VISA management system

Overview

An immigration application to any country usually takes many weeks or months to get processed. This time period does not include the additional requests for information and documentation that would allow the immigration department to enter the actual processing time zone, in this case it is a "4-week zone".

Unless applicants are good at reading the official documentation thoroughly, the applications usually end up taking up to 6-8 weeks from the date of case submissions to case finalization. However, in all fairness to the immigration department, if all documents are submitted properly, most of the time the 4-week zone deadline is met.

Our client has an immigration consultancy, where applications were processed manually. This led to inconsistencies and made it difficult to track progress on each application thereby resulting in delays in reaching the "4-week zone".

The client wanted a solution to help the team to ensure that their clients would enter the "4-week zone" as soon as possible. In addition, the client wanted a standardized way of dealing with each application based on its type, and to be able to track their progress.

Goals

The solution offered needed to streamline the entire application process, and as such needed to achieve the following goals,
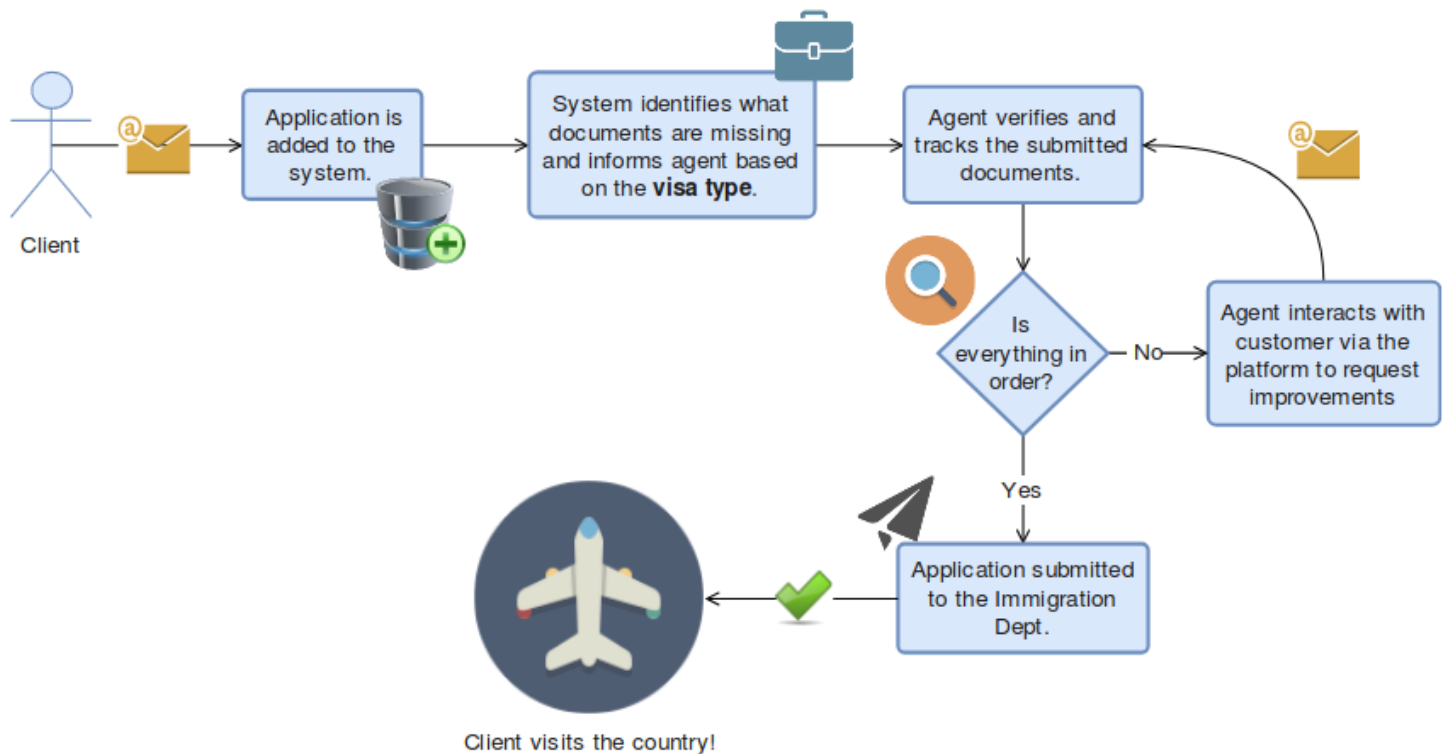
1. **Apply & Track** - Client's VISA application and its corresponding documents (*based on the type*) should be fully tracked via the platform.

2. **Process** - Process the application based on the workflow associated with that application type. Various milestones and checklists that the processing is smooth and accurate.

3. **Interact** - Any communication with the client with respect to their application should be tracked via the platform. This provides for all history of communication and documentation when an application is revisited.

4. **Speed & Efficiency –** Automating this process through workflows is expected to improve the productivity of the staff and provide for higher applications processed successfully.

Solution

A single page web application that can be best described as an immigration application management platform is designed and developed to meet these requirements. Based on the visa type, the system keeps track of the documents required and the workflow, each workflow has tasks, with respective status that is used to track the progress of the task and the case overall.

A case is associated with a contact which may or may not be associated with a company. The contact is the client applying for immigration. The client may have other dependents such as their spouse, parents or children each of whom will be a contact in the system, with a case of their own.

An email platform with SMTP support has been built into the system. It is used by the agents to communicate with the visa applicants. Applicants submit their applications and required documents via email which is then converted to a case with a click of a button. Further emails correspondence can be carried out within the platform and associated with the same case.

Client

Application is added to the system.

System identifies what documents are missing and informs agent based on the **visa type**.

Agent verifies and tracks the submitted documents.

Is everything in order?

No

Agent interacts with customer via the platform to request improvements

Yes

Application submitted to the Immigration Dept.

Client visits the country!

The progress on each case is tracked via tasks under the workflows, and checklists associated with that case type. Agents can add custom notes to each task to share more information about the case.

The user interface is customizable allowing agents to pin cases to their dashboards, collapse and expand sections and re-order widgets. Agents can use the portal on the desktop or on their iPad. Via an admin interface the administrator can manage user accounts and other configurations associated with the system.

Impact

The system has been in use for over 3 years now, and during this time has processed many thousands of applications. This number is 32% more than what they were processing in a year before this platform was put in place. It has also allowed our client's immigration consultancy to reduce the application processing time by 40% on average.

Agents find it easier to identify has to be done, since the system has a clear workflow associated with each application type. It has also become simpler for them to track the progress on each case. Since all details related to a case are present in a single entity, an agent can quickly review an existing case and start contributing.

Having all cases, contacts and companies in a single platform has also helped agents to quickly identify historical information with regards to a contact or company.

32% more

applications processed in the same time.

Riveng software is an intellectual property of Hong Kong Visa Centre, Hong Kong. Osmosys is the development partner for this product and is currently maintaining the product.

Osmosys has built and currently maintaining our immigration application management product for 4 years and communication throughout this time has been a breeze. The team is quick to respond to any queries that I may have and provides us with regular and timely updates on improvements and developments. Our App is currently being used here by our team on a daily basis and Osmosys has supported us swiftly with any issues that we've had.

I am very satisfied with their work and would have no hesitation in recommending their services to Others.
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M Penny
Director, Hong Kong Visa Centre
Hong Kong