



# IMMIGRATION MANAGEMENT: TECHNOLOGY'S ROLE DURING TIMES OF REGULATION CHANGE

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envoy

A professional woman with dark hair and brown eyes is shown from the chest up, looking directly at the camera with a thoughtful expression. She is wearing a light-colored collared shirt. Her hands are clasped near her chin. The background is blurred, showing what appears to be a colorful mural or artwork on a wall.

# IMMIGRATION MANAGERS ARE NO STRANGERS TO CHANGE

Changes in immigration policy and regulation are a constant in U.S. immigration and abroad. The sheer number of changes over the last year alone is enough to make any HR professional's head spin.

Technology can help HR teams navigate immigration more successfully, even amid a sea of change. Technology has the ability to transform immigration management from a reactive and struggling-to-keep-up responsibility (and a big one at that) into a well-oiled machine that's agile, empowering HR teams and foreign national employees.



## Manage your global workforce from your desk

One problem HR departments have is keeping track of the legal status of each of their company's foreign national employees. Employers need to be aware of upcoming visa applications, renewals, extensions and expiration dates, and at the same time understand where each case is in the legal process. Otherwise, they put themselves at risk for being noncompliant and potentially losing their employee(s) if they fall out of status.

HR teams should also be aware of any material changes to a sponsored employee's job before they take place – whether it's a change in salary, job responsibilities or work location. That way, your organization can file the necessary paperwork and amendments to stay compliant. The right

technology can offer a company real-time access to the visa status of its own workforce. With a centralized visa organizer and company dashboard tracking daily and long-term to-dos, employers can track the status not only of visas and green card petitions, but they can also have complete visibility into the foreign national workforce as a whole. And, a platform that notifies employers of necessary visa renewal dates and essential submission dates can help employers stay on top of deadlines.



### AGILITY IS FASTER

When a regulation change impacts certain visas, regions or foreign national employees from specific countries, employers need to know about the change and understand how it impacts their

company right away. Regulatory changes have been too frequent lately for companies to delay or ignore the steps necessary to quickly adapt to such changes. Technology like company-level reporting, heat maps and country-of-origin reports enable employers to quickly pull accurate employee and immigration-focused data. With these tools, it's possible to see who is affected by imminent changes and make plans for next steps.



### PRIORITIZING IS POSSIBLE

Rather than facing every immigration task with reactive urgency, HR departments need a way to organize action items and set priorities. Technology makes this possible by helping employers maximize their time.

For example, HR professionals spend a tremendous amount of energy determining which immigration tasks they need to tackle first. While tracking expiration dates alone can be relatively simple, technology helps synchronize company priorities, employee travel schedules and attorney and manager availability, as well as identify which cases are ready to move one step closer to the ultimate legal goal. Tackling high-priority items first and seeing other lower-priority tasks all in one place allows you to make the best use of your time spent on immigration.



### RECORD KEEPING IS KEY

While companies value employee retention, they often overlook the need to maintain accurate and up-to-date immigration records for each foreign national. And depending on their unique situation, some employees can generate lengthy and complex immigration records.

These records include information such as years-worth of visa renewals, expiration tracking, sensitive employee and company documentation, attorney communication and travel history.

Managing and maintaining immigration records with technology helps maintain compliance and centralizes documents within a single, secure location for attorneys and HR users to access.

Only documentation sharing and advanced communication platforms allow for this level of prioritization, efficiency and data security.

### MANAGE IMMIGRATION WITH ENVOY

Envoy's immigration management platform features game-changing visa organizers, document tools and company-level reporting features (including a heat map and employee countries of origin) to help employers manage cases and stay agile in times of shifting political tides.





## Communicate faster and more effectively

In a shifting political climate full of changing policies and procedures in immigration, you have questions. And with increased anxiety and a lack of transparency into government processing, your foreign national employees have questions, too.

Because of this, your immigration attorney's response rate becomes increasingly critical, especially during these times when the government's focus on the enforcement of legal requirements and regulations is heightened. You and your HR team need to be informed quickly with answers you can turn into action.

What matters is timely communication with your immigration attorney so you understand how to stay compliant and can relay necessary information to your workforce effectively and accurately.

### FASTER COMMUNICATION

Technology can give you access to an open line of communication with a dedicated team of attorneys, all familiar with your case. With technology, you can get answers to your

immigration questions within hours, not days. You can ask your questions through the chat function of an online portal and receive secure, direct answers, instead of slowly communicating via email.



### GET QUESTIONS ANSWERED

Foreign national employee anxiety is on the rise. Forty-two percent of employers say the biggest change they have experienced over the past year has been increased employee anxiety and questions.

Technology can give HR teams the insight they need to provide employees with quick and accurate answers. In addition, foreign national employees can proactively reach out to attorneys with their unique questions to both ease their minds and remove your need to play middle-person. All the while, you maintain visibility into the questions your employees are asking, empowering you to stay informed and cut down on redundant work and overloaded inboxes.



### TRACK COMMUNICATION

Technology can enable trackable communication, so you always know what, when and to whom your communication was sent. This can help give you and your foreign national employees the insight that your communication was received and the confidence that it will be answered quickly.

### COMMUNICATE INSIDE THE ENVOY PLATFORM

The Communication Center within the Envoy Immigration Management Platform provides employers the ability to create company-level reports. As a result, attorneys can reach out directly to impacted employees quickly, helping ease their minds even before questions arise.

The cloud-based platform also offers trackable communications with immigration practitioners who know your cases and can give you answers in simple, actionable terms. Envoy technology helps you communicate with your immigration attorney faster so you can rest easy knowing you're in compliance.



## Track employees as they move around the globe

Staying compliant means tracking the movements of your employees as they cross international borders. Compliance with immigration laws of every country your organization is working in is key to managing a successful global workforce. HR teams need to know which employees are traveling, when and where they are going, how long they will be going for and what they will be doing there.



### TRACKING GLOBAL EMPLOYEES ISN'T EASY

It can be tough for global mobility specialists to keep tabs on every single employee – especially when you're trying to manage individuals manually on a case-by-case basis. Sometimes travel assignments for employees are last minute, or sometimes your team is simply the last to find out. Some assignments could impact the immigration status of particular employees, meaning that information is necessary to staying compliant.

HR teams also need to know the immigration status of every foreign national employee before they leave their base country in order to maintain compliance with global immigration

laws and regulations. If not, an employee's status could inadvertently be placed in legal jeopardy. If an employee doesn't possess the correct documents and supporting evidence, or if the employee hasn't received an approval on a particular case, your company and that employee are at risk of denial and other more serious legal consequences.

In a fluctuating political climate that extends well beyond the United States, regulation changes in other countries have become frequent and highly scrutinized. These changes can also impact employees traveling for work or personal reasons, regardless of their immigration status in the U.S.



### TECHNOLOGY MAKES TRACKING SIMPLE

With the right cloud technology at their disposal, HR professionals can manage employees traveling across borders easily and proactively. Technology can allow employees to check in and out of work assignments and locations on their own. This provides HR teams with more visibility, as well as

the ability to anticipate issues ahead of time. With the insight a cloud-based platform can provide, immigration managers and global mobility specialists can see where employees are while abroad, and help guide them through their options to prevent interruptions in work and reduce the possibility of unnecessary detainment. Plus, secure online document storage helps ensure all documents are well-organized and up-to-date at the time of the employee's departure or arrival back into the country.

### TRACK TRAVEL WITH ENVOY TECHNOLOGY

Envoy's Travel Tracker technology helps arm HR departments with the insight and tools they need to stay ahead of anticipated challenges. As employees move across borders, you can see where they are going on their assignments, reduce the risk of legal problems at the border and keep their documentation safe, organized and up-to-date.



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## Secure your immigration data to stay compliant

Immigration managers are responsible for ensuring their employees' immigration data and supporting documentation is stored securely and compliantly. Heightened regulations for data security in the U.S. and similar practices around the world (GDPR in Europe, for example) make immigration data security a top priority.

With increased data security regulations, it's also necessary to establish which employees and personnel have access to what data and when. As regulatory changes impact storage compliance, you should also proactively reduce risk by assessing your data security by performing internal audits with your legal counsel.

### HOW CAN TECHNOLOGY HELP WITH SECURITY?

With a secure cloud-based immigration management platform, high security measures can better protect the highly sensitive immigration data of your foreign national employees. Access and priority rules can be set universally and adjusted for individual data sets to allow access only to those who need it. Even in

potential crisis situations, your data is secure. All employee documents, profile and case information can be stored within a secure, online, two-factor authentication platform. Relying on this high level of security allows HR professionals to compliantly access essential documents from anywhere, even while traveling, making immigration management on-the-go much easier and more secure.

Such technology is essential in times of crisis. If a foreign national employee has his or her luggage lost, or is mugged while abroad, a secure immigration platform can allow your foreign national employee to access the necessary paperwork to ensure they can leave the country and re-enter the United States.

Vital immigration information needs to be kept safe from intruders and accidents. An app-based platform with high security measures and a documented emergency plan can help keep your information safe from natural disasters or other cyber security threats.

### ENVOY'S TOP SECURITY FOR IMMIGRATION DATA

The Envoy Platform is based on Microsoft technologies and exists in the Microsoft Azure cloud. All user accounts are password protected, with the option of additional multi-factor authentication, using encryption algorithms that meet or exceed minimum industry standards. All sensitive data is similarly encrypted within the database, which is regularly audited to ensure the highest levels of security.

All documents uploaded by users are placed in encrypted BLOB storage to provide an additional layer of security for your data. Employees only ever have access to their own data through the Envoy Immigration Management Platform – never anyone else's. Only administrators can access data inside the platform.



# TECHNOLOGY ENABLES REAL-TIME COMPLIANCE

As you can see, technology has the ability to provide employers with the tools they need to better:

- Manage cases
- Communicate with employees and attorneys
- Track employee mobility
- Automate tedious and mistake-prone tasks
- Keep immigration data secure

An organization with a global workforce needs technology to successfully navigate the changing landscape of immigration compliance.



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If you're interested in learning more about how technology can help your company more efficiently manage immigration processes, please contact Envoy at [envoyglobal.com/contact](http://envoyglobal.com/contact) today.

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