

# WorldReach Software

## Consular Modernization Goals and Business Benefits



### The Need for a Business Case

The road to consular modernization often begins with the need to define a business case:

- Define high-level improvement objectives
- Define consular operational benefits
- Define resource management benefits

### High-level Improvement Objectives

- Improve the range and quality of services provided
- Achieve more effective and efficient use of resources
- Accommodate forecast growth
- Support management of the program with timely data:
  - Statistics & multi-year trends
  - Operational summaries
  - Immediate inquiries
- Achieve increased co-ordination of case management

### Consular Operational Benefits

- Concurrent management of a case
- Reduced information requests
- Establish a Departmental memory
- Standardized case management procedures
- Online reporting
- Reduced risk of ineligible provision of services
- Recovery of public funds
- Data to estimate operational costs & support consular fees

### Resource and Management Benefits

#### Avoided Costs

- Consolidating & consulting paper files
- Answering inquiries and providing status updates
- Reduced errors in information & associated correction costs
- Training is less with commonly used tools
- Accommodate growth of +10% per year for 3 or more years

#### Service Improvements

- Better co-ordination and information exchange (better decisions)
- Information collected once - available immediately
- Staff can spend more time providing service

#### Meeting the national mandate of delivering consular service

- Modern and appropriate tools
- Well informed at posts and Headquarters
- Improved responsiveness and service orientation
- Support for cost recovery fees and cost of services
- Performance measurements to service delivery standards

#### Critical Success Factors for Modernization

- Executive Sponsor: For business case through first year of implementation
- Defined expectations and requirements (information, functional, operational performance)
- IT Division participation in the project approval process and their involvement in the support processes
- IT infrastructure in place or coordinated rollout is planned with the consular software (can use Internet with security)
- Managing expectations and encouraging adoption in the user community



## Consular Software Benefits – Categories and Examples

POLITICAL	
Ministerial & Press Support	Information and data regarding cases and events is readily available to answer parliamentary inquiries and support press briefings.
Improved Distribution & Management of Information	Consular managers can have high profile case information accessible immediately (inquiries by family, employers, etc.) and can provide accurate real time information.
Demonstration of Mandate Fulfillment	This program justifies fees for service when case management is efficient. All services are provided in an efficient way and can demonstrate meeting defined service standards.
MANAGEMENT	
Improved Resource Management	Collection of information for reports and statistics is less labour intensive and provides more flexibility than existing systems to reinforce decisions.
Provision of Audit Trail & Case History	Provides a record of travel reports for each country. Tracks interactions with citizens receiving assistance.
Resource Sharing	Consular offices can share expertise across missions through case files and easily accessible case information. Provides the unique ability to leverage worldwide resources in times of crisis or for regional delivery of assistance.
Fraud	Limited resources are not being wasted on ineligible claims.
STAFF	
Morale & Job Satisfaction	Provides staff with the tools to improve their productivity and handle increased workloads while efficiently serving citizens when they need help most.
Augmenting Skill Sets	This user-friendly system enhances staff skill sets quickly and requires minimal effort while improving knowledge of computer applications.
Training tool	Existing case information in the database can be used as templates for training new staff.
SERVICE	
Reusable Services	Information in the database is available for reuse as often as necessary, such as a person's contact information.
Speed of Service	The two-way flow of information allows Consular officers to quickly inform HQ and family members about the status of cases (as well as having information from HQ available to them more quickly.)
Range of Services	Consular officers have the ability to consistently produce travel reports for a greater number of countries without increasing staff.
Cross-Mission Case Coordination	Access to information improves the ability of missions to work together on cases that involve issues such as child custody and emergencies.
COST	
Cost Avoidance	Capacity to experience increased volume without increasing staff.
Cost Reduction	Reduces overtime for officers dealing with casework and the collection of statistics for operational reporting.
Fraud Reduction	Dramatically reduces service to people making fraudulent claims (to gain funds, travel document etc.) by having information regarding these individuals available in the database to all consular offices.
SECURITY	
Advisory Capability Enhanced	Tools are available to proactively educate citizens who plan on travelling abroad.
Secure Document Issuance	Consistency between secure documents issued in a consulate and those issued in country and to international standards.
Information Privacy	Access to consular database can be controlled by defined roles to protect privacy of information.



### A Proven Consular Partner

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