

## 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 GmbH 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.

### Selected mavnewmedia Clients

Embassy of Kenya in Germany  
Embassy of Uganda in Germany  
Embassy of Kenya in Austria

### 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.

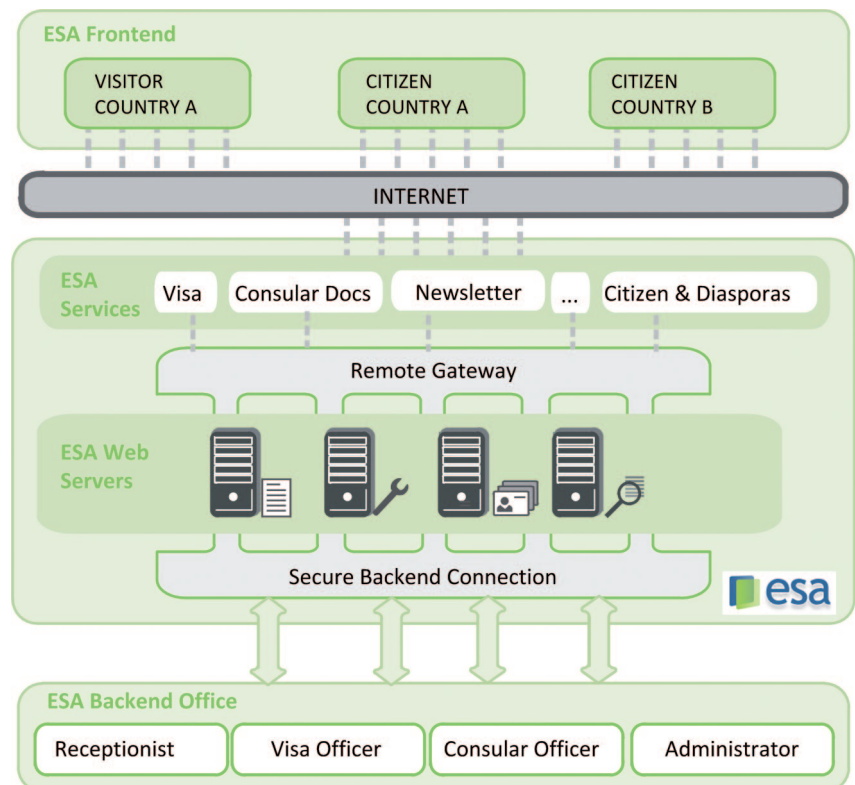


Figure 1: ESA Architecture Overview

- » 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

### Benefits our Clients Enjoy?

- Automating consular services for visa, consular card and consular document processing significantly reduces the workload on the staff
- Visitor self-service and online access to application status information improves their satisfaction
- Online registration of citizens and diaspora simplifies their registration with the embassy and increases the number of registrations
- Better understanding of diaspora and citizens using data mining functionality in our database with easier communication to these groups
- Significantly simplified functionality to create monthly reports (for visas issued, registered citizens) for sending back to home country

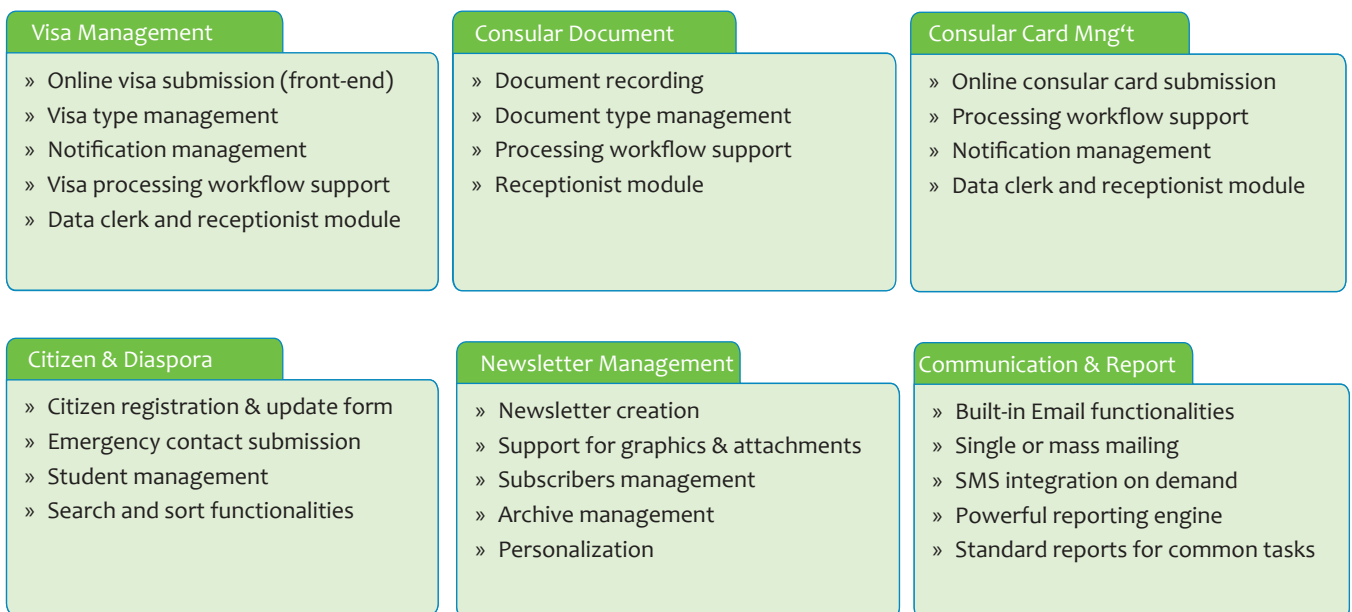


Figure 2: ESA Modules Overview

### Contact

maviance GmbH  
contact@maviance.com  
www.maviance.com