



CASE STUDY DENMARK MINISTRY OF FOREIGN AFFAIRS

Consular Crisis IT System

ISSUE

The Consular Services department of the Danish Ministry of Foreign Affairs, with headquarters out of Copenhagen, Denmark and their representation through Danish missions worldwide provides consular services and help distressed Danes encountering problems during their travels abroad 24 hours, every day of the year.

In 2011, the Danish Ministry of Foreign Affairs found that their existing crisis and online registration databases collectively called Danskerlisten a.k.a. "List of Danes Abroad" needed to be upgraded to better meet their future needs of providing quality services to their citizens.

The Danish Ministry of Foreign Affairs wanted their future Consular Crisis IT system to be a citizen self-serve system that could be used by Danes to register themselves when they leave their home country, whether for short-term travel or longer permanent stays.

The Ministry also wanted to be able to use a single coherent IT system to keep track of all communications to and from their citizens, being registrants, travellers impacted in crises abroad or concerned relatives. Hence it was decided to issue a competitive tender for a new improved and secure Consular Crisis IT system.

SOLUTION

To fulfil this new system, a contract was awarded to WorldReach Software during the summer of 2011. A task force of project managers, consular experts and IT specialists from the Danish Ministry and WorldReach was quickly assembled, which enabled WorldReach to configure their CrisisReach product line, more specifically the Registration and Crises products, to comply with the Danish requirements and regulations.

This allowed the Danish Ministry of Foreign Affairs to have their new Consular Crisis IT system operational at their Consular Services headquarters and over 90 embassies and consulates worldwide in less than 5 months from the signing of the contract.



ABOUT DENMARK

Population: 5,806,081
[Statistics Denmark January 2018]

OFFICIAL NAME

Danish Ministry of Foreign Affairs
Udenrigsministeriet
Asiatisk Plads 2
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<http://um.dk/>



DENMARK



PROJECT FACTS

Contract Award: July 2011
Operational: December 2011

TECHNOLOGY DEVELOPMENT

SQL Server 2008 R2 SP1 Standard edition
Windows Server 2008 R2
.Net 3.5
IIS 7.5

EXTERNAL INTEGRATION

Two-factor authentication using NemID
with NemLog-in
E-mail Server
SMS Gateway

OPERATES ON

Windows 7 workstations
Windows 7
Global WAN
IE8

With the new Consular Crisis IT system, Danish citizens are now able to register their travel plans on the “List of Danes Abroad” via computer or smartphones. Special care has been taken to ensure that citizens can securely enter their information by creating accounts using either a national two-factor authentication scheme called NemID or by using a self-selectable username and password.

The Danish Ministry of Foreign Affairs is now able to manage and obtain a reliable picture of an unfolding crisis situation abroad by triaging calls coming from the public and communicating directly with the citizen using email or text messages. Additionally, they can now effectively track the whereabouts and well-being of registered citizens and handle all calls from concerned relatives efficiently and effectively.

REFERENCE

Every year the Danish Ministry of Foreign Affairs Consular Services in cooperation with our Embassies and Consulates worldwide help thousands of Danish nationals abroad. We have to rely on our mission critical IT system to be operational and fully supportable every day all year to best service and communicate with our citizens during a crisis.

INGE DURANT

Head of Department
Assistance and Contingency, Consular Services
Danish Ministry of Foreign affairs
2012

ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach is the leading provider of consular management solutions. Since 1993, WorldReach products have been used by national governments for consular assistance, consular crises and passports abroad. WorldReach products are licensed to over 950 sites serving more than 160 million citizens with more than 3000 daily users with Ministries of Foreign Affairs including: Canada, the United Kingdom, the Netherlands, Ireland, Denmark and New Zealand.



REACHING TRAVELLERS AND CITIZENS ABROAD

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