



CASE STUDY UNITED KINGDOM FOREIGN & COMMONWEALTH OFFICE

Emergency Passport Issuance System – BRIDGE



ABOUT UNITED KINGDOM

Population: 67,530,172
[based on 2019 stats]

OFFICIAL NAME

United Kingdom of Great Britain
and Northern Ireland

ISSUE

The United Kingdom's Foreign and Commonwealth Office (FCO) and Her Majesty's Passport Office (HMPO), formerly UK Identity and Passport Services, sought to adopt their own repatriated passport issuance model. Using the experience acquired from the Canadian Passport/Emergency Travel Document (ETD) project, WorldReach Software was able to bring forth a unique level of expertise to this specific set of requirements.

SOLUTION

In 2008, WorldReach Software was awarded a contract to replace UK FCO's legacy temporary passport system, address the need for manually prepared emergency travel documents, and prepare FCO for consolidation and repatriation for full validity passport (FVP) personalization at a central home-country facility. The BRIDGE system used by FCO is based on WorldReach's PassportReach product, which provides a proven, flexible and cost-effective solution for the UK's overseas ETDs.

PassportReach provides the ideal balance as a secure, scalable, practical, and timely solution. It supports all phases of secure document issuance such as data capture, entitlement and identity processing, scanning, tracking and printing in the case of temporary or emergency secure travel documents. It supports local, regional and centralized production. Since 1994, PassportReach has been used to process millions of passport applications.

In March 2009, the solution was provided to the FCO for acceptance testing with operational roll-out beginning in August of that same year. BRIDGE is used to issue machine readable ETDs at all FCO posts as well as at some select Honorary Consuls and the FCO's Global Response Centre.

INDUSTRY SECTOR

Passport and Secure ID

PRODUCTS DEPLOYED

PASSPORTREACH



UNITED KINGDOM



PROJECT FACTS

Contract Award: October 2008
Operational: August 2009

TECHNOLOGY DEVELOPMENT

Microsoft .NET;
Web application;
Photo QA Microservice

EXTERNAL INTEGRATION

With scanners for document capture and printers for ETD personalization;
WorldReach supports the integration through the Cloud Service

OPERATES ON

UK Cloud
SQL server
Windows IIS

Recent consolidation to a small number of hubs was undertaken as well as the introduction of a consolidated Consular Integration System to house all key data, images and supporting documents for use across all access points within FCO to passport information. Additionally, BRIDGE is deployed to six HMPO disaster recovery sites distributed around the UK. In the event of a failure within the UK's domestic passport application processing system, BRIDGE could be used to enroll and approve applicants for full validity electronic passports. PassportReach also includes a photo quality assurance process to ensure that submitted photos meet international standards.

BRIDGE has the capability to perform a check against external sources for information on applicants who may also have applied for a full validity passport through Her Majesty's Passport Office (HMPO) systems. We provide the capability for the FCO to support a larger vision of a holistic service to the citizen for all consular assistance and ETD requirements at all posts. A number of Crown Dependencies (Guernsey, Isle of Man, Jersey) & Gibraltar, as of 2019, are also using WorldReach's PassportReach for issuance of their ETDs.

REFERENCE

...It is a natural step for the FCO to use a system that can provide a complete set of consular services including ETDs and all other consular assistance to our citizens abroad. This is making a big cost savings impact on staff training and deployment"- Patrick Owens, Former Head of Passports and Documentary Services Group, Consular Directorate, Foreign and Commonwealth Office.

PATRICK OWENS Former Head of Passports and Documentary Services Group, Consular Directorate, Foreign and Commonwealth Office [2006]

ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach Software helps ensure traveller safety and security globally through its systems for immigration, passport, border management and consular organizations. Our innovative travel application and trademarked identity and document verification process, Know Your Traveller™ (KYT) helps improve the safety and security of international travellers and those living abroad. We supply passport/ePassport and eVisa/Electronic Travel Authorization issuance software worldwide. We are intimately familiar with the international technical standards for secure travel documents, based around ICAO Document 9303 and WorldReach staff are active participants in standards setting bodies for seamless borders, identity verification and identity documents as well as biometrics.



REACHING TRAVELLERS AND CITIZENS ABROAD

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