



## Technology Helps This Company Eliminate its Inefficiencies and Give Time Back to HR

### TOP CHALLENGES:

- Inefficiencies throughout the immigration process caused time constraints for HR
- Employees lacked visibility into their cases
- HR often played middleman between the attorney and employee

### ABOUT THE COMPANY:

MarketAxess is the leader in electronic trading of global credit products. Their award-winning, patented electronic platform enables fixed income market participants to source competitive and executable bids or offers in the broadest range of cash credit and credit derivatives for over 1,400 global institutional investors and broker dealers. MarketAxess brings over a decade of unparalleled trading, market data and technology innovation, shaping the future of the credit markets.

#### INDUSTRY

Financial Technology

#### HEADQUARTERS

New York, NY

#### U.S. VISAS SPONSORED

H-1b, Green Cards, TN's, E-3's

#### ENVOY CUSTOMER SINCE

2014

Cordelia Boise is the Global Head of Human Resources and is responsible for managing the full talent life-cycle of a global workforce. Her duties include talent acquisition and assimilation, immigration, employee and management development, performance management and rewards, and leadership pipeline planning.



## THE SITUATION

Prior to partnering with Envoy, MarketAxess heavily relied on costly attorneys to advise and oversee their internal immigration program. While there was an open line of communication available to their counsel, Cordelia often felt as if she and her team were stuck relaying messages back and forth between the foreign national and immigration attorney.

“Envoy’s platform, I must say, is really efficient. It has really offered us a chance to reduce inefficiencies and I don’t feel like I’m in the middle as much as I used to be,” Cordelia said. Employees are able to log into their accounts directly, have a full view into their statuses, and communicate directly with their Envoy-affiliated attorneys should questions arise. In addition, Cordelia believes that providing the opportunity to communicate directly with attorneys has allowed the employees to feel more empowered.



## TECHNOLOGY AS A GO-TO SOLUTION

Staying on top of cases means understanding the requirements for several different visa types. MarketAxess’ Customer Relationship Manager has enabled Cordelia to feel confident that deadlines will be met on time, important documents will be properly collected and, should questions arise, they will be answered in a timely manner. “If I have any questions or if I’m not sure where to find something in the system, I just reach out to my CRM and it gets handled pretty quickly,” Cordelia said.