



Partner
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Story



Fast Facts



Timeline

Summer 2025 – present



Employees

30 moved into the area to date, **19** have benefited from the new process to obtain their SSN cards



Satisfaction:

100% success rate

Leveraging strong partnerships and unique expertise for solutions to relocation challenges

Sterling Lexicon leveraged a strong partnership with IOR to overcome practical hurdles presented by an isolated location

Background

For foreign nationals who are authorized to work in the United States, the procurement of a U.S. Social Security Number (SSN) is one of the most critical steps to take on arrival. It is essential for employers to ensure smooth payroll processing and wage reporting.

It is also an important step for individuals to take, to help them begin establishing their financial identity in the country, as well as demonstrating full compliance with U.S. regulations. It is used to determine one's eligibility for certain Social Security benefits and other government services.

Challenges

When U.S. Social Security offices shifted to an online, appointment-only process in 2025, it created a significant hurdle for a Sterling Lexicon client in the engineering, procurement and construction industry. They needed to bring global talent into a remote encampment located two hours outside of Elko, Nevada for project-based work.

The location lacked practical access to align arrivals with sporadic appointment availability. Coordinating these mandatory application processes for associates arriving weekly proved highly inefficient under the online system. The logistics of moving groups two hours each way for unpredictable appointments threatened to delay the project and provide a frustrating experience for the relocating employees.

The Solution

Sterling Lexicon leveraged the expertise of its trusted local partner, IOR, and their Destination Service Consultants stepped in to design a creative alternative. Their teams recognized that the standard online process would not meet the unique requirements of this group. They put their extensive experience and positive local relationships to work to advocate on behalf of the client. By collaborating directly with local authorities, IOR's consultants secured a special dispensation tailored to this specific project.

The agreed plan established a dedicated day and time to process the weekly arrivals. This arrangement eliminated the need for sporadic individual appointments. Local consultants then guided the assignees through the updated process to guarantee accurate document submission and efficient card delivery.





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The Business Impact

The special dispensation provided a highly effective resolution for the client. Key outcomes included:

- Smooth and timely processing of Social Security number applications for all weekly arrivals
- Optimized relocation timelines that kept the project on schedule
- Enhanced employee satisfaction as assignees felt welcomed and supported through a complex administrative task in a new country

While this specific arrangement represents a rare exception to standard rules, it highlights the immense value of strong partnerships.

Managing global mobility in remote locations demands flexibility, deep local knowledge and strong relationships. By securing a unique processing arrangement, IOR was able to help Sterling Lexicon and the client overcome a major roadblock and keep their project running smoothly.

We pride ourselves on developing tailored solutions that take care of your people and your business, and partnering with global service providers who share that same level of commitment. Ready to learn more about the power of the Sterling Lexicon Global Network Integration team and what we can do for you and your global mobility program?

Contact us today.



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