

The customer is a private research University located in Thuwal, Saudi Arabia. Founded in 2009, the university provides research and graduate training programs in English as the official language of instruction.

Challenge

- Dependence on paper forms and e-mails to get approvals from multiple sources.
- Difficulty in getting status updates from govt. agents as large volumes of paperwork was in different stages of approval.
- Unorganized process, which also led to higher chance of manual errors.
- Delays caused due to chase authorization and approvals from multiple sources



Cherrywork® Government Affairs Service Request Application

Solution

A digital application to streamline operations between the foreign student, the government affairs department and the government agent.

Outcome

- One stop shop for all service related needs
- Lower dependency on paper documentation
- Reduction in time taken for govt. service request by accurately capturing data, boosting communications through timely notifications, and delineating tasks for all parties involved.



Business Impact

80%

Engagement with relevant parties



Automated services with interactive catalogue

Zero

Dependency on paper documentation

Cherrywork® Government Affairs Service Request Application



One App for Government Affairs Service Requests

- ✓ iOS, SCPMS IOS SDK
- ✓ SAP ECC workflows
- ✓ SAP BPM Tasks
- ✓ Visitor management System Integration
- ✓ Exit Re-entry VISA
- ✓ IQUAMA Renewal
- ✓ Security ID Renewal
- ✓ Request for Personal Visit
- ✓ Request for Business Visit
- ✓ KSA Explore travel services
- ✓ My Tasks
- ✓ Task Progress
- ✓ Check-In and Check out from SAFE
- ✓ Scan to Check-In