



Carol-Ann Lynch, LLB MMIA MARN

Principal Migration Agent, EasiVisa



Existing Software

I have used other migration software in the past, but having to buy and maintain my own servers and have the migration software installed on every computer in the office was a very expensive exercise. Another major problem was the lack of security. Every employee with a login could access the whole client database, delete client files and delete client profiles from our system. It was a real concern!



Using iVisa

iVisa is such a breath of fresh air and it's totally transformed the way we do business. iVisa is incredibly simple to use – it's sort of like Facebook for migration but much easier! Each client gets their own online file so that they can see exactly which documents we require. Our clients can upload their documents straight into their online file from their laptop or mobile phone from anywhere in the world. It dramatically cuts down on the time we used to spend on scanning, electronic filing and emails. Our corporate clients particularly like the speed and security provided by the iVisa system.

Because I can instant message with my clients in their iVisa online file, emails are rapidly becoming a thing of the past. Client documents and messages are all kept in one place and appear on the same screen which means everyone is on the same page, all the time – excuse the pun! When a client uploads a document we can set it to Approved, Rejected etc. which enables us to keep close track of where we are up to with each client file – and so can our clients. Our clients really love the “how to” guides built into their iVisa files. These guides explain really basic but incredibly useful things such as how to prepare a CV; how employer work references should be worded; how to obtain police clearance, etc. The “how to” guides have dramatically cut down the number of phone calls we get from clients, leaving us free to get on with the job! Uploading to the ImmiAccount is significantly quicker and simpler than with my previous system. We simply select the documents we want to provide to DIBP, click “Download All” and then drag and drop the documents into ImmiAccount. The documents are automatically labelled with the iVisa case number and a timestamp, which is of great value from a document management perspective.

The Feedback

iVisa also helps me manage my staff. I can assign a migration agent, a visa processor, a supervisor and sometimes all three to a prospect or client file and can quickly re-assign cases where necessary. My staff only see the client files they are actually working on, but I can see everything and can hop into each client file with just a couple of clicks – even on my mobile phone! iVisa is a fabulous business management tool and our clients love it too!