

## Embassy Support Applications (ESA)

Bringing E-Government to the Embassies



### At a Glance

Embassy Support Applications (ESA) is a secured multi-user web based application developed by mavnewmedia UG which provides functionalities to support diplomatic services within Embassy procedures.

These services include visa application and processing services, citizen registration services, communication and payment procedures, as well as report and statistics monitoring.

### About the Embassy Support Applications Platform

Advances in technology, changes in user expectations, and the desire to enhance service initiatives for embassies around the world, has generated the urge for better Information Technology (IT) support in diplomatic processes. ESA is designed from the base for extensibility and adaptability to provide holistic solutions to modern embassies for optimizing their core processes.

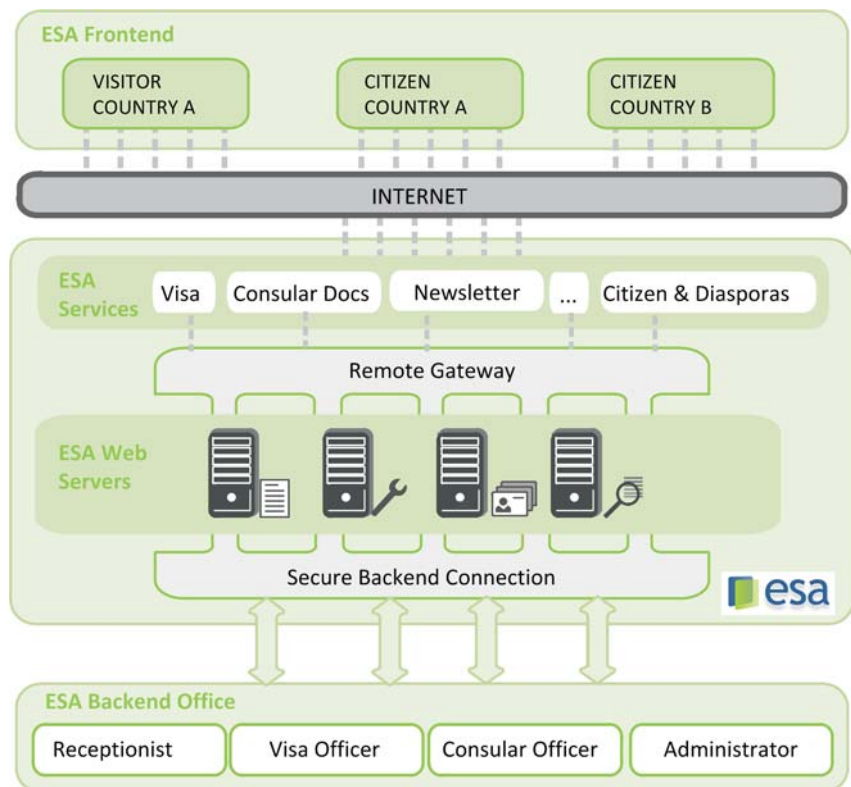


Figure 1: ESA Architecture Overview

- » Citizen & Diaspora Management
- » Visa Management
- » Newsletter Management
- » Consular Document Management
- » Consular Card Management
- » Statistics and Data Mining
- » Process Status Monitoring
- » Secured Access to all processes
- » Integration on Embassy's website

The following administrative tasks are also incorporated within the system:

- User Management
- Backup and Recovery
- Security and Access Control
- Reporting & Statistics Management

### What is the benefits?

- Automating consular services for visa, consular card and consular document processing significantly reduces the workload on the staff
- Improves the “guest friendly” image as visa application process is simplified to further attract tourists
- Improved integration of citizens and communication with the diaspora abroad with access to database of information on all diaspora/citizens, multiple search and filter options to identify target group and a built in email system to send mass emails to target groups
- Improved isolation and management of students
- Structured electronic document management
- Faster and easier access to information for staff and applicants using advanced search and filter functionality
- Creation of electron versions of paper document for archiving and historic purposes
- Improved service quality - 24/7 internet access irrespective of country of visitor
- Custom statistics for understanding diaspora, citizens and tourism trends
- Providing trends on business and investors motives
- Easier visa and consular document application processing workflow reduces costs and better management of visa payment

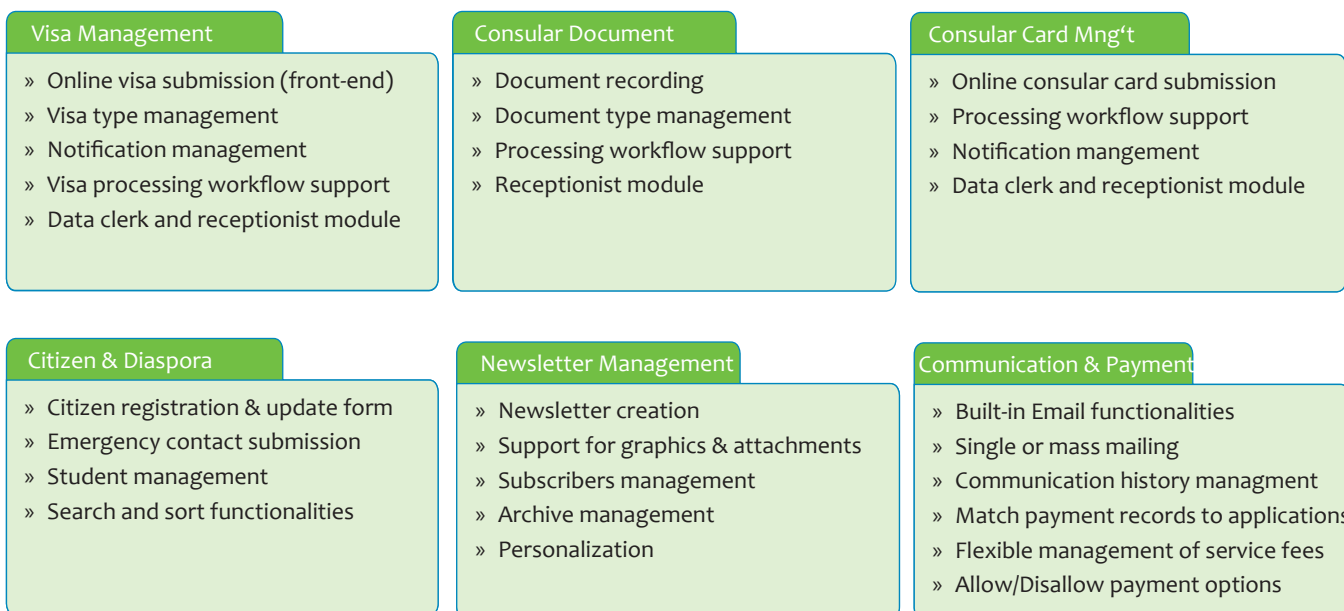


Figure 2: ESA Modules Overview

### Contact

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