



GLOBAL CITIZEN SERVICES CENTER OF EXCELLENCE

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csc.com/gcs](http://www.csc.com/gcs)

CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.

As the world's leading provider of Global Citizen Services (GCS), CSC helps foreign ministries, embassies and consulates around the world streamline the visa application process while keeping their borders secure.

CSC's GCS Center of Excellence (CoE) provides thought leadership and business process reengineering to any government seeking to modernize and streamline its visa and consular systems or processes.

EXPERTISE

We provide innovative visa and consular solutions to the world's governments, wherever their visa applicants happen to be. We use our experience and worldwide presence to design a package of services that meets the precise needs of each client, taking into account the volume and travel patterns of their visa applicants.

Our GCS CoE provides custom technical infrastructure built with security and dependability as cornerstones. Our fraud prevention and data security measures minimize risk and are customizable to comply with any government standards and regulations and meet the needs of individual embassies and consulates.

SERVICES

- Visa Application Development
- Visa Application Centers
- Visa Information Services
- Banking/Fee Collection
- Biometric Enrollment
- Appointment Scheduling
- Queuing/Greeter Services
- Secure Document Delivery
- Visa Fraud Prevention/Mitigation
- Consular Case Management Tools

CASE EXAMPLE

In order to improve customer service for visa applicants across Latin America, Citizenship and Immigration Canada (CIC) needed to establish 17 Visa Application Centers (VACs) in 15 countries under a tight schedule, with on time delivery. CSC won the contract for this work in May 2011. The first centers were required to go live in August 2011, less than three months after contract award.

Drawing on our deep subject matter expertise, our successful pilot project operating three VACs for CIC in Mexico since 2009, and our experience running similar services for the US, UK and other governments, the CSC team met all client expectations and opened all centers on time, at very competitive prices.

We now offer services for CIC in Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay and Venezuela. The Canadian Prime Minister, Stephen Harper, issued a statement recognizing the establishment of the new centers as a significant improvement in service for people in Latin America wishing to travel to Canada.

EXPERIENCE

Using our innovative visa solutions, CSC has provided accurate visa information and prompt services to more than 40 million visa applicants, scheduled more than 20 million appointments and collected the biometrics of millions of applicants.

Our industry leadership in global visa operations is built on a 10-year history of success and innovation. We currently support the governments of Australia, Austria, Canada, Germany, the United Kingdom, and the United States, with services in over 100 countries and more than 20 languages. Our services have all but eliminated visa queues outside our clients' embassies and consulates. By outsourcing information services and biometric collection, visa and consular officers spend their valuable time interviewing applicants and adjudicating visas.

CONSULAR SOLUTIONS

CSC teams with Worldreach, the leading provider of person-centric software, to offer exceptional consular solutions to governments across the globe.

Everyday Operations: With our citizen-centric consular management solutions, staff can initiate and follow any aspect of a consular service request, incident or citizen interaction at headquarters or missions. These solutions include specific support for needs or circumstances including

- Repatriation
- Adoption
- Imprisonment
- Inquiries about well-being/whereabouts
- Kidnapping/missing persons reports
- Immigration/citizenship requests
- Legal/notary service

Crisis Operations: When crisis erupts, no matter where, our citizen-centric crisis management solution supports a range of government responses. A balanced, integrated set of proactive and reactive tools extends the reach of government beyond its borders to help citizens in need. These tools address areas such as: preparedness, crisis response and long-term consular case management.

RESOURCES

Our GCS Center of Excellence team has a combined total experience of over 50 years in government service, in both foreign service and immigration operations. The team leverages a wide range of subject matter experts across CSC, with more than a decade of experience in providing visa and consular services to government clients.

CSC is a world leader in biometric technology, which is becoming an increasingly important element in visa processing as governments seek to improve border security. We have also developed a proprietary visa application tracking system that allows customers to check the progress of their application.