

OUR PHILOSOPHY

Levy Global Support (LGS) is an experienced partner for university and nonprofit leaders. We cut through the complexity and ambiguity of international operations, creating better processes and infrastructure to remove obstacles, save time and money, and improve safety and compliance.

We believe program success and risk reduction go hand-in-hand.

Host-country requirements can be obstacles to success, but they don't need to be. With globally designed, robust systems and processes, LGS helps you meet program and staff needs—more quickly and responsibly.

We know nonprofits and understand change comes slowly. That's why we work with you to understand the diversity of stakeholder views, and tailor our recommendations to your unique culture, objectives, and budget. When we design a solution, we stay attuned to what matters to your stakeholders. With careful planning, addressing challenges overseas doesn't need to create friction at home.

Joseph Levy founded Global Support Services (GSS) at Harvard University and was Director from 2011 to 2016. GSS annually supports hundreds of projects and thousands of travelers across the university and around the world. Its staff advise on finance, HR, import/export, tax, safety, and visas, and provide 24/7 emergency management and in-country administration.

Joe is a leader in the growing community of university global ops professionals, a certified Global Professional in Human Resources (GPHR), and a committee member for the Consortium of Universities for Global Health.

OUR SERVICES

GlobalStructure

Global operations are crucial to your work abroad. What strategy do you need at home?

Your mission is focused on helping beneficiaries, not running payrolls or studying foreign laws. But poorly designed or US-centric systems can fail to deliver, get in the way, or even expose your organization and its staff to tax and legal risks. International HR, finance, immigration, and tax issues often require interrelated solutions, calling for new methods of problem-solving.

You need a better framework for global ops—to show value for stakeholders, improve outcomes, and mitigate risk. We will assess your current practices, analyze alternative models, and help you design and build a framework that fits your culture, budget, and profile, including:

- Coordinated problem-solving – across functions and silos
- Knowledge resources – at headquarters, in country, and external
- Business processes – to bridge institutional needs and global realities
- Policies and guidelines – to show a path forward
- Relationship management – to spread the word and manage change
- Economy of scale – to centralize global ops investments, even with program autonomy

Menu of services:

- ❖ **Institutional Analysis 'Lite'**: Introductory discussion of needs and potential frameworks.
- ❖ **Institutional Analysis**: High-level review and recommended roadmap with priorities.
- ❖ **Resource Finder**: Identification and selection of providers for information and services.
- ❖ **Strategic Planning**: Design and development of a cross-functional operational framework.
- ❖ **Implementation Partner**: Facilitation and problem-solving throughout implementation.

OUR SERVICES, continued

GlobalSafety

You have a global emergency services provider. Now what?

Today, most global organizations have an emergency services provider, ready to respond worldwide, 24/7. Your provider has critical expertise and a worldwide partner network.

But fulfilling duty of care also requires integrated risk management throughout your organization. Your provider alone cannot determine whether a new program exceeds your risk appetite, whether travelers are prepared, or who needs to know about an incident.

We help you look across the global safety lifecycle at your safety strategy, roles and responsibilities, resources and systems, procedures and policies, and communication.



Menu of services:

- ❖ **Institutional Analysis ‘Lite’:** Introductory discussion of current practices and key needs.
- ❖ **Institutional Analysis:** High-level review and recommended roadmap with priorities.
- ❖ **Post-Incident Review:** Assessment and analysis of incident response and lessons learned.
- ❖ **Resource Finder:** Identification and selection of providers for information and services.
- ❖ **Comprehensive Planning:** Guided assessment, strategic design, and implementation.

GlobalProjectSupport

Overseas projects can face a maze of obstacles and rules. Where do you turn?

Whether you’re planning a new program, or an existing program has run into problems, we can help with practical, knowledgeable advice on international HR, finance, immigration, tax, or host-country registration and setup. We cut through the noise and focus on the path forward.

We’ll serve your overseas projects comprehensively, without the expense of new staff or internal support functions. Our expertise is in how all the pieces fit together—e.g. how tax compliance affects visa options, how to bridge different expectations in each country. We use third-party resources (including your existing advisors) to dig into host-country expertise. Because we speak their language *and* yours, we can clarify conflicting advice and uncover creative solutions.

We offer **problem-solving** and **planning and implementation** advice on key issues:

- ❖ **Hiring:** Pay employees while avoiding unnecessary costs and compliance penalties.
- ❖ **Banking:** Navigate complex new procedures for foreign accounts and payments.
- ❖ **Taxes:** Understand new filing requirements and strategies to minimize your burden.
- ❖ **Registration:** Design a low-impact strategy to establish operations in a new country, maximizing your capabilities while minimizing costs and time required.
- ❖ **And More...** We have experience in immigration, import/export, IT, real estate, security, etc.

No matter what the issue, we’ll show you various options and their risks and costs—so you can make informed decisions based on what’s really important, while meeting your budget.

We know nonprofits. We know global ops. We will find your path forward.