

BAL's change ecosystem



U.S. GOVERNMENT

Issues proposed or final new rule/policy



LEGAL TEAMS

The resources and expertise of all our teams, offices, departments and global partners are fully available to our clients through our unique oneBAL structure. Through this model the best of BAL is curated and seamlessly delivered to all clients by their dedicated legal team.



GOVERNMENT STRATEGIES

From complex individual cases that require strategic government interaction to broad policy initiatives that involve sensitive political dynamics, this team has the judgment, technical expertise, political insights and connections with government leaders and government agencies to help our clients navigate change.



KNOWLEDGE MANAGEMENT

Captures and disseminates all legal knowledge, including info from every governmental institution. This team ensures that best practices are shared across all client accounts and firm offices, and they maintain BAL Advisor™ – the industry's most comprehensive library of articles, videos and how-to guides - to ensure foreign national employees have the latest info.



PRACTICE OPERATIONS

Establishes SOPs, best practices, automation and program audits to support continuous client growth and success. Analyzes internal program management reporting to ensure data quality and to confirm work is moving in accordance with SLAs and government deadlines. Monitors Cobalt® dashboards to verify data completeness and accuracy.



TRAINING

Provides education for our legal teams on a wide range of topics – from case preparation, to policy change impacts, to Cobalt enhancements. Develops custom training programs for clients and manages them as they evolve. Oversees leadership development and employee engagement programs, ensuring a consistent experience for clients.



TECHNOLOGY

Our dedicated team builds and executes technical changes informed by Practice Operations into Cobalt, our case management platform, to meet the shifting needs of our legal teams, clients and beneficiaries. Because our technology team operates in-house, BAL delivers the fastest response time in the industry, making our expertise and insights accessible in minutes rather than days.



CLIENT RELATIONSHIPS

This team works hand-in-hand with the clients and alongside the legal teams to help implement changes at the client level. They're BAL's eyes and ears on the ground, and instrumental in ingesting and actioning feedback about changes and their real impacts at the client level. Their insights help BAL address pain points not only for one client, but across the board.



REPORTING & ANALYTICS

Following a policy change, BAL's reporting team analyzes macro- and micro-level impacts, providing critical insight to our clients. In Cobalt, reports are configured in minutes, not hours. Custom forecasting options empower our clients to make informed budgeting decisions and track updated spend against budget.

B · A · L COMMUNITY

The industry's largest professional network for in-house professionals, with over 1,000 members. Offers members benchmarking and peer-to-peer connection through focus groups to help them navigate rapidly changing policies. Members also have the opportunity to engage and hear directly from government officials, policymakers and more.



NEWS & EXPERT ANALYSIS

BAL's News team delivers daily news alerts, keeping you informed of immigration law changes, processes and trends around the world. Our dedicated team of journalists leverages relationships with government authorities, a network of over 300 global mobility experts, ministries and consulates to deliver actionable insights.



YOU
BAL client

Learn how BAL proactively supported clients through USCIS fee increases. [See it in action >>](#)