

TECHNOLOGY IN SUPPORT OF FAMILY REUNIFICATION

Family Assistance Programme
Familienunterstützungsprogramm
برنامج مساعدة الأسر
بیرنامه‌ی هاوکاری خیزان

Funded by
Federal Foreign Office

LEVERAGING TECHNICAL SOLUTIONS BY INTEGRATING MICROSOFT PLATFORMS WITH CONTACT-CENTRES FOR CASE MANAGEMENT

186,000+

Contacts registered in the integrated FAP system

326,000+

Phone calls with beneficiaries

70,000+

Exchanged e-mails

13,000+

Interactions via Facebook

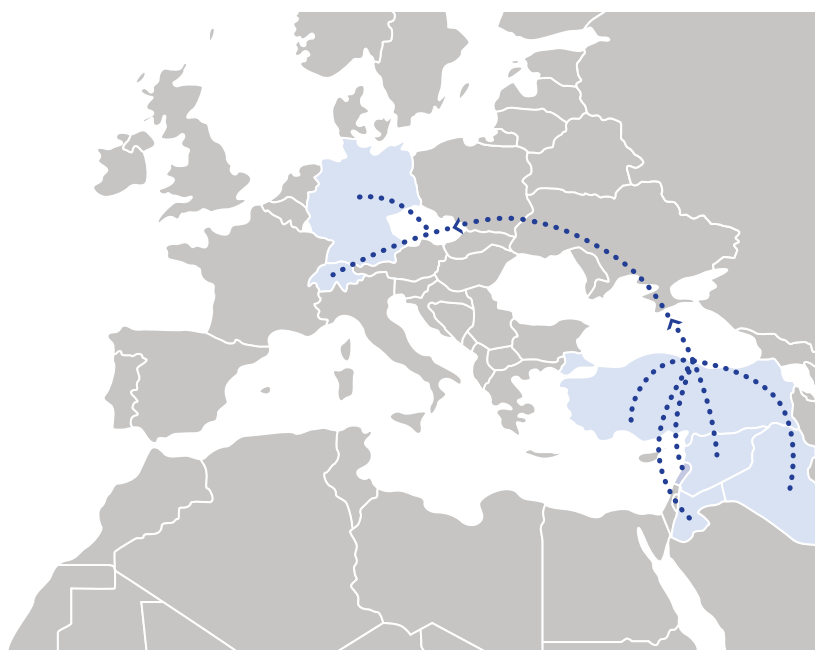
Operating a family reunification programme requires a comprehensive, reliable, and secure system for customer relations management and communication with (vulnerable) migrants. With thousands of migrant families relying on IOM to process their family reunification cases in a responsible and orderly manner, IOM has combined multiple solutions with on-site ICT infrastructure and multi-site connectivity to maintain an effective case management system and to communicate efficiently with beneficiaries and relevant stakeholders.

To support family reunification, IOM's system combines Microsoft Dynamics with an advanced contact-centre solution to consolidate telecommunications, messaging and document management in an integrated system. This enables automated business processes, work-flow activities, and collaborative processes in a multi-site environment. While facilitating case-linked customer service via phone, e-mail, and social media this also allows team leaders to manage staff performance and contribute to timely data analysis and reporting.

IOM's integrated system is highly secure and complies with the EU's General Data Protection Regulation "GDPR" requirements.

CASE STUDY: GERMAN FAMILY ASSISTANCE PROGRAMME

- IOM Data-Centre;
- Maintain an overview of and categorize beneficiary families and relevant contacts;
- Contact beneficiaries through Contact-Centres;
- Provide visa documents completeness check-lists to each applicant;
- Flexibility to update and export reports;
- Provide appointment scheduling on the integrated platform.



HARNESSING THE POWER OF A HYBRID, PURPOSE-BUILT INFORMATION MANAGEMENT & COMMUNICATION SYSTEM



Call Center



Secure System



Email



Messaging



Website



Social Media

GLOBAL TECH PARTNERSHIP

Microsoft solutions allow IOM to bring the project's various components together to meet common operational goals. To this end, an IOM customized solution is integrated across contact centres in multiple locations and is compatible with IOM ICT infrastructure and the most updated platforms on multiple devices. Thanks to this compatibility, the solution benefits from a reliable and instant backup system through IOM's global infrastructure. In addition, a virtual space provides for a separate developing, training, review and control environment.

The adoption of this platform as a service model makes the system cost-efficient and able to benefit from synergies with other available technologies.



IP-ENABLED CONTACT CENTERS

IOM's IP contact-centre is equipped with the Unified Communications Manager and its IP-Telephony solutions are integrated with Microsoft's platform. This allows IOM to provide high-quality customer service across multiple locations by leveraging the following features:

- The ability to operate on minimum fixed bandwidth resources and/or alternatives with low resources with multiple channels.
- Call Barging and Silent Monitoring features, with which managers can monitor staff performance and intervene in calls if necessary.
- Comprehensive historical & live data web-based reporting mechanisms with authenticated access levels.
- Networking tools to monitor resource availability and direct calls as appropriate, using Call Routing.



Real-time Communication

Unified System

