

HR Department Levels Up To Solve Visibility Issues

Why INSZoom was the solution they needed for visibility and management demands.

A global corporation's Human Resources Department needed their data to be easily accessible so that they could access their data, check case statuses, and track communication when working with in-house special attorneys, employees, and their families.

The desire for top talent demands immigration expertise

This corporation has operations across borders, giving it the advantages of accessing the best and brightest people around the globe. However, running global operations is not without challenges.

Recruiting top talent meant that this department needed to take care of employees' immigration requirements--from preparation, to filing applications, to handling the decision.

The corporate HR's previous case management platform was their biggest nightmare when it came to visibility and compliance. Without complete visibility into casework (and with performance issues), they found that their platform was hurting the team and their employees.

When your lawyers are in the dark

The HR department had its own immigration team on board who took care of all the visa types for all employees. Without a unified case management software, **these special lawyers were often in the dark** about case status and other immigration-related events that required their attention.

Its former way of doing things presented several challenges, including:

- Poor case visibility for stakeholders (e.g. in-house lawyers, employees, their families)
- Hard to maintain dispersed and varying legal tech
- High operating costs of inefficient system

This INSZoom customer wanted a dedicated immigration solution that it could leverage to create centralized visibility - alongside compliance - to help employees navigate the immigration process.



Addressing the problem with a sharp-shooting solution

After looking around for forms and case management programs, the HR department learned that most software available in the market can help-- except with creating enterprise-wide visibility.

Dedicated immigration technology expert INSZoom, and its promising features and capabilities, was **selected for its ability to do, well, everything.** The HR department leveraged INSZoom's **single, comprehensive immigration case management** to provide in-house lawyers, employees, and their families with an in-depth dashboard to access:

- Foreign applicants and their families
- Filing dates
- Court Notifications
- Response deadlines
- In-house immigration lawyer notifications
- Required information

INSZoom provided the visibility into cases that HR personnel or in-house immigration team members wanted to have.

These included:

- How many visas are there?
- Can I run a report?
- Can I see the status? What stage?
- Can I see each foreign national?
- What email communication is happening between stakeholders?
- Are the in-house lawyers getting the information they need, when they need it?
- Are my employees meeting the SLAs or delaying it?

For foreign nationals or their family members, INSZoom delivered visibility into:

- What are the tasks that I need to complete?
- What information do I need to clarify? Which papers do I need to submit?
- Are there questions I need to answer?
What is the SLA that I have to meet?

Additionally, by leveraging INSZoom, the customer enabled constant sharing, collaboration, and communication between employees, in-house lawyers, and their department - **all in one place.**

Status Check

With INSZoom, foreign nationals did not have to go to separate mailboxes to check the status of each case. INSZoom's unified portal eliminated the need to call in-house lawyers to get case updates.

Document access: anytime, anywhere

With INSZoom, all stakeholders were able to log in into a portal, download, and submit documents to third parties on the go. Foreign nationals were able to easily upload text files required by in-house lawyers into the portal. Special lawyers were granted access to upload documents into INSZoom as an approval notice.



How INSZoom delivered results

After the successful deployment of INSZoom's immigration case management system, not only were HR personnel and employees kept "in the loop," but they also stayed on top of all things immigration-related.

The HR department's move to consolidate multiple environments into one comprehensive platform delivered:

- Improved collaboration between HR and in-house lawyers
- Increased foreign applicant loyalty
- Improved, shorter execution time for visa programs
- More secure and convenient communication
- Established trust with HR staff members and employees

The best part?

INSZoom allowed for HR administrators and staff members to see all global applications in a single portal – a major factor that contributed to the significantly improved immigration experience for its global mobility teams, foreign employees, and their dependents.

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