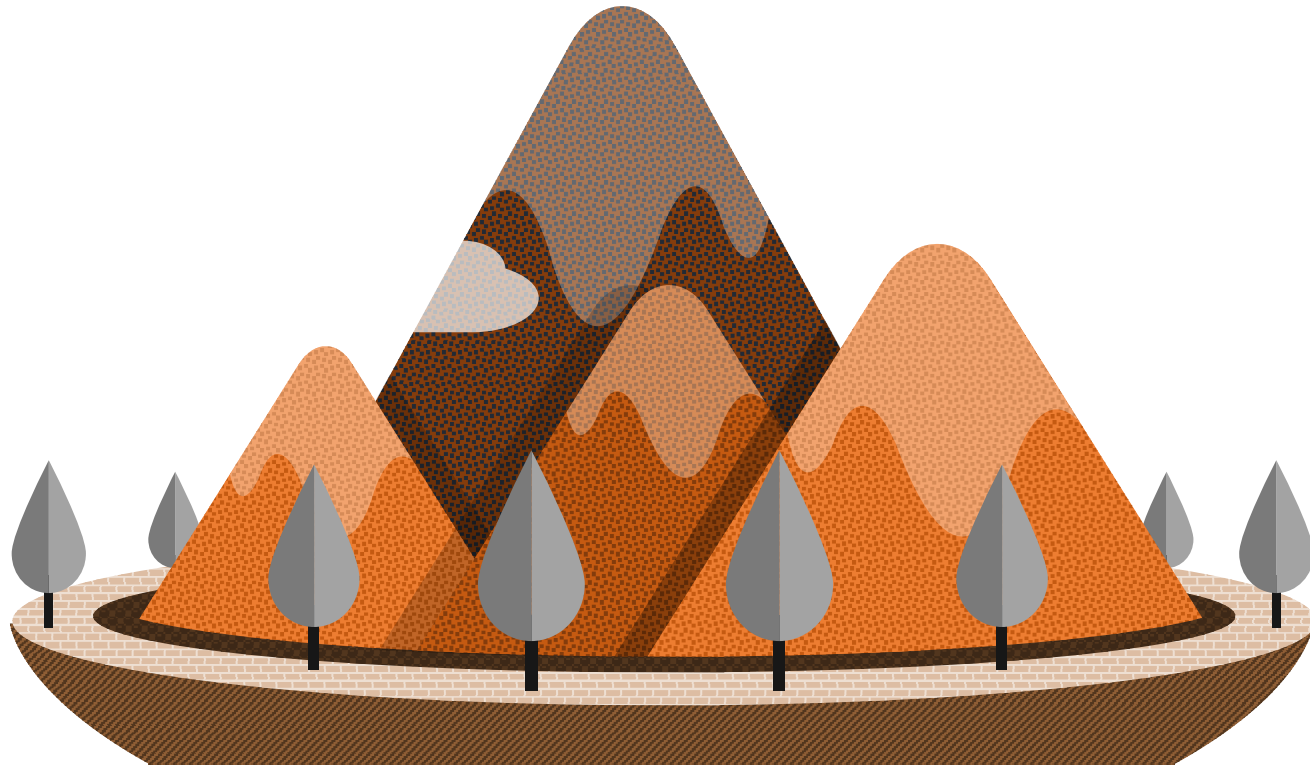
So what....no what?

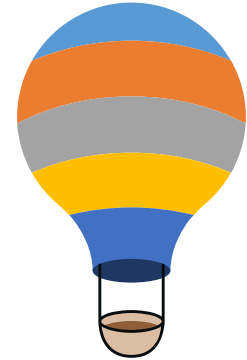
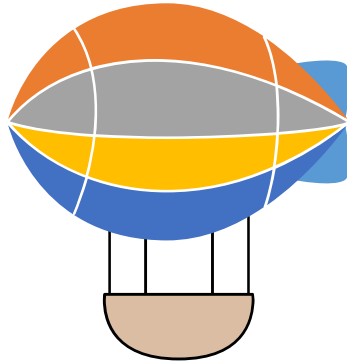


Customer experience is the new battlefield



How do we
Measure success?





- High Speed of Response
- Mobile Experience
- Extended Support Hours
- No Hidden Fees
- Omnichannel Customer Service
- Possibility to Monitor Communication
- Cooperation with Brands
- Self-service Tools





Customer experience is your customers' perception of how the company treats them. These perceptions affect their behaviors and build memories and feelings and may drive their loyalty. In other words: if they like you and continue to like you, they are going to do business with you and recommend you to the others.

"People don't always remember what you say or even what you do, but they always remember how you made them **feel**."

- Maya Angelou

"Whatever you do, do it well. Do it so well that when people see you do it, they will want to come back and see you do it again, and they will want to bring others and show them how well you do what you do."

- Walt Disney

"Get closer than ever to your customers. So close that you tell them what they need well before they realize it themselves."

- Steve Jobs

"The future of communicating with customers rests in engaging with them through every possible channel: phone, email, chat, Web, and social networks."

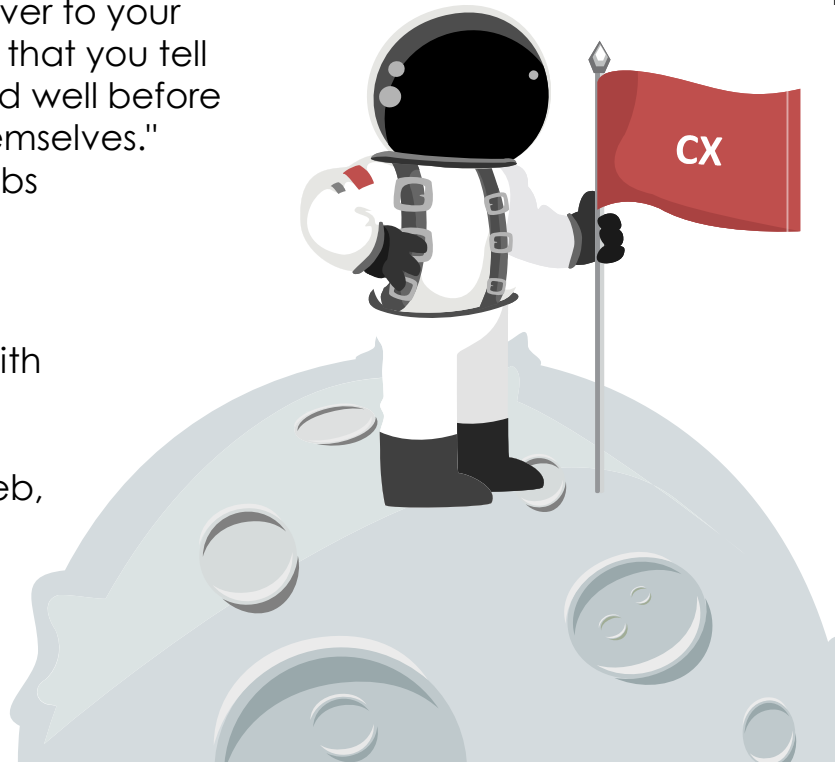
- Marc Benioff

"Businesses often forget about the **culture**, and ultimately, they suffer for it because you can't deliver good service from unhappy employees."

- Tony Hsieh

"You've got to start with the **customer experience** and work back toward the technology, not the other way around."

- Steve Jobs



Thank
You

