



## CASE STUDY NEW ZEALAND MINISTRY OF FOREIGN AFFAIRS AND TRADE

### iCONZ and RONZ

#### ISSUE

When it comes to matters of upholding the safety and protection of citizens living or traveling abroad, New Zealanders look to the Ministry of Foreign Affairs and Trade (MFAT) to provide delivery of consular services. The Ministry is a far-reaching organization that employs over 700 New Zealanders and over 350 locally-engaged staff and has global coverage with 49 posts, plus formal accreditations with 120 countries.



#### ABOUT NEW ZEALAND

Population: 4,885,300  
[World Factbook July 2018]

#### OFFICIAL NAME

New Zealand

In 2004, the Ministry recognized a need to update their consular software tools in an effort to modernize their current business processes. WorldReach Software's consular solutions were selected to address a number of functions for two new Ministry systems: iCONZ (Integrated Consular Information System for New Zealanders) and RONZ (Registration of New Zealanders).

#### SOLUTION

iCONZ is the main consular system of the Ministry, it is comprised of several modules from WorldReach's AssistReach and CrisisReach products. At its core iCONZ allows consular officials to create an electronic case for each service request, incident or interaction with a citizen. Additionally, the system includes travel advisories, contingency planning and resource management. iCONZ also provides reporting capability on key operational and management information.

In addition to satisfying the need for modernization of business processes, the selection of WorldReach's solutions provided the Ministry with the necessary tools to address the growing volume of New Zealanders traveling abroad. New Zealand residents accounted for over 1.8 million trips in 2006. From 2003 to 2006, New Zealand saw the number of outbound trips made by their citizens to other countries increase by over 30% resulting in approximately 600,000 additional trips made. It has been forecasted by the New Zealand Ministry of Tourism that the number of trips made outside of the country by residents will increase to over 2 million by 2012.

Compounding the challenge of providing consular service delivery to a growing number of traveling citizens is the potential of having citizens involved in a crisis abroad. The Ministry's RONZ system built from the Registration module of CrisisReach specifically addressed this concern for New Zealand.



# NEW ZEALAND



## DURATION

Contract Award: Feb 2005

Initial Delivery:

iCONZ – Aug 2005

RONZ – Phase 1: Oct 2005

RONZ – Phase 2: Feb 2006

Pilot: iCONZ – Aug – Oct 2005

Rollout

iCONZ – Dec 2005

RONZ – May 2006

## TECHNOLOGY DEVELOPMENT

.NET

C#

JavaScript

SQL Server

Windows Advanced Server

IIS

## OPERATES ON

Windows NT/2000, XP

Standard workstations

Global WAN

Internet Explorer

Global WAN

IE8

The online registration system follows a person-centric design; this means that a registered traveller will have an individual account to define their travel itinerary and contact information. Once a traveller has registered they will be able to access and update personal details and amend or add travel plans as required in the future.

The Ministry utilized RONZ during the 2006 Lebanon crisis which ultimately escalated to become one of the largest mass evacuations since World War II with approximately 50 countries taking part in the efforts to remove nationals from the area.

In addition to system administration training, WorldReach also provided ‘Train the Trainer’ workshops for MFAT trainers. The purpose of the workshop was to provide trainers with: a working knowledge of the consular product; a telephone training approach; a classroom training approach; guidelines for conducting follow-up to training sessions; and guidelines on how to distinguish between training issues and hardware/software problems to be addressed by the Help Desk.

For more information on the New Zealand MFAT project, please contact us.



## REFERENCE

The extensive experience the company possessed in delivering consular-specific solutions to Ministries of Foreign Affairs was paramount in our choice of WorldReach as a partner in our modernization process. It was very reassuring to find a company that understood the nature of our work and the inherent challenges that come with providing assistance to our citizens who live or travel abroad.

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For more information on the New Zealand MFAT project, please contact us.



## 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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