



CASE STUDY IRISH DEPARTMENT OF FOREIGN AFFAIRS

CABHAIR

ISSUE

The Irish Department of Foreign Affairs (DFA) sought to modernize embassy management by providing a more coordinated consular response to Irish citizens travelling and residing abroad. Historically, they had been managing their cases via email and had no automated way to do management reporting on their day to day consular activity.

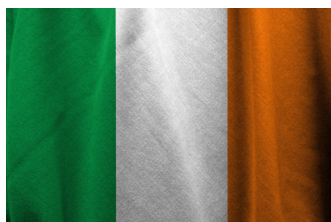
SOLUTION

In 2008, WorldReach Software was awarded a contract by DFA to create a new Consular Case Management and Crisis Response system, eventually referred to as Cabhair.

Cabhair is composed of several consular components, based on WorldReach's AssistReach consular case management and CrisisReach crisis management product lines.

The Irish Department of Foreign Affairs uses AssistReach and CrisisReach to support worldwide operations in their headquarters and over 60 missions abroad. WorldReach began the delivery of the system to Ireland in October of 2008 and continues to provide maintenance and support.

AssistReach is WorldReach's person-centric consular case management solution. It enables consular staff to electronically create and track all aspects of each consular service request, incident or interaction with a citizen at both the headquarters and mission level. It provides full support for complex consular cases such as imprisonment, financial aid, child abduction, death abroad, and medical assistance requests with flexibility to support ongoing policy changes. AssistReach supports case management using holistic views across of people, relationships, services provided, and cases. It also supports specialized services like legal and notarial.



ABOUT IRELAND

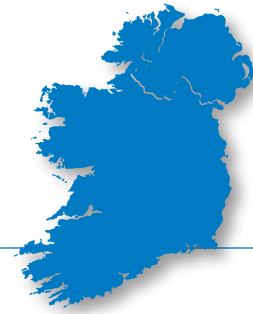
Population: 4.88 million
[2019 stats]

OFFICIAL NAME

Ireland/Republic of Ireland



IRELAND



PROJECT FACTS

Contract Award: June 2008
Operational: October 2008

TECHNOLOGY DEVELOPMENT

ASP
.NET web application

EXTERNAL INTEGRATION

Active directory

OPERATES ON

.NET
SQL Server
Windows IIS
Chrome, Firefox, Internet Explorer

CrisisReach is a consular crisis management solution comprised of an integrated set of tools covering pre-crisis through response and recovery. These include: crisis preparedness, crisis response (inquiry logging, real-time reports, statistics, information portal) and access to long term consular case management (assistance, victim identification, family liaison). CrisisReach's goals translate into a rich grouping of features and functions which allow MFAs to deliver a high level of citizen services while providing the flexibility to adapt to changes in procedure or legislation.

AssistReach and CrisisReach products are integrated into an existing DFA active directory for seamless access to all systems used for service delivery. The onsite implementation is managed and supported by MFA staff with support as needed from WorldReach during deployments and upgrades.



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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