



CASE STUDY UK CROWN DEPENDENCIES AND GIBRALTAR



Gibraltar



Guernsey



Isle of Man



Jersey

ABOUT THE CROWN DEPENDENCIES AND GIBRALTAR
Population: 288,760 [approx.]

OFFICIAL NAME

Gibraltar, Guernsey, Isle of Man, Jersey

Emergency Passport Issuance System

ISSUE

The Crown Dependencies, comprised of Guernsey, Isle of Man, and Jersey, and the Overseas Territory of Gibraltar required assistance in implementing a new emergency passport issuance capability. This new Emergency Travel Document (ETD) system needed to be fully functional by early 2019 in order to meet operational requirements.

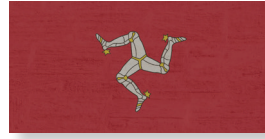
SOLUTION

WorldReach proposed a solution based on our PassportReach Service used daily by the UK's Foreign Commonwealth Office (known as BRIDGE), Global Affairs Canada (known as PMP) and most recently, seven British Overseas Territories (Anguilla, Bermuda, Cayman Islands, Montserrat, St Helena, Turks and Caicos, and Virgin Islands). The system has been operating effectively in a cloud environment for the British Overseas Territories for a number of years, so WorldReach was pleased to extend this capability, cost-effectiveness and economies of scale, to the Crown Dependencies and Gibraltar.

WorldReach was awarded the contract and work began on the project at the end of October 2018. The PassportReach-based solution was installed in a test environment in January 2019, with onsite training taking place in February and in production in March. WorldReach's extensive knowledge and experience providing clients with flexible passport issuance solutions was seen as a large asset.

WorldReach's PassportReach solution is now deployed in a UK-located hosted environment, using a Software-as-a-Service (SaaS) model, which adds further flexibility and scalability benefits to the Crown Dependencies and Gibraltar. PassportReach is a role-based passport issuance solution, available to authorized users 24/7.

UNITED KINGDOM



PROJECT FACTS

Contract Award: October 2018
Operational: January 2019

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

PassportReach is involved in all phases of secure document issuance, including data capture, entitlement and identity processing, scanning, tracking, and personalization. The solution aids citizens in obtaining secure travel documentation, such as an Emergency Travel Document, and supports passport issuance both in-country and overseas, while providing support for local, regional, and centralized printing.

For the Crown Dependencies and Gibraltar, WorldReach leveraged its experience with multiple UK Government Agencies to accommodate their exacting standards and build them into a hosted environment. The solution proposed and implemented by WorldReach offered services and components for infrastructure, platform, and application.

ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach Software helps ensure traveller safety and security worldwide through its systems for government immigration, passport, border management and consular organizations. WorldReach supplies consular, passport/ePassport and eVisa/Electronic Travel Authorization software and fosters best practices used by more than 3000 daily users in over 950 sites worldwide. Both of our PassportReach and VisaReach product suites (including our Secure ETA™ application) are built on the same common core functionality covering enrolment and entitlement for secure travel documents. Intimately familiar with the international technical standards for secure travel documents, the ICAO Document 9303, our staff are active participants in international standards setting bodies for seamless borders, identity verification and identity documents as well as biometrics.



REACHING TRAVELLERS AND CITIZENS ABROAD

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