

# MFAEI Automated Information System CONSUL

## Issuing of temporary travel documents to be used when returning to the country of residence.

In April 2013 the Ministry of Foreign Affairs and European Integration of the Republic of Moldova, with a view to extend the functionality of the Automated Information System CONSUL supported by the International Organization for Migration selected through tender and contracted S&T Mold to automate the business process for issuing temporary identity acts (travel documents) to persons returning to their country of residence.

The company was contracted to develop a modular solution that integrates into the existing AIS CONSUL. Besides, the new functionality was to be integrated without stopping the main system and informational communication with existing business processes, both within MFAEI and with other public information systems (Border Guard Service of the Republic of Moldova, State Enterprise Registru) was to be ensured.

### The Project

In the course of the project, the contractor and the customer reached an agreement on the proposed architecture, algorithms and inter-system logic of interaction. Additionally, during the testing phase, the inversed logical connections and tunnel inspections involving other information systems allowed for ensuring functionality that significantly reduced the risk of entering and processing of incorrect and/or distorted information.

### Implementation

The proposed solution is based on the EMC Documentum Eroom platform; EMC is a leader in business process and workflow automation. The advantages of the chosen architecture are: flexibility, scalability and possibility for rapid customization to the needs of the customer.

### Outcomes

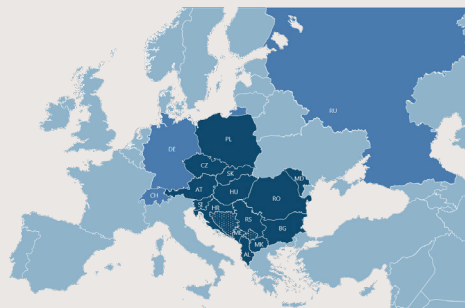
Successful implementation of the integration project by S&T Mold allowed for:

- automating the issuance of documents to Moldovan citizens abroad;
- fully automating the process of transferring information on issued travel documents to the border service of the Republic of Moldova;
- automating the process of data validation for citizens that file requests to be issued documents;
- ensuring strict record-keeping of blank forms of travel documents;
- cutting down to zero the share of inaccurately entered information;



The Ministry of Foreign Affairs is the central body which promotes the State's policy in the area of foreign relations and conducts its activity in conformity with the Constitution and the laws of the Republic of Moldova, the decisions of the Parliament, Decrees of the President of the Republic of Moldova, decisions of the Government, and other normative documents, international treaties and agreements to which the Republic of Moldova is party.

- creating an electronic archive of documents that would result in substantial savings in labor costs due to eliminating the stage of scanning paper documents.



S&T was established in Moldova in 1995, as a company representing the Austrian company S&T System Integration&Technology Distribution AG.

Today S&T Mold is a leading provider of IT solutions and services on the Moldovan IT market, as part of the S&T international group of companies that also operates in the Central and Eastern Europe and in the CIS.

S&T Mold provides customers with comprehensive high-end solutions, including those provided by our strategic partners - leading corporations, such as Hewlett-Packard, Cisco Systems, Microsoft, Oracle, VMware, EMC, Barracuda, Check Point, and APC.

We provide system integration services, including:

- consulting;
- development and project management;
- solutions implementation and commissioning;
- user training;
- warranty and post-warranty service.

We have years of experience and a balanced product portfolio, and can therefore come up with the best IT solutions for financial and communications companies, public agencies, industrial companies and retail networks.