



envoy

BEING A LEADER IN THE FIELD REQUIRES THIS COMPANY TO **TAP** **TALENT FROM AROUND THE GLOBE**

QuinStreet

QUINSTREET'S TOP CHALLENGES

- Immigration was a complex and confusing process to learn and HR had many other duties to also manage.
- Foreign nationals had a lot of questions and would often direct them to HR as the go-between.
- It was difficult to forecast case renewals and determine timelines, which added to the challenge of ensuring everything was received or submitted on time.

QuinStreet is a leader in performance marketing technologies and services. The organization strives to connect clients to customers by combining a deep marketing focus, unsurpassed media reach, and innovative technologies. Building a long-term large company with offices in California and India requires QuinStreet to bring together the best talent, whether that's from within the United States or abroad.

INDUSTRY

Performance Marketing
Technologies & Services

HEADQUARTERS

Foster City, CA

US VISAS SPONSORED:

J-1, B-1, B-1 in Lieu of H, H-1B, H-4,
TN, L-1A, L-1B, Green Cards

GLOBAL VISAS SPONSORED:

India

ENVOY CUSTOMER SINCE:

September 2009

Christina Fua, Senior Manager of Employee Benefits and Compliance at QuinStreet, manages pay roll, on-boarding, benefits, and other day-to-day business needs, while also handling immigration. Christina discusses the complexity of balancing her HR roles with immigration, an area of the business she had no prior exposure to. "It was real foreign to me," Christina says. "I'm still learning."



MAKING THE COMPLEXITIES OF IMMIGRATION MORE UNDERSTANDABLE

When Christina was assigned to work on immigration because a colleague went on leave, she had no prior experience and had to jump straight into a complex and bureaucratic process. Fortunately, she found in Envoy, the right partner.

"I cannot express how great it has been to work with Kurt, Anne and the rest of the [Envoy] team," Christina says. From recommending trainings and helping Christina better understand the immigration process to helping Christina save time and get the best answers for the employees, Envoy has helped guide QuinStreet in the right direction.

For example, if Immigration and Customs Enforcement (ICE) comes knocking on the door for an audit, Christina wasn't sure where to begin before working with Envoy. "I knew we had employee files and I knew where documents were kept, but I didn't realize how much it would cost us if we weren't compliant," Christina says.

After attending some training courses recommended by her Envoy team, Christina is a lot more comfortable with the possibility of an audit occurring. "Do I feel comfortable where we are now with all of that? Yes, I do," she says. "If you were to ask me this a year ago, my answer would be like, 'Huh?'"

Making it easier to understand everything that relates to immigration, including compliance issues, audits, knowing which visas to apply for, etc., is just one way that Envoy makes it easier for Christina to do her job.



TRANSPARENCY GIVES MORE INSIGHT INTO IMMIGRATION CASES

QuinStreet also has a branch in India, so employees often move between there and the United States. "We always have cases open," Christina says. And with those cases, come questions from employees, especially questions about deadlines and documents that are due. Immigration is complex and requires both the employer and employee to play a role, and it can be a stressful.

"With today's administration, everybody's looking to get their green cards processed yesterday," Christina says. "It also falls on the employee and making sure that they do their due diligence and provide their documents and answer the questions."

Envoy helps give transparency back to both Christina in HR and every employee that has a pending immigration case by providing an online portal where stakeholders involved can upload documents, ask and respond to questions, and check on the progress of a case. "I live off the dashboard that's on the portal. If it wasn't for that dashboard, I would be so lost," Christina says. "It tells me what's still pending on my part, and when and how long it's been pending for. Then I'm also able to see what action items are pending on the employees' part." The transparency into the cases allows Christina to work with her employees to make sure they're providing the correct documents on time to keep their cases moving forward.

Envoy's platform also helps give Christina clarity into what future items may be needed in the event of renewals or additional cases. Using a tool in Envoy's portal, "there's a section where I can see what upcoming cases need to be opened and when to start the process for green cards or extensions" Christina says.



CONNECTING DIRECTLY WITH THE EMPLOYEES SAVES TIME FOR HR

Because immigration is a complex and confusing process, there are often a lot of questions from employees. Through the Communication Center, Envoy helps connect the QuinStreet employees directly to the attorneys who work on their cases allowing for accurate and quicker responses. Employees can receive responses usually within 24 hours and avoid having to play telephone with HR as the go-between.

"Employees come with one question, I give them the answer; they come back with two, I give them that answer; they come back with three," Christina says. "Having them work directly with the specialist in Envoy, saves us a lot of time and then I'm also able to view their questions and their answers and learn some stuff myself too."

According to Christina, having the QuinStreet employees work directly with the Envoy attorneys has "been a win-win situation for me and the employees."

