



# HOW ONE STAFFING COMPANY HELPS EMPLOYEES TRUST IMMIGRATION



Established in 1994 and well-known in the St. Louis marketplace, Technology Partners is an IT staffing and staffing solutions firm. As a staffing vendor for many of the major headquarters in St. Louis and other clients around the country, Technology Partners is in the business of finding the best talent to fill open positions.

Amanda Lefebvre is an HR manager who helps secure the best talent for the open positions at Technology Partners by managing the immigration process, among other essential HR responsibilities.

#### INDUSTRY

IT Solutions & Staffing

#### HEADQUARTERS

Chesterfield, Missouri

#### U.S. VISAS SPONSORED

15

#### ENVOY CUSTOMER SINCE

September 2015



## SLOW AT THE START

When she started managing immigration at Technology Partners, one of the first issues Amanda noticed was the slow response time from their existing immigration partner. Slow communication was delaying internal visa processing times. She communicated with their immigration partner via email, and many documents were sent through UPS. Needless to say, the turnaround time made Amanda's job that much slower and more difficult.

The website for their old immigration partner wasn't user friendly. No direct, immediate way to get in touch with attorneys with her questions or to send employees with their questions. No simplified software to help her see into the entire workforce or dive down into individual cases easily. "It was just a place to store documents," Amanda tells us about their old partner website.

As HR manager, she was alone in managing immigration, and without the legal expertise she needed in many cases. Questions from employees about their case status or policy changes were difficult to keep up with, and she was often in the middle of attorney-employee communications. Amanda was seeking more support than a slow-to-respond attorney and basic online document storage so she could make the immigration program at Technology Partners more efficient.

And helping foreign nationals secure visas is personal. It often involves a family that's in the U.S., and there is a lot riding on the decision about whether a person and their loved ones can stay in the country. Other law firms Amanda partnered with in the past wouldn't necessarily consider starting the process for a visa renewal until the deadline approached. By that time, the company had to pay a premium to get the application submitted on time. Anxiety levels for HR and for the employee were high because of the stakes and the lack of proper preparation.

To enable a better way of helping foreign nationals get the visas they needed, and Technology Partners the talent it needed, Amanda initiated the switch to Envoy.



## CLEAR COMMUNICATION AT THE CENTER

The Envoy Communications Center plays a significant role in helping Amanda manage immigration efficiently. "Knowing that the employees could go directly to the Envoy Communications Center and get their questions answered, that was a big relief for me," she says about the transition to Envoy. Before, she was at the center of all communications, managing questions from foreign national employees and relaying answers from attorneys. Now, employees ask attorneys their questions directly through the Envoy Communications Center, taking the pressure off HR.

And it's not just employees who leverage the Communication Center. Amanda uses it to find out whether they can sponsor an employee or learn about the situation for clients' employees, even if they're not being sponsored by Technology Partners. Having the support and resources she needs just a few clicks away saves her time and allows Amanda to better serve her clients.

Envoy's customer support is quick to respond when Amanda needs assistance – another game-changer for the Technology Partners team. Being in the tech world herself, the fast response time and deep knowledge from Envoy meets her high expectations. "Customer service is huge for me," she says. "If you're not going to be able to respond to me within a day, it's just not really going to work out for us."

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## TRANSPARENCY AND TRUST MAKE A DIFFERENCE

The level of transparency that the Envoy platform offers is not only right in line with Technology Partners' core values, but it's also made the immigration process a collective effort, easing the burden on HR. "The fact that our employee has this visibility into their own case, it's like we're all in it," she says about the platform. "I'm not just administering the stuff and the law firm is behind the scenes. It's very transparent."

The transparency and trust gained from working with Envoy aren't just felt by HR, but by employees as well. Amanda tells us a story about one employee who was getting the runaround from another firm, willing to offer him a visa he was unlikely to get. He decided to stay with Technology Partners and Envoy, even though it meant a long wait time for his green card, because they were truthful about the situation. "They're going to stay inline with regulations and give me the best chance of having my case approved," Amanda tells us he said about Envoy. Envoy not only makes the process simpler and more transparent for Amanda, but it lends a level of trust to employees in the immigration process, which is not always an easy world to navigate.

Transparency, trust, direct and clear communication – they all matter in immigration. Ultimately, immigration specialists like Amanda are helping people find a way to live the life they want, and the more their technology can support them, the better.