



HOW ONE TECHNICAL STAFFING LEADER **CHOOSES EFFICIENCY** TO CLOSE THE SKILLS GAP



OpTECH'S TOP CHALLENGES

- Staying compliant with a variety of visas to manage is important
- The HR team is small and needs efficient processes to manage all its tasks
- Walking the walk: An immigration partner to help clients bridge the skills gap is essential

OpTech is an award-winning IT, healthcare and financial services firm that helps connect government and Fortune 1000 clients with top talent from around the world.

OpTech's HR manager and his small team are responsible for driving the on-the-ground immigration program at the company, among other functions.

INDUSTRY

CYBERSECURITY; DATA;
IT CONSULTING

HEADQUARTERS

Troy, MI

US VISAS SPONSORED:

H-1B, TN, green cards

ENVOY CUSTOMER SINCE:

2016

The H-1B visa is a crucial part of OpTech's staffing strategy, especially as the company helps fill so many IT-based positions for its clients. There are a host of other visas the company processes as well – from TN visas to F-1 OPTs – and the HR team is responsible for staying compliant with every visa they process.

Though immigration compliance is essential, Optech's HR team also has a slew of other HR tasks on their plates: "onboarding, transitioning into employment, and then ultimately terminations and post-employment," he tells us, all fall under his purview, as well as "...background checks, company documents... benefit administration, 401(k) administration, any type of associate relation investigation that comes up, advising business partners and peers within the organization on HR-related matters, coordinating with employment law, attorneys..." and the list goes on.

The time it takes to process the nine immigration cases the team manages needs to be tight. "I can get pulled in so many different directions in a day because of so many hats that we wear," he says, which makes it necessary to keep immigration as efficient as possible.



PERSONALIZED SUPPORT PROPS UP IMMIGRATION

Optech's HR manager receives above-and-beyond support from his Envoy account representatives. The support he has from Envoy translates directly into education he can apply to his cases and pass on to employees. "On a couple of occasions," he recalls, "our account manager, has even reached out and said, 'Hey, I know this has been due for a while. I just want to make sure that this is still on your radar.' It's that type of partnership." A recent conference call arranged between Envoy reps and OpTech's recruiting team helped get them more familiar with what it takes to get an H-1B visa processed. It helped them understand better what questions they needed to ask when bringing in talent, he says.



SIMPLE TECHNOLOGY SAVES HOURS

It's not just the account support that makes working with Envoy feel like a partnership. It's the technology. Automated email reminders help Optech's team see what items on a case still need to be completed. And when a question is posted to attorneys in the Envoy Communication Center, he sees a response within 24 hours, if not sooner. In general, the platform's ease of use saves hours of work for Optech's HR manager and his team.

“#ImmigrationMatters OpTech goes beyond being an immigration-friendly organization; the company recently launched a Michigan-wide initiative to bridge the skills gap for employers by creating a database of STEM talent. Rather than choosing to play a reactive role in the skills gap that's impacting employers across the nation, OpTech is paving the way to a solution-oriented approach that embraces immigration and connects top talent with organizations that are hungry for it.”



EMPLOYEES CAN TAKE RESPONSIBILITY

The technology allows OpTech's HR manager to save even more time by passing off some administrative tasks to candidates and employees themselves. When candidates can upload their case-related documentation on their own or ask an attorney a question directly through the Communication Center, it frees up time and resources for his small HR team.



NEWS UPDATES INFORM BUSINESS DECISIONS

Beyond the functions of the Envoy portal, OpTech's HR manager turns to Envoy's updates on current events in immigration policy or regulations that could impact his employees or candidates. He recalls a recent USCIS change to OPT regulations. “[The update from Envoy] provided us with perspective and knowledge on the topic,” he says, “so we could make an informed decision as an organization.”

