

# North American Lighting Discovers Unparalleled Support in Immigration Partner Envoy

North American Lighting (NAL) heavily relies on sponsored employees to fuel its Technology Research Center, located in Farmington Hills, Mich. It takes a great deal of innovation to become the number one automotive lighting supplier in North America. As a member of the Japan-based Koito Group, NAL prides itself in “The Kaizen Way.” And its team of engineers, many foreign-born, answer the call each day to help maintain and advance its reputation.

**“Kaizen refers to improvements that are small or large, one-time or continuous, individual or organizational, and can apply to people, processes and products.”— North American Lighting**

“We have a lot of high-level positions that require experience and education — and a lot of foreign nationals are able to hold those positions,” says Carey Clements, corporate HR specialist at NAL. “Doing immigration correctly, and making sure we are getting the best people into our positions, is one of the biggest goals for our company.”

With upwards of 70 sponsored employees needing a variety of visa renewal and green card applications processed, immigration is an important task for NAL. Yet before enlisting Envoy as an immigration services provider, the employer depended on a traditional law firm to fulfill its visa application needs.

## Problem

NAL was given the rigmarole by their previous attorney, as inquiries about application status updates were often met with confusing responses and subpar support.



## About the Company

**Employees**  
5,000

**Locations**  
Eight

**Types of Visas Sponsored**  
H-1B Visas  
Green Cards  
Canadian Business Visas

"I tried to call the attorney and he said: 'You need to have this form and this form.' I don't know what those forms are. You have to tell me what I need to do," she told him. "A task as simple as signing documentation took more than a week as packets were sent back and forth through the mail."

The biggest ramification from this inefficient immigration process was the negative impact on employees. Valued sponsored employees who were promised green cards or renewed visas discovered their cases had yet to open. Coupled with the lack of communication from the attorneys — while they were exceling at their roles at NAL — many were uncertain about their futures in the United States.

"When I took over the immigration process (previously it was handled by the Farmington Hills branch), 10 different people sent me emails like this: 'We were told our green card was starting this date in the past. Why hasn't this started?' I went through boxes of papers trying to figure out what happened. It was pretty rough," she says.

## Solution

As NAL transitioned its in-progress visa applications to Envoy, it experienced an instantaneous improvement.

**"The other attorneys spoke in confusing immigration terms. I was so confused, and having Envoy be able to help and define everything in normal terms has been great," Clements says.**

NAL now enjoys a support-centric immigration process. Its customer relationship manager visits its Farmington Hills branch to train hiring managers on the proper immigration process and timelines.

"It's unreal to be able to get help, discuss and learn the whole process. If we were still with the other attorney, I probably would've quit my job," Clements says. "Learning has made it enjoyable. If I was just dealing with an attorney that doesn't talk my language, I would've probably just completely gave up on it."



**"If we were still with the other attorney, I probably would've quit my job."**

- Carey Clements



**Carey Clements**  
Corporate HR Specialist

**CORE RESPONSIBILITIES:**  
Worker's compensation  
and immigration

