



CASE STUDY UNITED KINGDOM FOREIGN & COMMONWEALTH OFFICE

COMPASS Consular Database System



ABOUT UNITED KINGDOM

Population: 67,574,849
[World Population Review August 2019]

OFFICIAL NAME

United Kingdom of Great Britain
and Northern Ireland

ISSUE

The United Kingdom's Foreign and Commonwealth Office (FCO) provides consular services to British nationals who live or travel abroad. Each year over 50 million British citizens travel overseas and more than 15 million citizens reside abroad. The FCO is a large organization consisting of 5,500 staff, of which 9,860 are locally employed. The department was faced with a serious problem in the amount of time consular officials spent trying to share information internally – thereby detracting from the amount of time spent on service to British nationals. The FCO required a consular database system to improve the quality of consular service as well as meet the anticipated 17% increase in demand for consular protection services.

WorldReach Software's Consular Database System (known as COMPASS by FCO) was selected to provide an effective and efficient means of sharing information. The system is based upon a single central database that is globally accessible and can be updated by authorized users at posts and headquarters.

SOLUTION

COMPASS consists of Case Management, Consular Management Information and Registration modules. Case Management is the core component of WorldReach Consular Software. It enables overseas and headquarters staff to record and manage case information including clients' personal & travel documentation, incident data and information on services provided by the FCO. A full range of consular services and case types are supported. A notes function allows officers to record the history of a case and attach pertinent documents (files, emails, scanned images). Messaging can then be used to notify other staff of actions required. Specialized forms capture information relating to: financial assistance, arrest/detentions, child abductions and births/deaths. Flexible reporting capabilities allow users in either headquarters or posts to select the criteria on which to report, preview, and print reports thereby fulfilling both management and operational requirements. Given that all input is captured in real time, reports always contain the most current consolidated information.



UNITED KINGDOM



TECHNOLOGY DEVELOPMENT

Visual Basic & .NET
SQL Server
Windows NT

OPERATES ON

Citrix Server Farm
Windows NT workstations
Windows 2000
Global WAN

RESOURCES

Project Manager
Tech Architect
2 Developers and 1 Tester

DURATION

PHASE I

Contract Award: May 2001
Initial Delivery: Sept 2001
Pilot: Oct 2001-Mar 2002

PHASE II

Rollout and ongoing use: April 2002 onwards

The Consular Management Information Program enables the recording of program level management information by posts to facilitate reporting on resource time usage. This information can be used in support of resource allocation and cost recovery. Consular Management Information also provides a contact directory for the recording of information on personnel, communication facilities, working hours and holidays for each posts.

The Registration module supports the registration of citizens living or staying abroad. It is used to provide emergency communications assistance and to manage a warden system (voluntary communications structure for nationals abroad). Extensive ad hoc reporting capabilities allow headquarters and consular staff to create reports, mailing labels, email address lists and mass mailings via email.

In addition to system administration training, WorldReach Software also provided 'Train the Trainer' workshops for FCO 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.



REFERENCE

I do not hesitate in providing a strong positive recommendation to a Ministry of Foreign Affairs who is considering modernization and the value delivered by the WorldReach consular and crisis management software.

PAUL SIZELAND Former Director of Consular Service
Foreign and Commonwealth Office [2006]



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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