

The Perfect Start in Vienna

Moving to a new country is always a challenge, but with the right support it can be a rewarding and positive experience.



Jelena Milenovic and Julia Mende
(PRESUP)

The needs of an expat on an international assignment range from home-finding and area orientation, to spousal support and educational consultancy. Bureaucratic procedures, such as obtaining a residence or work permit, registration with the authorities, organizing a bank account or even getting a mobile phone contract can leave expats overwhelmed. These aspects of life are already cumbersome to organize for a local let alone for someone who just arrived. Jelena Milenovic and Julia Mende know first-hand what it feels like to be new in town; both originate from expat families and have changed their residence several times.

Jelena Milenovic came to Vienna at age nine with her mother – a Serbian business woman who managed the subsidiary of a Serbian petrol company in Vienna – and knows exactly how the children of an expat feel in a totally new environment.

PREPARING FOR A NEW LIFE

The Intercultural Training offered by PRESUP is designed to address these challenges. Its aim is to prepare expats for their new life in Vienna and make the cultural differences a subject of interest rather than an issue. PRESUP encourages every expat to make an effort to understand local customs and attend a German course.

Julia Mende was born and raised in Austria yet comes from a family of expats with a very international background. This heritage inspired her to explore the world at a very young age and her stays abroad ranged from several months to years in places like Madrid, Paris, Milan, New York, Mexico, Costa Rica and Beijing. As exciting as it is to move to a new place, it is also a great challenge to organize everything anew. Often, without speaking the local language, certain doors remain closed.

PRESUP HELPS FOCUS ON WORK

Both founders' travel experience led them to think of how expatriates can be better integrated in Vienna. Drawing upon their year-long experience supporting expats within their social environment, the idea to found PRESUP Professional Expat Support was conceived and realized in early 2013. PRESUP offers traditional relocation services as well as more personalized services such as accompanying a customer to a doctor's appointment or helping them build a social network. The requests and needs are as diverse as PRESUP's customers. Clients who have already trusted PRESUP to settle into their new life range from employees of international organizations to well-known artists and even international students.

PRESUP's support is greatly appreciated also by human resources departments. An international assignment which fails is like a bad investment for a company. The most common reason for a failure is the inability of the expat's family to settle in. PRESUP's services can often help an organization save on expenses and ensure that its staff can focus on their work tasks, while their personal lives are taken care of.

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