

CODEX FUTURELAW CONFERENCE 2015

THURSDAY, APRIL 30, 2015 @ STANFORD LAW SCHOOL

Innovating from within Law Firms: Technology Delivering Value to Clients



Why We Use Technology

Speed



Accuracy



Communication



Intelligence/Strategy

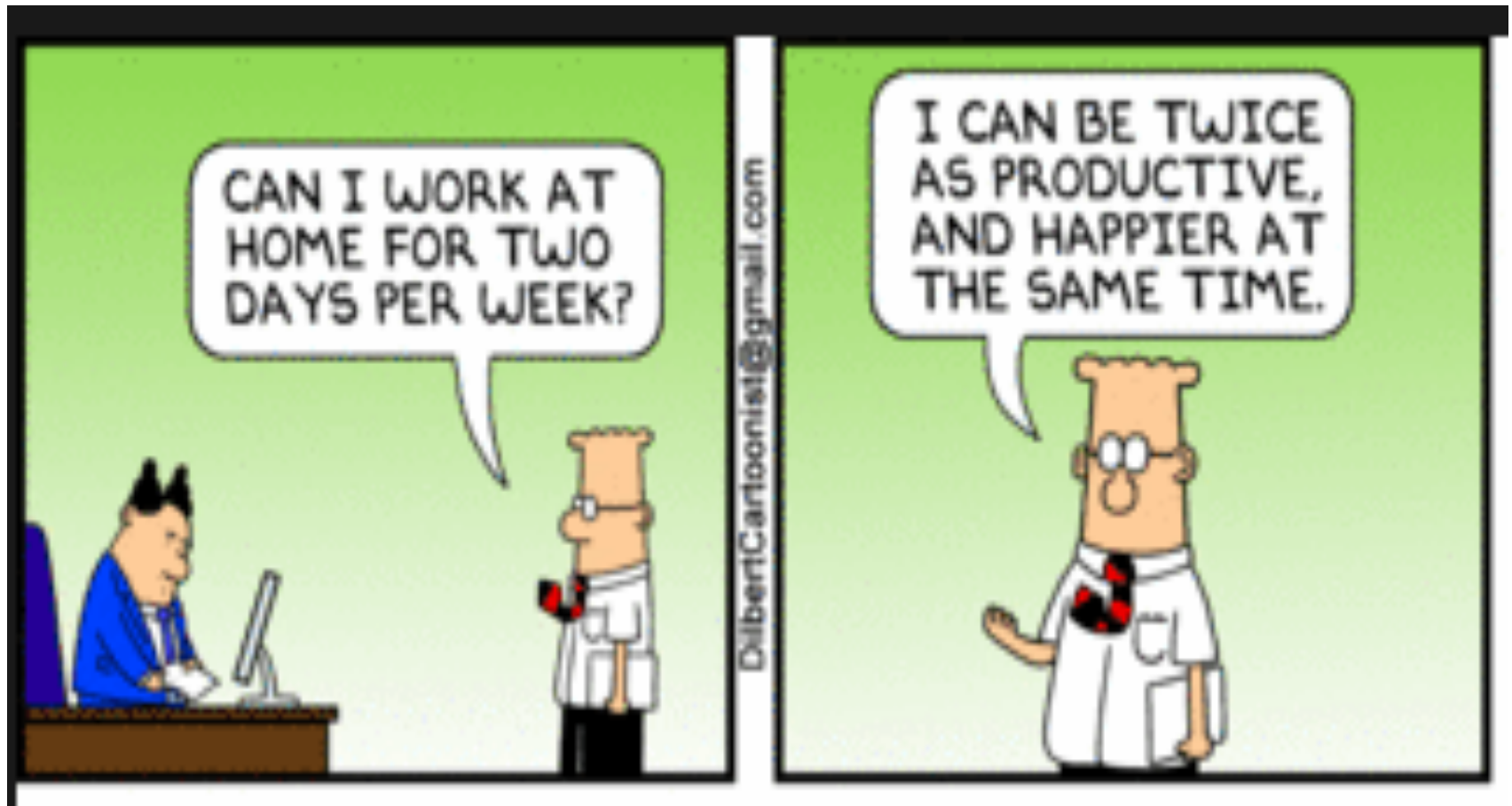


Strengthening Relationships



This Year's Push:

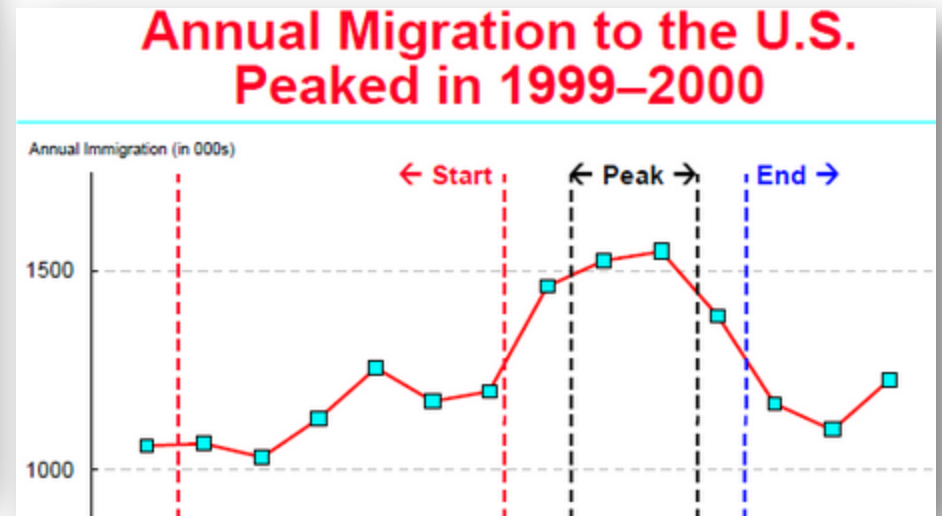
Getting All Employees the Privilege of Working from Home 2-3 Days a Week



How We Use Technology



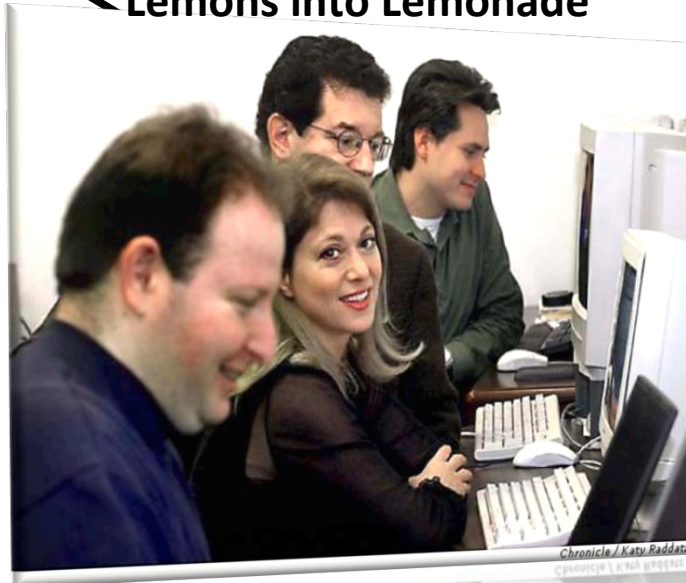
Why Innovate? The Perfect Storm



The first case management system...

1995

SF Chronicle Article:
“Lemons into Lemonade”



2000

2013



BUSINESS AWARDS
INTERNATIONAL



Employee Gets Customized Email

Re: Immigration Services


Dear George:

We are honored that [YOUR COMPANY] has asked our team to serve as your immigration counsel. If this is your first time filling out the online questionnaire in ImmigrationTracker, our secure database, please begin by completing your Main Questionnaire.

To Access the Main Questionnaire Online:

FIRM CLIENT AREA URL

- 1) Go to our website to access the Client Area
- 2) Enter your User Name: gclooney
- 3) Enter your Password: Doc4Sure
- 4) Complete the Main Questionnaire, then **Print** (if you want a hard copy), then **Submit**.



Employee
receives automated,
customized email

Other Required Information and Documents

In addition to filling out the Main Questionnaire, please send to my attention the documents requested on the Checklist at the bottom of the Main Questionnaire. We recommend sending documents via email attachment, if possible, but you may also use our fax line and office address below. If there is any supplemental Questionnaire or information needed for your specific case, we'll notify you under separate cover.

If we have been asked to begin work on a case for you, we can do so after we receive all requested information and documents. Going forward, you'll be able to check on the status of any current immigration process. Our online ImmigrationTracker system also gives you direct access to the USCIS case tracking system. We will email you updates when your case has been filed, stamped received and approved by the government.

We look forward to working with you, and invite you to contact us with any questions.

With best regards,

ATTORNEY NAME

Attorney Signature

Foreign National notification email guides user

Required Questions Identified

Immigration Questions	
You must answer these questions in order to submit this questionnaire for review.	
Have you and/or any of your family members ever violated your immigration status? If yes, please explain.	<input type="radio"/> Yes <input type="radio"/> No
Have you ever been in J-1 or J-2 visa status? If so, please provide the nature of your J-1 program and indicate whether you received government funding either from your home country or from the U.S. government. Also, please indicate whether you were subject to the two-year home residence requirement and if so, whether you have fulfilled that requirement or obtained a waiver.	<input type="radio"/> Yes <input type="radio"/> No
Have you ever been arrested, charged with or convicted of any crime or offense anywhere in the world (other than a traffic ticket), even if the arrest or conviction was later dismissed, expunged or pardoned? If yes, please provide details.	<input type="radio"/> Yes <input type="radio"/> No
Have you and/or any family member ever been denied an application for a U.S. visa or U.S. entry? If yes, please explain.	<input type="radio"/> Yes <input type="radio"/> No
Has anyone ever filed a visa petition or application for permanent residence for you and/or your family? If yes	<input type="radio"/> Yes <input type="radio"/> No

Interact! Client can't submit if required fields are left blank

Document Upload for Security and Document Management

(Visible to HR + Employee)

The screenshot shows a web application interface for document management. At the top, there is a header with the text "your client's company name" and a logo. Below the header, there is a navigation bar with tabs: Home, Processes, Intakes, Questionnaires, Reports, Document Upload, US Immigration Info, and Global Travel Work. The "Document Upload" tab is selected. On the left side, there is a sidebar with a "Select an Individual" dropdown menu. Below this, there are two sections: "Employer(s)" and "Individual(s)". The "Employer(s)" section has a list of companies with "Select" links. The "Individual(s)" section has a list of names with "Select" links. A yellow arrow points from the "Document Upload" tab to the main content area. The main content area has a "File Upload" section with a "Browse..." button and an "Upload Document" button. Below this is a "Document Upload Status" section with a "View Files:" dropdown menu set to "Accepted". Below the dropdown is a table with columns: Name, Description, Size, Upload Date, and Status Reason. The table contains one row with the file "Canadian WP Sample.pdf", description "Canada Work Permit", size "---", upload date "05/11/2010", and status reason. A yellow arrow points from the "Individual(s)" section to the table. At the bottom right, there is a green box with two bullet points.

your client's company name

Takei, George :: Logout

Web Site

Home Processes Intakes Questionnaires Reports Document Upload US Immigration Info Global Travel Work June 6, 2012 2014

» Document Upload

Select an Individual

Employer(s):

All Companies Select

Your Company Australia Select

Your Company Canada Select

Your Company China Select

Your Company France Select

Individual(s):

ALBRIGHT, Madeleine Select

ALTMAN, Sidney Select

ANDRETTI, Mario Select

ASIMOV, Isaac Select

BARYSHNIKOV, Mikhail Select

BECKHAM, David Select

BECKHAM, Victoria Select

BELL, Alexander Graham Select

BHAGWATI, Jagdish Select

BROSNAN, Pierce Select

CALVIN, Charles Select

CANSECO, Jose Select

File Upload

Add New File Browse...

Description

Upload Document

Document Upload Status

View Files: Accepted

Name	Description	Size	Upload Date	Status Reason
Edit Canadian WP Sample.pdf	Canada Work Permit	---	05/11/2010	

No files are available for this user.

- Needed to comply with data privacy rules (EU, Commonwealth MA)
- Interactive mode speeds document management

View Process Steps

Both HR contact and Employee
can view this page

Process Details

<u>Date</u>	<u>Step</u>	<u>Description</u>
12/19/2012	Opened process	We have received intake information and have initiated processing. Additional documentation and information may be requested.
12/20/2012	All docs received	We have received all the documents and information needed and are now preparing the forms/support letters.
12/20/2012	Questionnaire received	The completed questionnaire has been received. You will be notified if additional information or documents are needed.
1/4/2013	LCA Approved	We have received the approved Labor Condition Application (LCA) from the Dept. of Labor (DOL).
1/4/2013	Documents sent to client for signature	We have sent the forms/letters prepared for filing out for signature.
1/14/2013	Signed documents received	We have received the signed forms/letters and are now preparing to file.
1/14/2013	Filed case	We have filed the case and are waiting for the decision.
1/23/2013	Decision received	We have received a decision on the case and will be contacting you shortly.
1/23/2013	Receipt notice received	We have received a filing receipt notice from the adjudicating agency and are waiting for the decision.
8/13/2013	Closed process	All work on the case has been completed.

Corporate Client's Home Page:

We are now all in the business of defining “data access roles” for clients



Takei, George :: Logout

» Home

Select an Individual

Employer(s):

All Companies [Select](#)

Your Company Australia [Select](#)

Your Company Canada [Select](#)

Your Company China [Select](#)

Your Company France [Select](#)

Individual(s):

ACHEBE, Chinua [Select](#)

ALBRIGHT, Madeleine [Select](#)

ALTMAN, Sidney [Select](#)

ANDRETTI, Mario [Select](#)

ASIMOV, Isaac [Select](#)

BARYSHNIKOV, Mikhail [Select](#)

BECKHAM, David [Select](#)

BECKHAM, Victoria [Select](#)

BELL, Alexander Graham [Select](#)

BHAGWATI, Jagdish [Select](#)

BROSNAN, Pierce [Select](#)

CALVIN, Charles [Select](#)

CANSECO, Jose [Select](#)

Immigration Status

Name	Status	From	To	Country
ACHEBE, Chinua	USC			United States

Other Information

Citizenship(s)	United States	Job Location	188 Sejong-daero, Jongno-gu, Seoul, 110-710 KOREA, SOUTH
Birth Country	Nigeria	Job Title	Author
Birth Date	12/25/1971	EB Pref. Category	None
Employee ID	063	EB Priority Date	N/A
Division	2 - Asia	Visa Max	
Department	103 - Academia		

Individual Notes

There are no notes available for this individual.

Immigration Status Documents

Type	Begin Date	Expiration
Passport	1/30/2010	1/29/2020

Help

Overview

The Home page provides you with an overview of the immigration information we currently have on file for each individual you have access to.

Selecting an Individual

Depending on the permissions that you have been given, you will be presented with the Employer/Individual/Family lists in the Select Individuals section on the left side of the screen.

This section allows you to select an Employer, the Employees/Individuals under that Employer and, optionally, their Family Members. Once you select an Individual or a Family member, that person's information will be presented in the sections in the center of the screen.

Selecting a Process

If the selected Individual/Family Member has more than one process that we

Reporting Capabilities

Takei, George :: Logout



Web Site

Home Processes International **Reports** Document Upload US Immigration Info Global Travel Work

June 17, 2014

» Reports

Select an Individual

Employer(s):

All Companies [Select](#)

Your Company Australia [Select](#)

Your Company Canada [Select](#)

Your Company China [Select](#)

Your Company France [Select](#)

Individual(s):

ALBRIGHT, Madeleine [Select](#)

ALTMAN, Sidney [Select](#)

ANDRETTI, Mario [Select](#)

ASIMOV, Isaac [Select](#)

BARYSHNIKOV, Mikhail [Select](#)

BECKHAM, David [Select](#)

BECKHAM, Victoria [Select](#)

BELL, Alexander Graham [Select](#)

BHAGWATI, Jagdish [Select](#)

BROSNAN, Pierce [Select](#)

CALVIN, Charles [Select](#)

CANSECO, Jose [Select](#)

CARREY, Jim [Select](#)

Reports

Category	Name	Description
Expirations	My Expirations	Lists any status document that has an expiration date belonging to Employees linked to Employers you are authorized for.
Individuals	My Individuals	Lists any Individuals that you are authorized to view.
Processes	Processes in Preparation	All Processes – In Preparation, not yet filed.
Processes	Processes Filed and Pending	All Processes – Filed and Pending (awaiting decision).
Processes	All Processes	All Processes (both those In Preparation and those Filed and Pending).
Processes	Web Notes	All Web Notes you have entered.
Expirations	Consolidated Expirations	Lists any status document that has an expiration date belonging to Employees linked to Employers you are authorized for.

Report Wizards

Name	Description
Process Report Wizard	Select the fields you want to see reported with the option to set their order, export to MS Excel or to Adobe PDF. (A record will appear for each Process so you may see multiple records per employee.)
Individual Report Wizard	Select the fields you want to see reported with the option to set their order, export to MS Excel or to Adobe PDF. (A column will appear for each process.)

Help

Reports give you the option to view and export information about your international employees using the Web Portal.

Standard Reports

The Web Portal will present you with a list of Standard Reports in the "Reports" section. You can load any of these reports by clicking on the name. Some reports may require that you select some criteria before the data is presented.

Report Wizards

Report Wizards allow you to select the data that you want to see or export. You can save a report definition and re-use it in the future without having to re-enter the fields and criteria you want every time.

The Process Report Wizard will present a single row/record per process. The report will have multiple rows per international employee if you select multiple process types.

Report Wizard

Please Select Individual Fields.		
1) Select Report Type	<div>Individual Info<ul style="list-style-type: none"><input type="checkbox"/> A-Number<input type="checkbox"/> Birth City<input checked="" type="checkbox"/> Birth Country<input type="checkbox"/> Birth Date<input type="checkbox"/> Birth State<input checked="" type="checkbox"/> Employee ID<input type="checkbox"/> Citizenship<input type="checkbox"/> Gender<input type="checkbox"/> Alias<input type="checkbox"/> Prefix<input type="checkbox"/> Given Name<input checked="" type="checkbox"/> Family Name<input type="checkbox"/> Maiden Name<input type="checkbox"/> Marital Status<input type="checkbox"/> Marriage Date<input type="checkbox"/> Marriage Place<input type="checkbox"/> SSN<input type="checkbox"/> Individual Note<input type="checkbox"/> Most Recent Public Individual Web Note<input type="checkbox"/> Most Recent Private Individual Web Note<input type="checkbox"/> Attached EmployerContact InformationCurrent JobImmigration StatusStatus Documents</div>	<p>Click on a checkbox to add it to the report. Click the Blue Section Headers ("Individual Info", "Contact Information", etc) to display the fields in those sections.</p>
2) Select Process Information		<div>Report Type<p>Person Report</p></div>
3) Select Person Information		<div>Fields Selected<p>No Fields Selected</p></div>
4) Save, Name, Sort, View		<div>Process Types<p>No Process Types Selected</p></div>
<div>PreviousNext</div>		

“Friending” - Secure Access for Authorized Stakeholders (and third parties)

your client's
company
name

Takei, George :: Logout

Home Processes Intakes Questionnaires Reports Document Upload

» Processes

Select an Individual

Employer(s):

All Companies [Select](#)

Your Company Australia [Select](#)

Your Company Canada [Select](#)

Your Company China [Select](#)

Your Company France [Select](#)

Individual(s):

ALBRIGHT, Madeleine [Select](#)

ALTMAN, Sidney [Select](#)

ANDRETTI, Mario [Select](#)

ASIMOV, Isaac [Select](#)

BARYSHNIKOV, Mikhail [Select](#)

BECKHAM, David [Select](#)

BECKHAM, Victoria [Select](#)

BELL, Alexander Graham [Select](#)

BHAGWATI, Jagdish [Select](#)

BROSNAN, Pierce [Select](#)

CALVIN, Charles [Select](#)

CANSECO, Jose [Select](#)

Permanent Residency

PERM Filed

PERM Decision

I-140 Filed

I-140 Decision

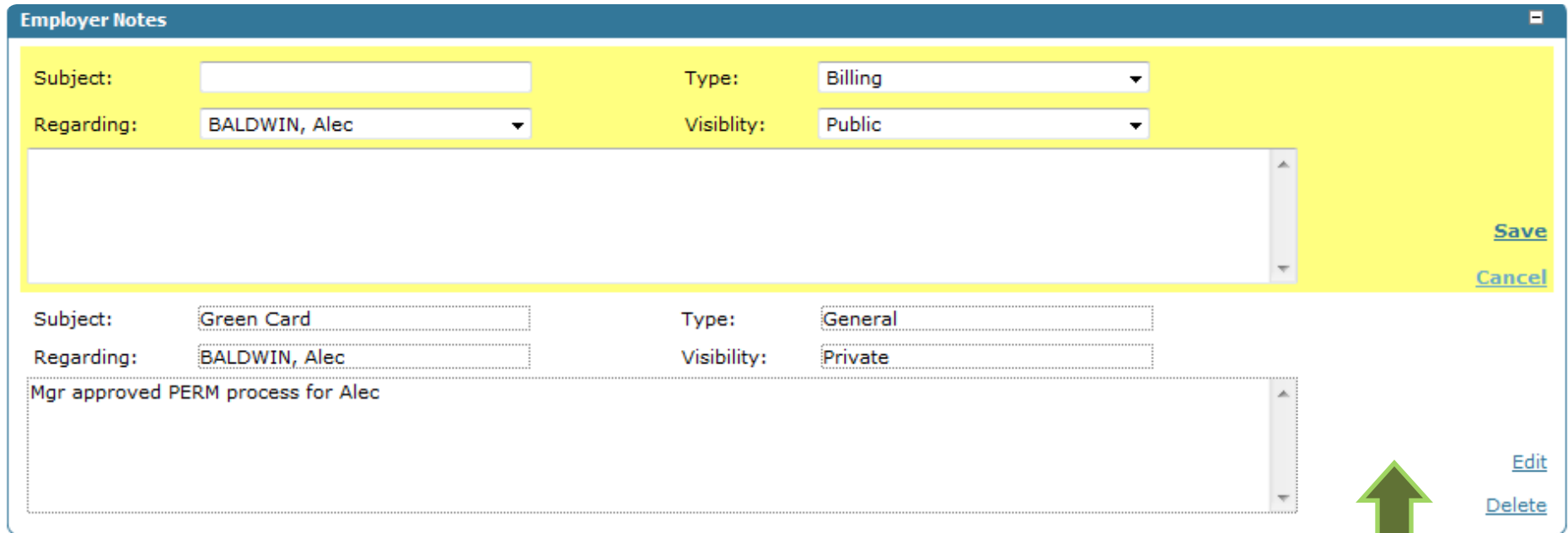
Select a Process

Name
Select H-1B COE / Po
Select H-1B EOS ALB
Select China Work an

June 17, 2014

HR, Overseas Legal, Tax ,
Relocation, Travel
Professionals - All can
update information in real
time around the world, on a
case by case basis

Letting the Client Own a Piece of It



Employer Notes

Subject: Type:

Regarding: Visibility:

[Save](#)
[Cancel](#)

Subject: Type:

Regarding: Visibility:

Mgr approved PERM process for Alec

[Edit](#)
[Delete](#)

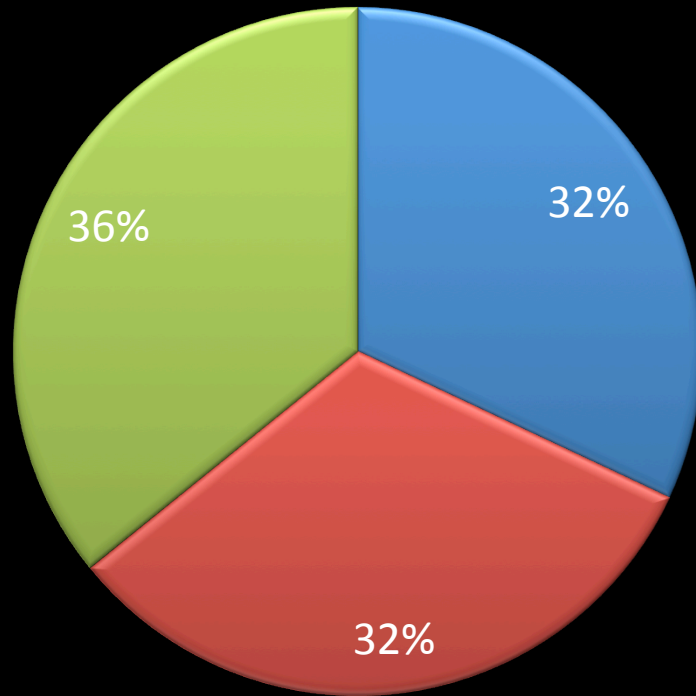
Let them Piggyback for Real-Time Client Collaboration

HR can enter messages for stakeholders to see. Messages can be designated as public (i.e. for both HR and Employee to view) or private (only the HR can view).



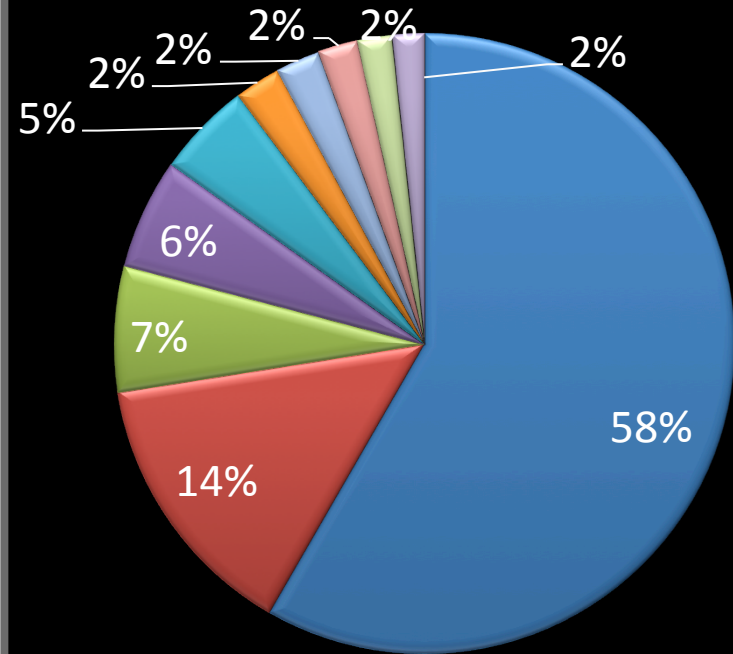
***Driving toward
“Big Data”***

Program Oversight Dashboard pt.1



Volume per month (Q1 2014)

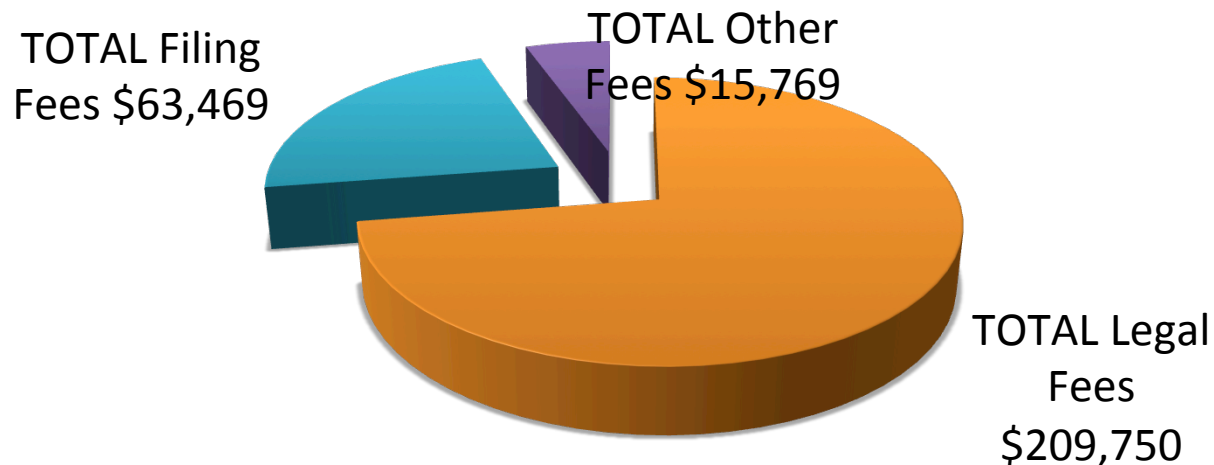
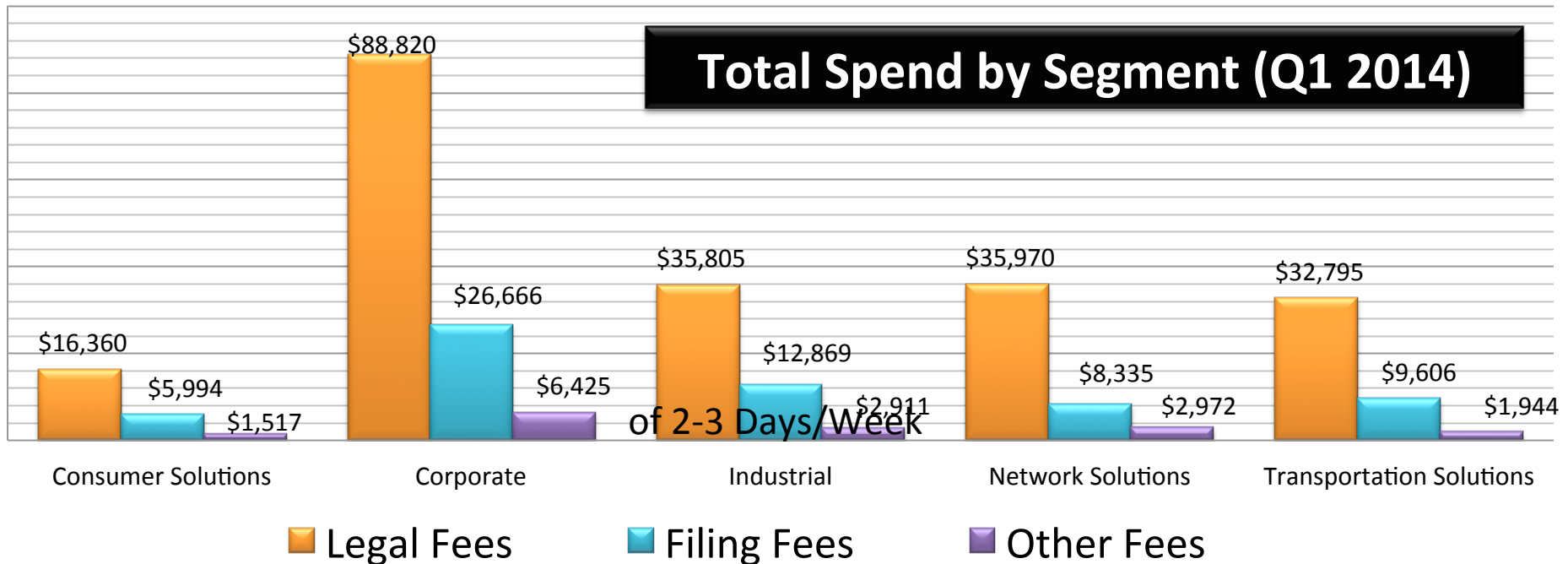
■ October ■ November ■ December



Top 10 – Country Volume

■ China	■ United States	■ India
■ Germany	■ Brazil	■ Japan
■ Switzerland	■ Thailand	■ United Kingdom
■ Taiwan		

Program Oversight Dashboard pt.2



Examples of How Automating Brings in New, Higher Value Work for Attorneys:

1. I-9 Forms: 1-Minute “Fool-proof” I-9 and E-Verify Process – Now with Semi-Automated I-9 Audits

2. Travel Compliance: 2-Minute Online Tool for Business Travelers (Immigration and Tax Assessments)

The Traveler's Facts:

- Citizenship, Visas, Planned Activities
- Travel History (pulls from travel system)

Analyzed Instantly against the Rules of Each Country



Thank You

**Embrace
change!**



**Be a
Cheerleader!**

