

## CASE STUDY

Ghanaian  
Embassy in  
France

## PHASES OF PROJECT;

Phase 1 - Consular Website  
Phase 2 - Consular Application  
Web App

## TEAM MEMBERS

6

Objective: Implement a Full Digital Embassy by;

1. Giving information to the public using the portal.
2. Digitalising the appointment system to reduce the number of walk-ins.
3. Digitalising the online application system.
4. Facilitate the migration into the online passport application process

## Problems Solved

1. Reduced random walk-ins and helped regulate the number of visitors to the consular.
2. Helped the consular staff organise their time and processes.
3. Made information about the consular and its services easily accessible on the portal.
4. Increased efficiency in how the consular processed applications and generated accurate reports.
5. Increased customer satisfaction.

## Duration

The on boarding process for the online app is a month, however, the duration for developing a consular website falls on the back of many dependencies and variables

## Add On

Currently, for individuals not familiar with technology, the consular still offers limited manual service. In time this process will also be migrated.

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