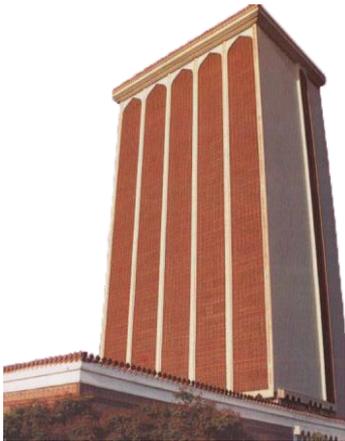


# Case Study e-Visa Processing and MOFA Integration



حج کمیٹی آف انڈیا

## HAJJ COMMITTEE OF INDIA

(Statutory body of Ministry of External Affairs, Govt. of India)

### Customer Location

*Mumbai, India*

### Industry

*Government*

### Client Overview

*HCOI an autonomous body working under the Ministry of External Affairs, GOI. It is established for making arrangement for the pilgrimage of Muslims for Haj.*

### Platforms

*Microsoft Visual C#  
Microsoft SQL Server 2008  
Windows Application*

### Solution

*e-Visa Processing and MOFA Integration*

### TESTIMONIAL:

*“The implementation of MAT for Hajj 2013 has changed the way we used to process MOFA. The MAT is a must tool for any Hajj Organization and perhaps the most valuable one.”*

*Dr. Shakir Hussain  
CEO, Hajj Committee of India*

### Situation

MOFA (Ministry of foreign affairs) is a Saudi Arabian government agency to manage international relations and affairs where visa processing is one of the main activities. The entire visa request is received through e-services section of the website.

Hajj Committee of India (HCOI), a statutory body constituted under the Hajj Committee Act 2002. HCOI is the Nodal Agency created to facilitate the Indian pilgrims to perform Hajj.

During Haj season, HCOI receives credential from MOFA to process their Haj pilgrim's visa. HCOI arranges temporary staff every year to enter data manually on MOFA website for their 125,000 pilgrims.

Upon successful upload, MOFA website generates a number which is then stick as a barcode on pilgrim's passport and then submitted to Saudi Arabia Embassy for Visa stamping.

### Challenges

The need and recruitment of huge temporary staff for a limited time period of one month for manual data entry on MOFA website is a big challenge for HCOI.

Manual data entry being a labour-intensive process has disadvantage of speed and accuracy which leads to increased cost and business risk as data becomes increasingly incomplete, inaccurate and inconsistent across the various state committees.

With so much of textual information to enter, data entry operators inevitably make mistakes that have consequence on pilgrim's visa being rejected due to incorrect data entry.

HCOI intended to use their Pilgrims information already available in their database during their Haj processing through automated application.

# Case Study **e-Visa Processing and MOFA Integration**

## Product Profile

### MAT FEATURES:

- ✓ *A fully scalable and automated tool*
- ✓ *Designed to interact with any desktop or browser application.*
- ✓ *Data entry through barcode scanning, passport wise or bulk entry*
- ✓ *Powerful Scheduler functionality*
- ✓ *Support for Image recognition*
- ✓ *Read/Modify data from various sources such as SQL DB, XLS etc.*

## Platforms Profile

### Microsoft .NET

Microsoft .Net is software that connects people, information, system and devices through the use of web services. Web services are a combination of protocols that enables computers to work together by exchanging messages. Web Services are based on the standard protocols of XML, SOAP, and WSDL which allow them to interoperate across platforms and programming languages

## Solution

Octaware designed and developed a software product MAT (MOFA Automation Tool) by automating repetitive and time-consuming tasks with a simple to use data entry automation tool to complete entire MOFA process in a minimal amount of time with 100% accuracy.

MAT solution offers Hajj organization a fully scalable way to automate data entry at a very low cost and eliminates the risk of manual data entry without systems replacement or integration.

## Results

- ✓ Freed up valuable resources (Approx. 3600 Man Days) and lowered the cost.
- ✓ Improved business productivity and efficiency up by 70%
- ✓ Prevented risk and regulatory exposure by maintaining data integrity
- ✓ Enhanced customer service with business intelligent reports providing status of MOFA processing

### About OCTAWARE Technologies

Octaware Technologies, a SEI-CMMI Level 3, ISO 9001:2008 & IEC 27001:20013 certified company, is highly experienced software development, enterprise solution and consulting firm with its offices in India, and presence in USA, Singapore, UAE, Qatar, Saudi Arabia, Nigeria and Zimbabwe.

Octaware was founded as information technology company specializing in Microsoft technologies stack, focusing on Healthcare, Finance and e-Government sectors. Since then, company has grown into a multifaceted business that offers a diverse line of services and solutions for clients ranging from small businesses to large Fortune 500 corporations.

Depending on the ever-changing requirements, we come up with the essential and up-to-date tools and skills to enhance the clients' confidence in us. Octaware - we believe it as an expression of our creative, innovative and ground-breaking ideas and experiences.

### Contact us now to know more

**Phone: +91 22 28293949 / +91 22 28293959**

**Email us: - [sales@octaware.com](mailto:sales@octaware.com)**

**Unit No 003, Tower II, SEEPZ++ Building, SEEPZ SEZ, Andheri – East, Mumbai - 400096, India**