

## United Kingdom's Foreign & Commonwealth Office COMPASS Consular Database System



### About United Kingdom

Population: 60,609,153

[World Factbook July 2006]

### Official Name:

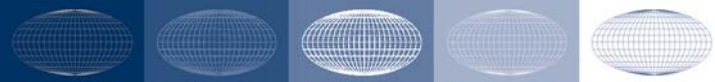
United Kingdom of Great Britain and Northern Ireland

The United Kingdom's Foreign and Commonwealth Office (FCO) provides consular services to British nationals who live or travel abroad. Each year over 50 million British citizens travel overseas and more than 15 million citizens reside abroad. The FCO is a large organization consisting of 5,500 staff, of which 9,860 are locally employed. The department was faced with a serious problem in the amount of time consular officials spent trying to share information internally – thereby detracting from the amount of time spent on service to British nationals. The FCO required a consular database system to improve the quality of consular service as well as meet the anticipated 17% increase in demand for consular protection services.

WorldReach Software's Consular Database System (known as COMPASS by FCO) was selected to provide an effective and efficient means of sharing information. The system is based upon a single central database that is globally accessible and can be updated by authorized users at posts and headquarters.

COMPASS consists of Case Management, Consular Management Information and Registration modules. Case Management is the core component of WorldReach Consular Software. It enables overseas and headquarters staff to record and manage case information including clients' personal & travel documentation, incident data and information on services provided by the FCO. A full range of consular services and case types are supported. A notes function allows officers to record the history of a case and attach pertinent documents (files, emails, scanned images). Messaging can then be used to notify other staff of actions required. Specialized forms capture information relating to: financial assistance, arrest/detentions, child abductions and births/deaths. Flexible reporting capabilities allow users in either headquarters or posts to select the criteria on which to report, preview, and print reports thereby fulfilling both management and operational requirements. Given that all input is captured in real time, reports always contain the most current consolidated information.

The Consular Management Information Program enables the recording of program level management information by posts to facilitate reporting on resource time usage. This information can be used in support of resource allocation and cost recovery. Consular Management Information also provides a contact directory for the



## UNITED KINGDOM

### Industry Sector

Government of the United Kingdom

### Technology Development

Visual Basic & .NET  
SQL Server  
Windows NT

### Operates on

Citrix Server Farm  
Windows NT workstations  
Windows 2000  
Global WAN

### Duration

Phase I  
Contract Award: May 2001  
Initial Delivery: Sept 2001  
Pilot: Oct 2001-Mar 2002  
Phase II  
Rollout and ongoing use: April 2002 onwards

### Resources

Project Manager  
Tech Architect  
2 Developers and 1 Tester

recording of information on personnel, communication facilities, working hours and holidays for each posts.

The Registration module supports the registration of citizens living or staying abroad. It is used to provide emergency communications assistance and to manage a war-den system (voluntary communications structure for nationals abroad). Extensive ad hoc reporting capabilities allow headquarters and consular staff to create reports, mailing labels, email address lists and mass mailings via email.

"I do not hesitate in providing a strong positive recommendation to a Ministry of Foreign Affairs who is considering modernization and the value delivered by the WorldReach consular and crisis management software."

Paul Sizeland  
Director of Consular Service  
Foreign and Commonwealth Office [2006]

In addition to system administration training, WorldReach Software also provided 'Train the Trainer' workshops for FCO trainers. The purpose of the workshop was to provide trainers with: a working knowledge of the consular product; a telephone training approach; a classroom training approach; guidelines for conducting follow-up to training sessions; and guidelines on how to distinguish between training issues and hardware/software problems to be addressed by the Help Desk.

For more information on the UK FCO COMPASS project, please contact us.

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### About WorldReach Software Corporation

WorldReach Software offers solutions to extend a government's reach of assistance across geographic borders and time zones to citizens in need. For almost 15 years, WorldReach products have been used by national governments for consular assistance, consular crises and passports abroad. Our solutions are licensed to Ministries of Foreign Affairs in Canada, United Kingdom, New Zealand, Netherlands and Spain, covering 700 sites in approximately 200 countries.

