New technologies applied to travel facilitation airport controls and visa issuance

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VFS Global
Getting it Right - convenience and security for State & Traveller:
- Enhance the current process through use of technology; outsource to service providers; collaborate with the airlines / airport authorities
- Operate Trusted Travellers’ Programmes to facilitate the genuine traveller
- Institute ‘E-Visas’, which avoid need for physical presence - 2% of visas are ‘E-Visas’; visas on arrival
- Regional agreements, share databases. Eg. Schengen

- Making the most of the governmental spend – how can you get the maximum return for your money

- Policy changes - Introduction of biometrics as mandatory in visa process. From Latin America to Schengen w.e.f 5th Sept 2013
Borders - end to end Process

- Pledge
  - E-Visa
  - Biometric Visa
  - Travel Documents
  - Supporting Documents

- Evaluate
  - API
  - PNR
  - Alerts and Watch Lists

- Process
  - Back office process
  - Case working
  - Biometrics
  - Alerts, Store, Protect, Secure

- Pre-Arrival
  - Alerting
  - Expecting You
  - Intelligence

- Border Control
  - Arrival
  - Departure
  - Enforcement

- Data Management
  - Data Mining
  - Revenues
  - Statistics
  - MIS

UNWTO - a Specialized Agency of the United Nations
ABC Gates – Trusted Travellers

Including but not limited to:

- United Kingdom
- Ireland
- Malaysia
- Australia
- Denmark
- Germany
- Spain
- Netherlands
E-Visas – Online Application

- Country-Specific theme to promote tourism
- Secure web-based transactions
- Multiple currencies
- Options of secure printing or electronic visa
Emirates – Dubai Visa Integration
Visa Application Centres

- Statistics show that the number of travellers have expanded when visa facilitators are in place, and the administration for travellers is eased
- VFS Global and other companies work as outsourced service providers
- Security is not compromised as each visa applicant is seen in person
- Documents are verified
- Where required biometrics are enrolled
Typical Visa Application Centres

London JVAC
Typical Visa Application Centres

Istanbul JVAC
Ensures an indicative checklist for supporting documents is shared with applicants to enhance process effectiveness
Applicant data saved in electronic form in an agreed format reduces paperwork at the post.
Bar Coding

Unique bar code reference number assigned to each individual application, aids in real-time tracking of the passport.
Online Tracking

Online real-time tracking available for applicants; updated at each stage of visa / passport processing.
Real-time tracking system available for applicants as SMS alerts

1. VFS <Passport Number>
2. Text message sent to designated number
3. Message routed to VFS Global server
4. Response sent by VFS Global server to mobile operator
5. Response forwarded to applicant as text message
6. Passport may be collected at xyz VAC
Return of Passport

Options: In-person collection at the VAC, representative collection at the VAC, courier
Harmonising Biometric Technology
Analytics – The Third Eye

- A powerful BI tool to meet all the reporting requirements.
- Create alarm tools if a particular center is behind the daily target on a particular service level.
- Get ‘real time’ access to VFS and its clients to monitor any performance matrix from ACD & CRM.
- A call routing engine to control the calls to a partner.
- Get a tool to create live dashboards at the click of the button.
- Create a storage tool and a search tool through which VFS and its client can pull up a voice recording.
- Get a live coverage of what is happening in a particular call center shop floor.
- Call recording solution for storage and search of voice recording and live barging.
- A Unified Central solution for collaboration requirement.

UNWTO - a Specialized Agency of the United Nations
Analytics – Customized Reports

Reports to inform a more targeted advertising spend

Number of visitors to a site – Type of visitors

Type of calls – content and duration
The VFS Global Kiosk is a comprehensive Visa Processing System designed to meet the visa processing requirements of diplomatic missions worldwide. It is a system that integrates the complex business logic of diplomatic missions with a state-of-art hardware that provides an integrated Payment, Printing and Biometric Enrolment System that can be manned by mere security or by an operator.
Tourism Promotion within a VAC

“Intangible tourism services cannot be physically displayed or inspected, they are normally bought before the time of their use” Prof. D. Buhalis
Representing Tourism Boards

- Offering improved office facilities and work areas

Mr Salvatore’s office is at the heart of all the work being done for ENIT India.
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<th>VFS Client Governments</th>
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*Note: USA is represented by two flags, indicating the variation in American flags. 
Thank you!

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