



## CASE STUDY BRITISH OVERSEAS TERRITORIES



Anguilla



Bermuda



British Virgin Islands



Cayman Islands



Montserrat



St Helena



Turks and Caicos

### BRITISH OVERSEAS TERRITORIES

Population: 213,620 (approx.)

### OFFICIAL NAME

British Overseas Territories of Anguilla, Bermuda, British Virgin Islands, Cayman Islands, Montserrat, and Turks and Caicos

## Cloud ePassport System

### ISSUE

Prior to the awarding of this in-country cloud-based ePassport system, each British Overseas Territory (BOT) locally issued their own machine-readable passports. The UK Cabinet instructed the Territories to move to electronic passports, however to issue ePassports would require a significant expenditure if done using conventional on-premise IT systems. An innovative cost-effective solution was needed, which at the same time would meet the stringent IT and data security requirements of the United Kingdom's Her Majesty's Passport Office (HMPO), the ePassport personalization partner on the project.

### SOLUTION

In May of 2015, six British Overseas Territories, Anguilla, Bermuda, the Cayman Islands, Montserrat, the Turks and Caicos and the Virgin Islands, began using the first cloud-based Software-as-a-Service (SaaS) passport issuance system. This implementation was initiated following close consultations with all six Territories, as well as coordination with the United Kingdom's Her Majesty's Passport Office (HMPO).

The new PassportReach Service was developed and implemented by WorldReach Software. The hybrid system, comprised of both locally-installed equipment and a cloud-hosted server component, was used to take advantage of common processes and procedures used in all Overseas Territories. With the new system, the electronic passports would be aligned with ICAO's Document 9303 standards.

In February of 2018, St Helena became the seventh British Overseas Territory added to take advantage of the capabilities and cost efficiencies of WorldReach's Cloud-based BOTC ePassport system.

The BOTC system included:

- An enrolment or data entry system
- An entitlement or adjudication system (decision support system for identity confirmation, review of passport history of the applicant and so on)
- Printers and print management (printers are used locally for emergency passport issuance)
- Supply of blank 8-page Emergency Travel Documents for local issuance
- A database; bank of all passport applications and admin details
- Server infrastructure

A unique component of the BOTC system is that the enrolment and entitlement functions of the system are performed locally. However, the ePassport personalization and electronic signing takes place in the United Kingdom.

### INDUSTRY SECTOR

Passport and Secure ID

### PRODUCTS DEPLOYED

**PASSPORTREACH**

# BRITISH OVERSEAS TERRITORIES



## PROJECT FACTS

Contract Award: December 2014  
Operational: May 2015  
St Helena - February 2018

## TECHNOLOGY DEVELOPMENT

Microsoft .NET;  
Web application;  
Photo QA Microservice

## EXTERNAL INTEGRATION

Integration with HMPO Back Office with scanners for document capture and printers for ETD personalization

## OPERATES ON

UK Cloud  
SQL server,  
Windows IIS

With the exception of the printers and other local hardware, all other components of the BOTC system are cloud-based. Users in each territory can access the system using secure connections over the internet. To mitigate risk, the system also has a “standalone” capability to print a passport offline if internet access is down, due to a severed undersea cable and/or a hurricane, for example.

A cloud-based system boasts the advantages of requiring minimal infrastructure and set-up costs, lower maintenance costs and effort (compared to locally installed servers), high availability, and high elasticity, allowing for scalability in peak times. The British Overseas Territories involved in this project issue collectively fewer than 100,000 passports annually, which makes a cloud-based system extremely suitable.

In spite of the significant distance separating the client PCs and the UK-based servers hosting the system, performance has exceeded all client expectations.

The system used in the British Overseas Territories could also accommodate a biometric system upon the request of the client.

## REFERENCE

WorldReach Software was an excellent choice for our passport project. WorldReach understands our needs, provides a very solid and cost-effective technical solution and they are extremely responsive whenever we have any questions or concerns.

DR. DANETTE MING Chief Immigration Officer  
Government of Bermuda

## ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach Software helps ensure traveller safety and security worldwide through its systems for government immigration, passport, border management and consular organizations. WorldReach supplies identity verification, consular, passport/ePassport and eVisa/Electronic Travel Authorization software and fosters best practices used by more than 3000 daily users in over 950 sites worldwide. Both of our PassportReach and VisaReach product suites (including our Secure ETA™ application) are built on the same common core functionality covering enrolment and entitlement for secure travel documents. Intimately familiar with the international technical standards for secure travel documents, the ICAO Document 9303, our staff are active participants in international standards setting bodies for seamless borders, identity verification and identity documents as well as biometrics.



## REACHING TRAVELLERS AND CITIZENS ABROAD

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