

The Netherlands Ministry of Foreign Affairs Prisoners Abroad



About Netherlands

Population: 16,491,461

[World Factbook July 2006]

Official Name:

Kingdom of the Netherlands

The Netherlands' diplomatic missions protect Dutch political and economic interests in other countries and assist Dutch nationals living or traveling abroad. These consular activities include visiting Dutch nationals in prison and ensuring that their rights are respected.

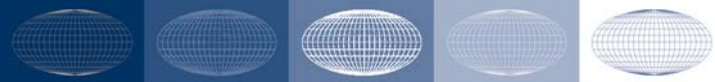
In 2003, the Ministry recognized the need to replace an old computerized information system that had been in operation since 1986. The need for the new system was based on increasing workload, new standards for assistance to arrested nationals, and the need for up-to-the-minute data for Consular Affairs Division management information.

WorldReach Software's case management software was selected to provide an effective and efficient means of sharing information because of its central database architecture with global accessibility for updating by authorized users at posts and headquarters.

WorldReach Software's long history in the consular software world made the transition to this specialized software very smooth. In fact as Henri van Swieten, Senior Consular Official with the MFA states "Based on WorldReach's work in consular, they really understand the ongoing developments and needs in the consular world"

The Prisoners Abroad system allows consular officials to create a case record for each detainee which includes a profile of the case (location, mission & HQ staff assigned, case dates); personal details for the individual (birth place & date, travel documentation); prisoner details (arrest, trial & parole dates, visit dates, lawyer & prison addresses, as well as history of assignments to prisons); a chronology of notes; and press page (to record media releases for highly publicized cases).

One of the great benefits of using a centralized case management system is the ability to generate summary or detail level reports at any time based on up-to-date information in the system. The Ministry can quickly and easily access the number of Dutch nationals imprisoned abroad by running standard reports directly from the system. As well, officers in the mission can get reports on scheduled visits, parole and release dates to help organize their work.



NETHERLANDS

Industry Sector

Government of The Netherlands

Technology Development

.NET
C#
JavaScript
SQL Server 2000/2003
Windows 2000
IIS 5 / 6

Operates on

Windows NT/2000 workstations
Global WAN
IE 5.5 or higher

Duration

Contract Award: Sept 2003
Initial Delivery: Jan 2004
Pilot: May—June 2004
Rollout: As of Oct 2004—68 sites in use

The Prisoners Abroad system also has critical messaging functionality that enables users to ‘forward manage’ cases. Other key features include the ability to notify users of case updates as well as request action items.

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Henri van Swieten,
Senior Consular Official
Dutch MFA [2004]

In addition to system administration training, WorldReach Software also provided ‘Train the Trainer’ workshops for MFA trainers. The purpose of the workshop was to provide trainers with: a working knowledge of the consular product; a telephone training approach; a classroom training approach; guidelines for conducting follow-up to training sessions; and guidelines on how to distinguish between training issues and hardware/software problems to be addressed by the Help Desk.

For more information on this project, please contact us.

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About WorldReach Software Corporation

WorldReach Software offers solutions to extend a government’s reach of assistance across geographic borders and time zones to citizens in need. For almost 15 years, WorldReach products have been used by national governments for consular assistance, consular crises and passports abroad. Our solutions are licensed to Ministries of Foreign Affairs in Canada, United Kingdom, New Zealand, Netherlands and Spain, covering 700 sites in approximately 200 countries.

