

MBMobility Portal

State-of-the-art service, providing clients with sophisticated and secure access to compliance resources, flexible reporting and multi-country guides



The Global Mobility & Migration (GMM) team is fully committed to creating innovative services and products that enhance every aspect of the global mobility process, adding value at no additional cost to the client. Many of our services and products are accessible via the MBMobility Portal, which is built on Mayer Brown's fully adaptable client extranet that can be tailored to businesses operating in all sectors and industries. Here is an insight into what the MBMobility Portal can offer by way of mobility case management and performance, as well as access to an array of tools and resources.

Login

Users of the MBMobility Portal benefit from sophisticated and secure access to the application including a range of login options for authentication that can be configured to a variety of standards, SSL/TLS encrypted communication, as well as rigorous management and auditing by Mayer Brown.

Welcome to Collaborate

Sign in

☐ Remember me

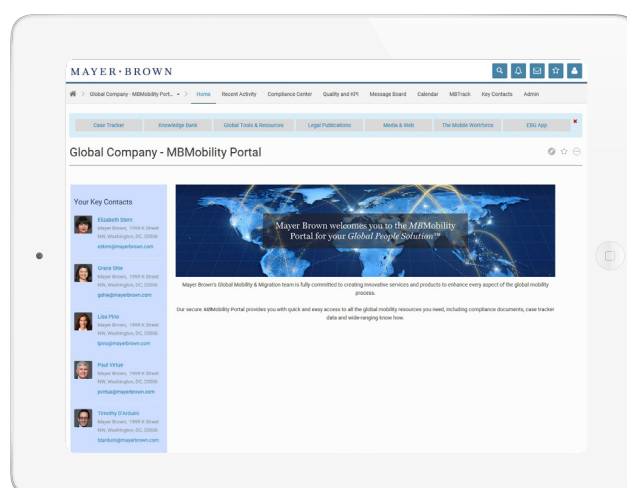
Reset your password | Login through HighQ Hub

If you need technical support, please email
extranets@mayerbrown.com.

MBMobility Portal – Welcome

Once logged into the MBMobility Portal, the Welcome page contains a dashboard that houses all the links needed to access the various resources available including a search function allowing for specific access to documents/filings, quick links to profiles of the GMM team as well as background information regarding experience, articles, media coverage and publications and a calendar to diarize events.

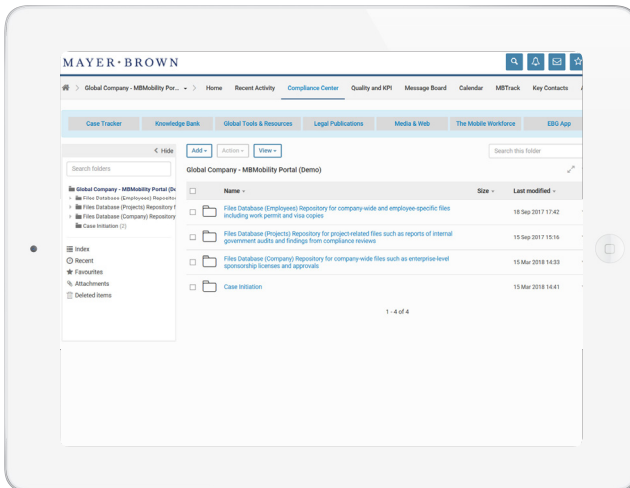
The Welcome page also contains buttons displaying the main functions of the MBMobility Portal that link through to documentation and resources that are client specific or value add.





Compliance Center

The Compliance Center contains a files database for all employee work permit/visa/exit and other status documents, to meet document retention requirements for immigration authorities and provide immediate accessibility during worksite inspections and audits. Different levels of access to the documents can be provided to different users regarding rights to upload, delete, modify, move etc.



Quality and KPI

This section contains reports that provide macro and micro views of our service delivery.

MBMobility Report

The MBMobility Report tracks our performance against mutually-agreed Service Level Agreements (SLAs) by recording case milestones and dates of completion. This real-time case tracking provides transparency in our processes and demonstrates how we timely execute on our service deliverables. The report covers active cases (providing snapshot views of the precise status of all active matters), proposal consultation and support, and upcoming needs based on expiration dates (providing a forecast of visa needs and major projects, for example, a voluntary internal audit).

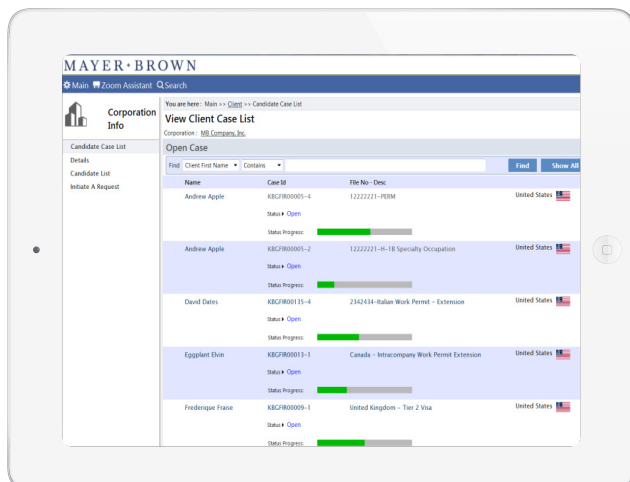
The report uses a traffic-light coding system to give an instant visual report on cases requiring urgent attention (red), cases requiring additional monitoring (yellow), and cases operating on track (green). This traffic-light coding helps set our call agendas so that urgent matters are prioritized and individual cases requiring specific attention are discussed.



Case Tracker

The Case Tracker links to our case management system (INSZoom), which has extensive reporting capabilities.

The system both captures a wide spectrum of data points and generates a variety of reports on this data, including destination country, sponsoring entity, employee name, work permit/visa type, expiration dates, and dependents.



Proposal Number	Country	Date Received	Date Responded
123ASD-456-LKJ	Australia	01/10/2014	02/10/2014
097DBD-239-ENI	Qatar	03/10/2014	04/10/2014
230FBN-393-SNC	Iraq	03/10/2014	05/10/2014
934-YCW-492IVR	Canada, United Kingdom, Netherlands	04/10/2014	04/10/2014
740-ENU-982CNT	Argentina, Peru, Colombia	05/10/2014	06/10/2014
720-GCW-402YVW	Brazil	06/10/2014	06/10/2014
174-NEU-029XTE	Thailand, Korea, Singapore	10/10/2014	13/10/2014
649CUW-406CYW	Italy	13/10/2014	13/10/2014
294YWQ-085SOU	United Kingdom	13/10/2014	13/10/2014
567BUF-087NEQ	Germany, France, Belgium	14/10/2014	15/10/2014

Service Milestones Report

The Service Milestones Report includes two reporting elements: a full report by region on our performance against KPI/SLA metrics (quantitative) and a report on the service feedback solicited directly from assignees and their business units via a service barometer (qualitative).

QUANTITATIVE

The first part of the report tracks metrics, scoring our performance based on quantitative measurements—the total number of cases completed within a designated period based on service type (new cases versus renewals, for example) and whether the SLA for completion of case milestones of each service type within agreed timeframes were met in each case.



QUALITATIVE

The second part of our Service Milestones Report provides a qualitative measurement of our performance based on employee feedback that we solicit at the conclusion of each case.

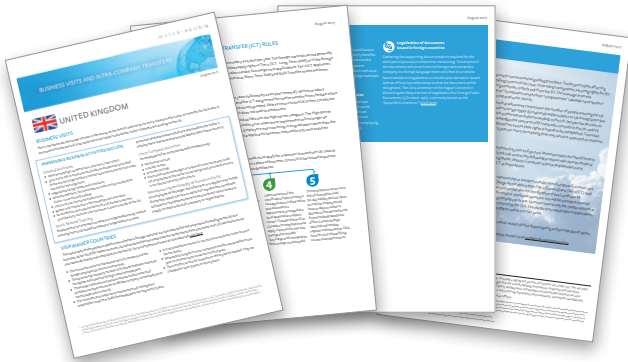
The report compiles these responses and displays results through Service Barometers that give an instant visual reporting on employees' experience with our service. Based on this continuous stream of feedback, we regularly review our processes and communications to improve the employee experience.





Knowledge Bank

The Knowledge Bank acts as an expanding repository of value add tools that provide snapshot guides to immigration issues and processes across continents, jurisdictions and states. The *Country Navigators* cover over 70 jurisdictions and provide clear, accessible information, covering not only legal requirements but also additional practical considerations and key developments regarding business travel and work authorization, including required steps. Our *Immigration and Business Visitors Traffic Lights* products provide a color-coded multi-country snapshot of risk elements regarding the key requirements and restrictions. The *State-by-State Employment Verification Laws* document also provides a visually accessible overview of where legal barriers exist regarding doing business in each US state. Detail is provided on the specific legislation covering this issue and informs on definitions, federal and non-federal requirements and links to sites that can provide further information.



Further value add resources

Each of the buttons on the Welcome page can link through to a location of your choosing, however this is defaulted to provide easy access to our value add resources, including: breaking news on our website regarding the global immigration landscape via global newsletters, legal updates and industry-specific email alerts which report on timely topics across a range of jurisdictions; legal publications relevant to the mobility and employment professionals in the company, including our Global Guides, podcasts and conference materials; media coverage of our attorneys, which may include key print articles, radio or television interviews, or web-based blog postings regarding mobility and employment topics; and a link to our Employment & Benefits app, which is designed to give clients user-friendly access to thought leadership, alerts and contact information on our lawyers.

If you would like further information, please contact your usual MB contact or a member of the GMM team.

The Global Mobility & Migration Team



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