

Immigration

An award-winning AmLaw 100 firm improves visa petition drafting turnaround times by 50%

Executive summary

Our client, a full service law firm with more than 850 lawyers, approached Exigent to assist with their visa petition process. Rapid business expansion had led to the firm processing almost 10,000 immigration petitions during the CAP quarter.

Exigent's involvement resulted in:

50%

improvement in
turnaround times

30%

decrease in the cost
of processing

200%

increase in capacity of their
offering to prospective clients,
helping secure new business
and boost reputation

Challenge

With offices opening in quick succession around the globe during 2011-2016, the client experienced a huge increase in the number of visa applications as the firm continued its growth trajectory.

The law firm was handling thousands of visa petition requests every month, putting unprecedented pressure on the internal resources that were unaccustomed to such a large workload, especially as it was increasing every month. This increase in visa applications, drafting and case writing was not only time-consuming, but meant that internal teams were unable to spend crucial time on their core responsibilities. This impacted on critical timelines, limiting the allocation of resources and deadlines were missed, impacting the onboarding of new clients.

Solution

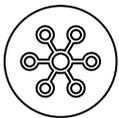
The client commissioned Exigent to help speed up the process and ease the pressure on the internal teams and adopted a three-pronged approach:



Identify – Exigent worked with the client’s team to discover where the pressure points in the process were occurring - drafting and liaising for H, L and Green Card petitions. Then assessments were made regarding the most effective and secure ways of handling the confidential data that visas require.



Analysis and implementation – an Exigent team of more than 75 experts, who have detailed knowledge of the immigration process, were dedicated to the law firm. These experts draft and write the visa petitions, help collate and curate the accompanying documents, and write the petition letters. This process was mapped to the client’s internal timelines to ensure deadlines and resources were managed and prioritized. At this stage security was authorized for the remote application of the case management and immigration tools.



Go live – having already established SLAs and protocols with the client, the Exigent team delivered the work remotely, but exclusively within the law firm’s server, protecting all sensitive data. The teams have regular progress reports and process evaluations to ensure the ongoing success of the partnership.



Results and future plans

The expertise offered by Exigent and the ability of the team to offer dedicated support, not just for reviewing and collating documents, but also for drafting the visa petitions, has resulted in a much faster process – with petition turnaround times reducing from 4 weeks to 2-3 days. This has eased the pressure on internal teams with hassle-free submissions of CAP petitions on the first business day of CAP season enabling them to focus on higher priority tasks.

Working with Exigent has also enhanced the organisation’s customer service reputation. A 200% increase in capacity of their offering to prospective clients means that more business can be won and existing clients can be serviced more efficiently. The client is confident that all of its sensitive visa data is managed securely by Exigent, a certified Information Security Management System ISO/IEC 27001:2013 company.

The immigration project has been so effective that it has already been expanded to include a host of areas such as docketing, reporting, data-building and CIC functions, as well as other petitions such as IV petitions and PERM recruitment process.