

## Automating Case Management for Enhanced Candidate Visibility and Responsiveness

### The Visawolf Story



## The Company

Visawolf is one of the nation's most-trusted immigration law firms, handling thousands of immigration cases per year. From its offices in the San Francisco Bay Area, Visawolf's team of immigration professionals serve clients across a variety of industries worldwide.

## The Challenge

Responsiveness and transparency have always been fundamental to the way Visawolf operates. But while the firm now offers a variety of remote access, same-day, and 24-hour visa services to meet its clients' needs, it used to handle the majority of the case management process manually, including data collection, case tracking, reporting, and more. The team would spend valuable hours sorting through filing cabinets, double-checking documents, and going back and forth via email to provide case updates on demand. Meanwhile, limited cross-

“We needed to automate the process by building a system that would show clients the status of their case and allow us to securely collect their data online. It had to be flexible and comprehensive enough to allow our clients to keep their fingers on the pulse — it was important that they could track their cases and know where everything was right when they needed it.”

**JAKE LIPMAN**

CEO  
VISA WOLF



department visibility into case status made it difficult for all of Visawolf's paralegals to stay on the same page.

Once Visawolf began taking on larger corporate clients for employment immigration, it was critical to provide the speed, visibility, and flexibility required by global teams. Document expirations and reports were two tangible examples of functions that Visawolf's clients needed to be able to track — especially as the enterprise scaled. A key differentiator for Visawolf — and a winning factor in the battle for some of its large-scale clients — was the ability to securely automate these steps and reminders in digital customer workflow via Mitratesch's INSZoom.

## The Solution

Visawolf's decision to deploy Mitratesch's INSZoom came down to two key differentiators:

- 1. Configurability and flexibility of a cloud-based platform approach, backed by intuitive automation**
- 2. A close-knit partnership with the Mitratesch team that would continue to serve their competitive edge long after implementation**

While other platforms on the market took a one-size-fits-most approach, INSZoom was originally developed by software experts with first-hand insight into the immigration process and a spirit of responsiveness. Visawolf appreciated that Mitratesch's team was there to listen and deliver, helping them automate and track all of the features necessary to compete with some of the largest firms in the industry — and come out on top.

Another major advantage of INSZoom was its cloud-based configurability, providing the opportunity for Visawolf to customize process workflows, document checklists, digital questionnaires, portals, and other critical capabilities to meet its exact needs. The maintenance and auto-population functionalities also help ensure that Visawolf's document repository remains as up-to-date and accurate as possible. Meanwhile, other privately-built case management platforms on the market can be a hassle to monitor, meaning that forms can quickly become outdated or obsolete.

“We were really speaking the same language; we asked for something, and boom — there it was. The team would build, react, and build again. A lot of things that people have asked for in the past are present in INSZoom today.”

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CEO  
VISAWOLF



For Visawolf, INSZoom delivered a competitive advantage in RFP discussions and client pitches. Ahead of the curve from a technology and configurability standpoint, Visawolf leveraged INSZoom's unique platform capabilities to position itself as a market leader in both services and technological support.

## The Results

Since deploying INSZoom, Visawolf has been able to:

- ✓ **Save roughly 1/3 of effort and time in generating new cases**
- ✓ **Improve client responsiveness and satisfaction**
- ✓ **Lay the foundation for future digital transformation**

Once Visawolf went paperless and scanned every document into the cloud, it was able to eliminate the old inefficiencies of static web pages or improperly-rendering forms. Digital questionnaires also had an immediate, significant impact on efficiency. Rather than cutting and pasting every client response into the system, the automated approach streamlined and accelerated the information-gathering process, simultaneously delivering a huge improvement in data accuracy.

With better insight into cases at the team's fingertips, Visawolf saw significantly-accelerated team responsiveness to client requests. Its attorneys were able to do more work with fewer people — getting more bandwidth out of its existing resources for an improved candidate experience.

Visawolf is now widely known for its highly efficient and accurate visa processing system, whether for a start-up or multinational corporation. Its lawyers are readily available to provide quick case assessments and fee quotes over the phone or by email. And backed by robust, automated case management technology, Visawolf's services are structured for flexibility and efficiency, ensuring a high level of service, satisfaction, and responsiveness for clients across industries.

"INSZoom gives a platform that rivals any other larger-firm, proprietary platform that exists — and is probably better in many ways. It's been really reliable since day one."

**JAKE LIPMAN**

CEO  
VISAWOLF



"Many of the clients we work with are technology companies — so you're working with people who understand what's needed. Having INSZoom is a way to distinguish yourself in that sense, and if you understand that, you can really market yourself that way."

**JAKE LIPMAN**

CEO  
VISAWOLF



# About VisaWolf

Visawolf is one of the top immigration law firms serving clients across the globe. From their offices in the San Francisco Bay Area, the Visawolf team serves immigration clients around the world, from a variety of industries and backgrounds. The Visawolf firm delivers corporate immigration and mobility services using the most advanced technology available, with the highest level of responsiveness, accuracy, and consistency. This, combined with unparalleled legal expertise, allows them to offer service unmatched by any other law firm.

For more information, or to schedule a consultation with the immigration attorneys at Visawolf, **contact their team**, or visit: **[inquiries@visawolf.com](mailto:inquiries@visawolf.com)**.

“We could give our clients better, more accurate, and more timely status updates — plus, it’s much more transparent to look in the system immediately rather than putting them on hold to go check a paper file.”

**JAKE LIPMAN**

CEO  
VISA WOLF



“Most practices may not be considering adding technology, but immigration lends itself to automation because a lot of it is administrative. Everyone is so busy they don’t have time to stop and automate — but slow, incremental steps add up over time. There’s a lot of efficiency going to waste with manual processes.”

**JAKE LIPMAN**

CEO  
VISA WOLF



MITRATECH

# About Mitratesch

Mitratesch has a 35-year history as a leader in providing technology and services that empower organizations to manage risks, increase efficiency, control costs, and scale for the future.

On a mission to deliver cutting-edge legal and compliance solutions, Mitratesch partners with over 7,700 corporations worldwide to co-innovate the world's most intuitive, adaptable, and flexible platform. We help customers spend less time juggling multiple technology partners and avoid common point solution frustrations— including incompatible features, custom code, and no API integrations—by delivering cloud-based, automation-driven solutions.

The lines continue to blur across Legal, Risk & Compliance, and Human Resources— and Mitratesch is the trusted partner in driving clarity and collaboration across all these functions. From concierge-style Firm and Panel Management Services and intuitive cyber security to agile workflow automation and contract management, we've hand-selected our technology to address our customer's most complex problems across every industry.

To learn more, please visit [www.mitratesch.com](http://www.mitratesch.com)

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