

# Visa Platform – a Smarter Law case study

## Smarter Law elements

Client engagement

New product development

Process improvement

Digitisation

Industry alignment



## The challenge

Our specialist Migration Services team helps both businesses and individual clients who require Australian visas. This complex process requires high levels of organisation and information from multiple parties. When information is incomplete or entered incorrectly, it can cause delays and the need to duplicate legal work.

To make the visa application process easier, more efficient and transparent, our Migration Services team identified the need to find a digital solution that lets multiple parties easily submit data in a stepped way. The solution also had to be cost-effective, easy to engage with, and provide real time status updates.

## What Smarter Law delivered

Significant data entry **time saving**



**Minimised** data errors



Increased lawyer **productivity**



Downloadable reports for **client convenience**



Progress of visa application in **real time**



## The solution

The Hall & Wilcox Client Solutions team worked with the Migration Services team to map the processes and visa information that's needed. They then created an online platform with an easy-to-use interface and tested it with a client that has a number of employees requiring 482 visas.

With their feedback we refined the Visa Platform, which now forms part of our broader managed migration legal service. The platform allows multi-party users to input and save information as they receive it. For the clients it also features real-time status updates, shared editing capability, downloadable reports, online instruction options and secure document storage. This allows clients to have better visibility over the visa status of their workforce even beyond the grant of the initial visas.

## Smarter together

### Hall & Wilcox teams

#### Migration Services team

Kristopher Kunasingam  
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#### Client Solutions team

Peter Campbell  
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