



CASE STUDY THE NETHERLANDS



ABOUT THE NETHERLANDS

Population: 17,342,626
[Centraal Bureau voor de Statistiek,
August 2019]

OFFICIAL NAME

Kingdom of the Netherlands

KOMPASS

ISSUE

WorldReach's relationship with the Netherlands dates back to 2003, when the Dutch Ministry of Foreign Affairs required a new case management system for consular activities involving prisoners abroad. The system was implemented to address increasing workloads, new standards for assistance to arrested nationals, and the need for up-to-the-minute data for Consular Affairs Division management information.

The success of the prisoners abroad system led to the Netherlands' adoption of a new consular case and crisis management system, KOMPAS, based on WorldReach's AssistReach and CrisisReach solutions, in 2010. The Netherlands were seeking a similar system to the United Kingdom's Compass and the Canadian Consular System.

SOLUTION

Based on WorldReach extensive experience with global consular organizations and their input, KOMPAS was built to meet the needs of the Dutch missions, catering to their tasks and processes to help manage their work and communicate with parties both internally and externally. A mature and stable system, KOMPAS provides the capabilities needed by embassy and headquarters consular staff.

KOMPAS uses WorldReach's person-centric consular case management product, AssistReach, as a foundation for its consular services. The case management solution 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. KOMPAS, with the flexibility to adapt to policy changes, supports consular issues such as; custody cases, lost passports, crimes committed against citizens, death abroad, deportations, assistance (medical/psychiatric, financial, welfare), and embassy service complaints. It was important for KOMPAS to address how cases can evolve (e.g. how a prisoner may require medical assistance). At the mission the embassy will be able to input individuals' information (next of kin, passport information, citizenship, etc.).

WorldReach's CrisisReach is a consular crisis management solution made up of an integrated set of tools covering various crisis stages, including crisis preparedness, response (inquiry logging, real-time reports, statistics, information portal), and case management (assistance, victim identification, family liaison). KOMPAS provides the Dutch embassies and consulates with the ability to streamline service delivery in extreme situations, such as natural disasters or political instability abroad. When a crisis is opened in the software, it can be updated as more information becomes available.



THE NETHERLANDS



PROJECT FACTS

Contract Awards:
September 2003 (Prisoner)
2010 (AssistReach & CrisisReach)

Operational:
October 2004
2010 (KOMPAS)

TECHNOLOGY DEVELOPMENT

SQL Server
Windows Server
.Net IIS

EXTERNAL INTEGRATION

Active directory

OPERATES ON

Windows / IE workstations
Global WAN

Moreover, the system can establish and set up evacuations for citizens. KOMPAS can also send mass and targeted SMS messages to nationals who have provided the Ministry with their contact information. KOMPAS was used extensively by the Netherlands during their term as the EU Presidency during both the 2004 Summer Olympics and the Asian Tsunami. In 2014, the crisis solution was also used to manage the MH 17 air incident.

The user-friendly nature of KOMPAS gives users the ability to use different views on the program (e.g. basic call-intake view, crisis manager view). KOMPAS also features the ability to create tags on files, such as lost passports or nationals in distress. Mission officials can add notes to case files, send messages to other consulates and embassies as well as draft press releases. In addition, the consular solution also affords the opportunity to run reports on a variety of situations with customizable report criteria. The ability to task officials based on predefined activities is another practical function of KOMPAS.



REFERENCE

Based on WorldReach's work in consular, they really understand the ongoing developments and the needs in the consular world

HENRI VAN SWIETEN

Senior Consular Official
Dutch MFA (2004)

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

WorldReach Software Corporation
1420 Blair Place, Suite 500
Ottawa, ON, K1J 9L8 Canada
T: +1-613-742-6482
F: 1-613-742-8188
information@worldreach.com
www.worldreach.com