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Siebel Case Management and Oracle Policy Automation for Immigration and Border Control

Governments are under significant pressure to ensure only legitimate travelers and goods flow within and across their borders. This is an increasingly difficult task as complex legislation changes to support increased tourism and global trade must be balanced against reducing illegal trafficking and government efforts to combat illegal immigrants. Immigration and Border Control authorities need solutions that simplify and automate these processes to support these objectives.

Key Benefits

- Efficient identification, authenication, and tracking of legitmate travelers through a single secure platform
- Easily manage changing policy rules, quickly and accurately determining applicant eligibilty and change-of-status
- The solution's self service capabilities transform service delivery for role-based users
- Provide timely operational and performance metrics to government officials, field staff and citizens
- Deploy proven priority immigration and border control solutions integrate with all government silos yet preserve legacy investments

Challenges Facing Immigration and Border Control Authorities

Across the world, immigration and border control authorities manage critical and sensitive tasks for their countries. Issuing visas, permits, and passports; monitoring legal residencies; ensuring security at the point of entry, detaining and removing illegal travelers, managing asylum seekers and refugees as well as extending resident permits all fall under the realm of immigration and border control authorities. Many departments suffer from large processing backlogs and must invest in staff, training, and technology to manage the workload of those applying to enter the country. Many more departments, lack the ability to rapidly collect and disseminate information on change-of-circumstances for travelers that can be used to reduce expenditure or reimbursements on health and human services to non-residents, prevent or mitigate spread of communicable disease or inform other countries of the whereabouts of loved-ones after a natural disaster. With Oracle immigration and border control authorities can meet all these challenges head on and in real-time.

Intelligent Immigration and Border Control management

Oracle empowers immigration and border control authorities by providing solutions that expedite processing; identifying risks, all in a single secure source. Agencies can use Case Management capabilities to automate straight through processing for low risk items and therefore allow skilled personnel to focus on more complex cases. A single view of the applicant's information is shared accurate determinations across diverse global locations through intuitive on-line self-service that enables automation of visa and citizenship applications. Oracle policy automation ensures consistent and accurate determinations across diverse global locations through intuitive on-line self-service that enables automation of visa and citizenship applications.

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Oracle's Case Management and Policy Automation combine to identify and authentic legitimate travelers automate visa and citizenship applications. In addition, Oracle's ability to incorporate biometric data into the authentication process adds additional security to the end-to-end process, avoiding problems such a fake identities and visa-shopping.

Ensuring Visibility and Accountability

The need to provide real time operational and performance metrics is critical to driving better performance outcomes. In addition, being able to map relationship to identify potential areas of risk, traveler movement, volumes and relocation patterns is vital to optimize operations across all areas.

Oracle's solution for immigration and border control includes easy-to-use, Web-based analytics with ad hoc/online queries, standard reports and role-based dashboards to provide performance information through a pre-built configurable or customizable portal. Immigration analytics provide a view into current transactional trends, allowing easier identification of best practices to improve agency performance; clearance rates, and caseload management.

Maximize Value from Existing IT Investments

Deploy proven contemporary, cost effective immigration solutions without compromising or replacing legacy investments. Oracle's Master Data Management solutions enable you to consolidate, federate and cleanse data into a single secure source achieving a single complete applicant profile. Oracle's Master Data Management solution provides information access, storage and retrieval, and defined levels of redaction to specific elements of the information based on agreed upon agency and department stakeholder data management and cleansing policies. In turn, these policies are integrated into the policies that drive particular agency business process and operational metrics based on Oracle's Policy Automation.

Oracle offers a Service Oriented Architecture foundation through its industry leading Fusion Middleware to enable you to more easily adapt business processes and re-deploy current solutions for changing demands. As a result, agencies can target their highest priority solutions for implementation while preserving and expanding use of legacy technology investments. The underlying SOA middleware platform collects and disseminates key information to and from Oracle's Case Management solution to provide self-service KPI reports, one-off inquiries, internal agency-specific tasks and processes must be run based on part of the information about a segment of the travelers or goods flowing across national borders as well as updates to the information based on particular traveler's change of circumstances.

Meeting the Challenge

Oracle's solution enables immigration and border control authorities to improve citizen service and operational performance. Oracle's solution provides:
- Best practices for identifying and authenticating legitimate travelers through improved data integrity with a centralized view of the applicant
- Extensive self-service capabilities to automate the visa, passport and citizenship determination
- Improved risk assessment management capabilities
- Robust analytics and reporting capabilities to track progress on key incentive performance measures

The Oracle Advantage

With a number of successful implementations around the globe, Oracle has a demonstrated track record in the public sector for enabling data sharing across department boundaries, administrative processes, and reducing the overall cost of service delivery. For more information, please contact us at 1.800.ORACLE1 or visit us at www.oracle.com/government and www.oracle.com/applications/crm.

Key Features

- Central electronic repository for all visa and passport applications, case documents including court documents, photographs, state forms, letters, emails and multimedia files based on user defined security parameters
- Rapid transformation of policy documents and manuals into executable form
- Data integrity and validation functionality that provides consolidated applicant mapping, to reduce case duplication and client records throughout all services provided

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