



HOW A GAMING LEADER IS GROWING A GLOBAL WORKFORCE



HIGHLIGHTS

GAMELOFT'S TOP CHALLENGES

- Communicating with Gameloft's traditional law firm was slow often taking up to several days to weeks for a response.
- The traditional law firm Gameloft worked with was not able to scale with their business needs and growth, making any increase in immigration processing difficult to handle.
- Employees had a lot of questions, most of which were funneled through HR taking up a lot of their time.

Gameloft is a leading global publisher of digital and social games. Founded in 1999, Gameloft serves millions of customers worldwide with the best mobile gaming experience available. Today, Gameloft employs over 6,000 people across the globe and is expecting to see rapid growth in the coming years.

Remi Weiss is the company's in-house legal counsel for its U.S. and Canadian branches. Prior to working with Envoy, Remi was managing immigration with the help of a sole practitioner based in Montreal, with the authority to practice in both countries.

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The attorney wasn't as professional as Remi hoped and couldn't handle their rapidly growing workforce. With a full caseload, the attorney they were partnering with wasn't attentive to Remi's needs or making their immigration questions a priority. As a company that's focused on hiring the best global talent, Gameloft needed a partner that could help them prioritize immigration and give them the personal attention they needed as they tried to attract and retain the best talent worldwide.

The traditional law firm they worked with also didn't work within the timeline Remi needed to keep his employees' visa needs moving. "The responses were usually within 72 to 96 hours," he tells us. "Sometimes it would take weeks with several reminders." Remi needed answers from his immigration attorney fast, especially when the questions were simple but essential to keeping a case on track.

And in today's uncertain immigration atmosphere, employees are in need of answers, too. Remi is faced with the pressure of fielding the overwhelmingly high number of questions, and needs an immigration partner who can help let some steam out of the lid.

Remi helped the company make the switch to Envoy to aim for a faster response time from attorneys and more personalized attention to Gameloft's cases.



FAST COMMUNICATION MOVES CASES ALONG

Since working with Envoy, the Communication Center has breathed new life into Remi's immigration responsibilities. "24 hours is the most I have to wait," he says, usually hearing a response "within two to four hours." With this improvement in response time, the level of efficiency has skyrocketed. No more waiting weeks for a simple answer.

"My communication is always forwarded to the person who is most appropriate to answer my query"



WELL-TARGETED RESPONSES SAVE TIME

The responses through Envoy are also tailored to Remi's requests, which is an efficiency enabler as well. Through the Communication Center in the Envoy platform, he's able to reach the right person to answer his question or help him out without having to email multiple people or waste time being passed back and forth between attorneys and a support team. Instead, whoever he needs to read his question can see it and respond to him quickly and precisely. "My communication is always forwarded to the person who is most appropriate to answer my query," he says.



GIVING EMPLOYEES ACCESS TAKES THE PRESSURE OFF

And it's not just Remi who is able to communicate with attorneys through the Communication Center. Employees can ask the questions they need to, directly to the attorneys, through the Envoy portal. "Using Envoy," he tells us about his employees, "they have the ability to either contact the lawyers themselves, or at least see how the case is progressing." That simple act of giving access to employees to their own case has released some of the pressure building for Remi, especially as uncertainty has heated up over the past year.

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LESS TIME BUT MORE VALUE

As legal counsel for two countries, Remi wears many hats. Labor laws, contracts, intellectual property issues and more fall under his catch-all umbrella. Though immigration matters don't take much time for Remi – he tends to spend no more than four or five hours in a 40-hour week on immigration – he still says it's one of the most important parts of his job. When managers shine the light on sponsored talent they either want to retain or hire, immigration has to become the top priority. So how is he able to dedicate so little time to something so essential? "Envoy saves me a lot of time," he says. He is able to ask questions on complex laws in the U.S. and have answers that are explained to him in language he can understand. Otherwise, he would have to take the time to learn what he needed to about immigration policies on his own.



SCALABILITY WITHOUT STRESS

As Remi and Gameloft look ahead to their growing workforce, they need to rely on a partner in immigration that makes that adjustment easier. It's important to enable hiring and retaining the talent they need to excel. "If we were still with the sole practitioner," Remi admits about looking ahead to a growing workforce, "I would have told you that it would have been stressful." The immigration needs at Gameloft are expected to grow minimally over the next year, maybe up by 10 or 15 percent, Remi explains. But, with Envoy as an immigration partner, even a small increase doesn't make him stressed to think about the future. "It's quite easy," he says about scaling with Envoy.