

Ellie Mae Utilizes Envoy's Core Features and Personalized Approach to Service to Seamlessly Scale Immigration Program

Envoy Global and Global Immigration Associates Help Ellie Mae Manage a Growing Immigration Program.

California-based Ellie Mae is the leading cloud-based provider for the mortgage finance industry, and they are going through an exciting period of growth in their company's history. The company recently expanded its employee base because of mergers and acquisitions. Even more exciting: Ellie Mae now has global offices. The company's growth over the last few years has meant the human resources and talent acquisition teams are always looking for and hiring the brightest talent, including highly skilled foreign nationals.

As Ellie Mae continues to scale their immigration and mobility programs, they are working alongside Envoy Global as they embark on this new journey.



About the Company

Industry

Software as a Service (SaaS), mortgage industry

Location

California

Employees

Approximately 1,500

Envoy Customer Since

September 2017

Types of Visas Sponsored

H-1B Person in Specialty Occupation, L-1 Intracompany Transfers, TN, and more

Ellie Mae's Top Challenges Before Switching To Envoy Global

- **Prior counsel did not meet growing immigration needs**
- **Lack of adequate, secure storage for confidential employee documents**
- **Bridging the knowledge gap as new team members took over the immigration program**

Amber Reed has a diverse background that did not always include immigration. Earlier in her career, she worked as a university diversity and inclusion recruiter and spent some time doing tele-acquisition. Now a global mobility specialist at Ellie Mae, Amber has been overseeing the company's immigration program for the last six months.

“We were changing as a company in our hiring and scaling, and the previous law firm could not scale with our growth and what we were telling them we anticipated,” said Reed. “It’s not only about what they offer me as a global mobility specialist, it’s what they offer the people who are going through this process.”

The Need To Quickly Scale Leads To a Change In Immigration Partners For Ellie Mae

A few years ago, Ellie Mae was going through a period of scaling up service and their workforce. Unfortunately, their previous immigration law firm was no longer the right fit as they quickly grew. Ellie Mae needed to find an immigration service provider and team of lawyers who could navigate the needs of a growing workforce.

One of the hurdles of switching to a new vendor involves process changes. For Reed, that meant moving on from maintaining a physical file cabinet for immigration-related documents because it can be overwhelming to manage and lacks adequate security.

Additionally, internal change was also happening within Ellie Mae's ranks. Reed had recently moved from the recruiting department to overseeing their immigration program, and the transition presented some initial challenges learning the finer details of immigration.

Envoy's White-Glove Approach, Communication Center and Personal Touch Sets Them Apart

After six months of overseeing Ellie Mae's immigration program, Reed has nothing but praise for Envoy Global and its proprietary technology.

The biggest benefit she sees in their partnership is the white-glove approach Envoy takes with its customers. For example, Envoy and Global Immigration Associates (GIA) have helped Reed expand her immigration knowledge through many conversations with her attorneys, educational webinars and other resources.

“The pre-recorded classes or discussions that Envoy's platform offers has been a huge asset in teaching me how to do immigration,” said Reed.

More so, the team at Envoy is constantly checking in with her to see how things are going and if she has any feedback on the platform. Envoy's CEO, Richard Burke, personally checks in with Reed to make sure the program is running smoothly.

Reed is also complimentary of the Envoy platform and proprietary technology. One of her favorite features is the Communication Center, where foreign national employees can post their case-specific questions for the GIA legal team and get an answer within the same business day. This added level of transparency gives foreign nationals peace of mind that their voices are being heard. It also enables Reed to see the type of questions that are top-of-mind for Ellie Mae employees, allowing her to be more proactive in anticipating their needs and frequently asked questions.

Another favorite feature is Active Cases because it highlights actions Reed needs to complete. She said the Active Cases' action items help her stay organized and on top of everything.

Reed is also a fan of Envoy's digital storage system and is moving toward housing all important documents in Envoy's secure platform. Doing so will help retire an old file cabinet while also ensuring security remains a priority. Immigration forms contain a lot of personal information and keeping them secure is a crucial component of any organization's immigration program.

“Envoy really keeps you on your toes and organized,” said Reed. **“I could not have it any easier unless somebody was doing the work for me.”**

Best of all, Reed sees great benefits when tying the white-glove services and platform together. For example, Reed has worked with the Envoy User Experience team to add new visual enhancements that provide even more visibility into an individual's case.

“Between the support from my account rep or my attorney, Envoy has been absolutely great!” added Reed.

Reed looks forward to the future of the Envoy-Ellie Mae relationship. There will likely be a lot of hiring in her company's future, and she's confident that Envoy will be able to handle their growing immigration and mobility program.

“I am excited to partner with Envoy now in a new journey for us as a company,” said Reed.

“You don't always receive this from other platforms or another service provider,” said Reed. **“I feel like I am the only customer Envoy has because that's the type of care I receive.”**

If you're interested in learning more about how Envoy has helped companies enhance and scale their immigration programs, take a look at our other [customer success stories](#).



WWW.ENVOYGLOBAL.COM