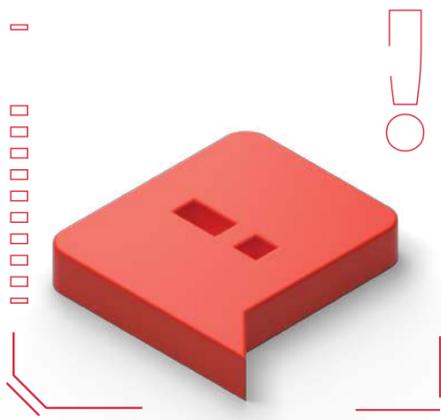




# Visa Management System

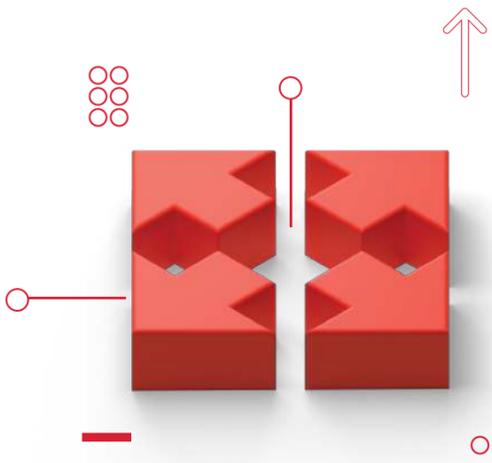


# Product Overview

Over the years, the UAE government has strived to provide an adequate residency and visa system catering to the needs of its growing expat population and inbound visitors. Our Visa Management System is a nation-wide integrated platform implementing local residency and immigration rules and regulations, and offering multiple visa categories such as tourist visas, work visas, official missions, and other special permits.

The system supports the digital transformation of visa processes by aligning itself with immigration laws and business rules using a configurable rule engine and enabling integration with 3rd party systems such as the national security system, to deliver seamless processes to different stakeholders.





# Benefits

With the successful implementation of Tahaluf Visa Management System, stakeholders have reported increased efficiency, optimal resource utilization, and increased productivity.

More particularly, they were able to:



Optimize operational costs



Reduce the number of employees required to manually process service applications



Reduce the number of technical and operational resources required to complete the process



Increase customer satisfaction



Reduce request auditing and processing time.



Implement an optimized service processing lifecycle from request submission to audit, and approvals



Improve quality and governance



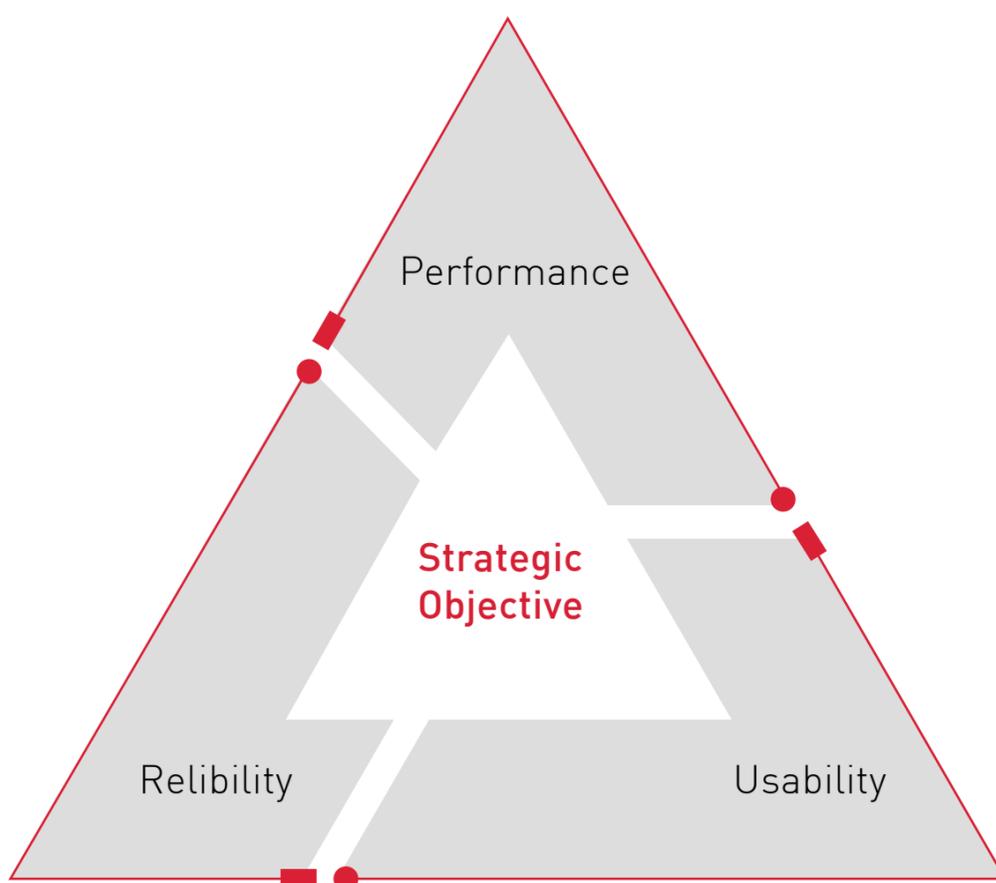
Reduce human errors through a fully automated process

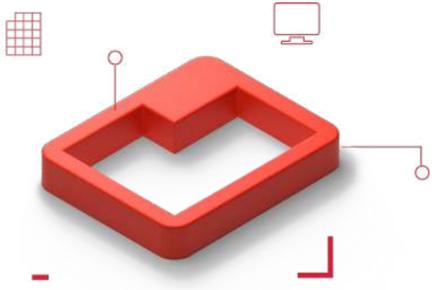


Access real-time reporting and dashboards



Provide an automatic quota and service fees refund for cancelled or rejected applications



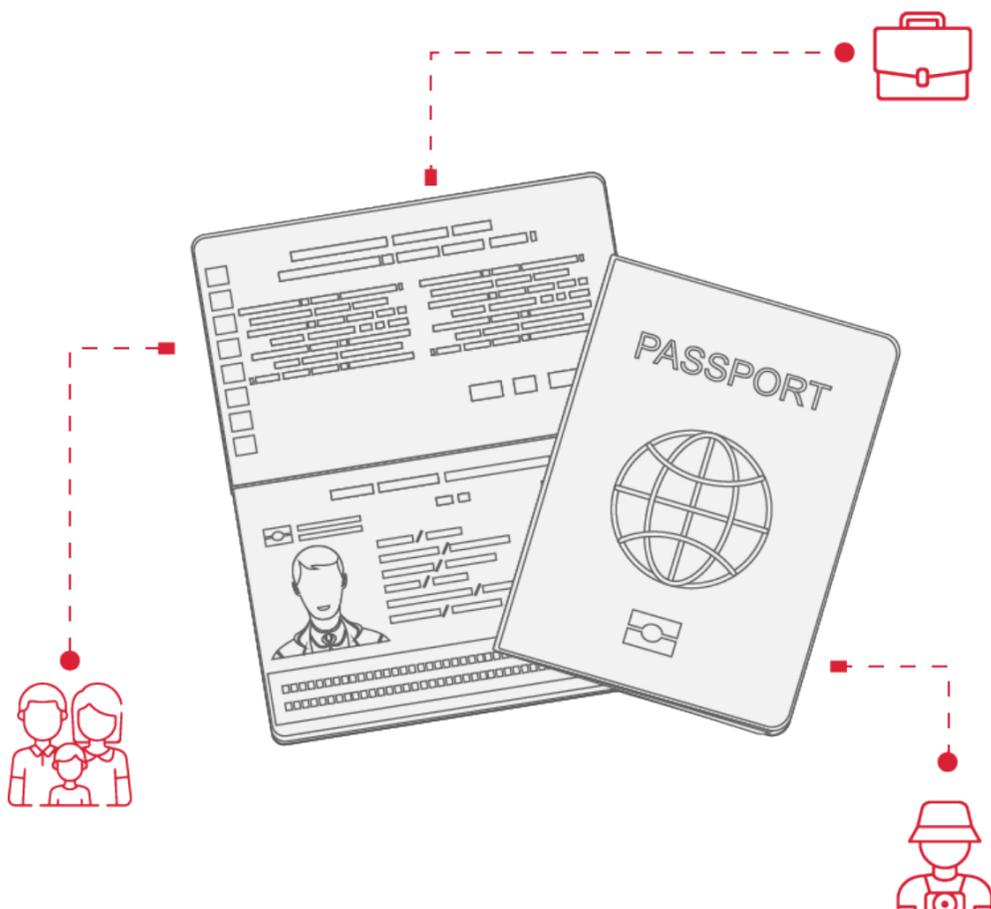


# Modules

## Visa module

this module manages the process workflow, and provides the following functions

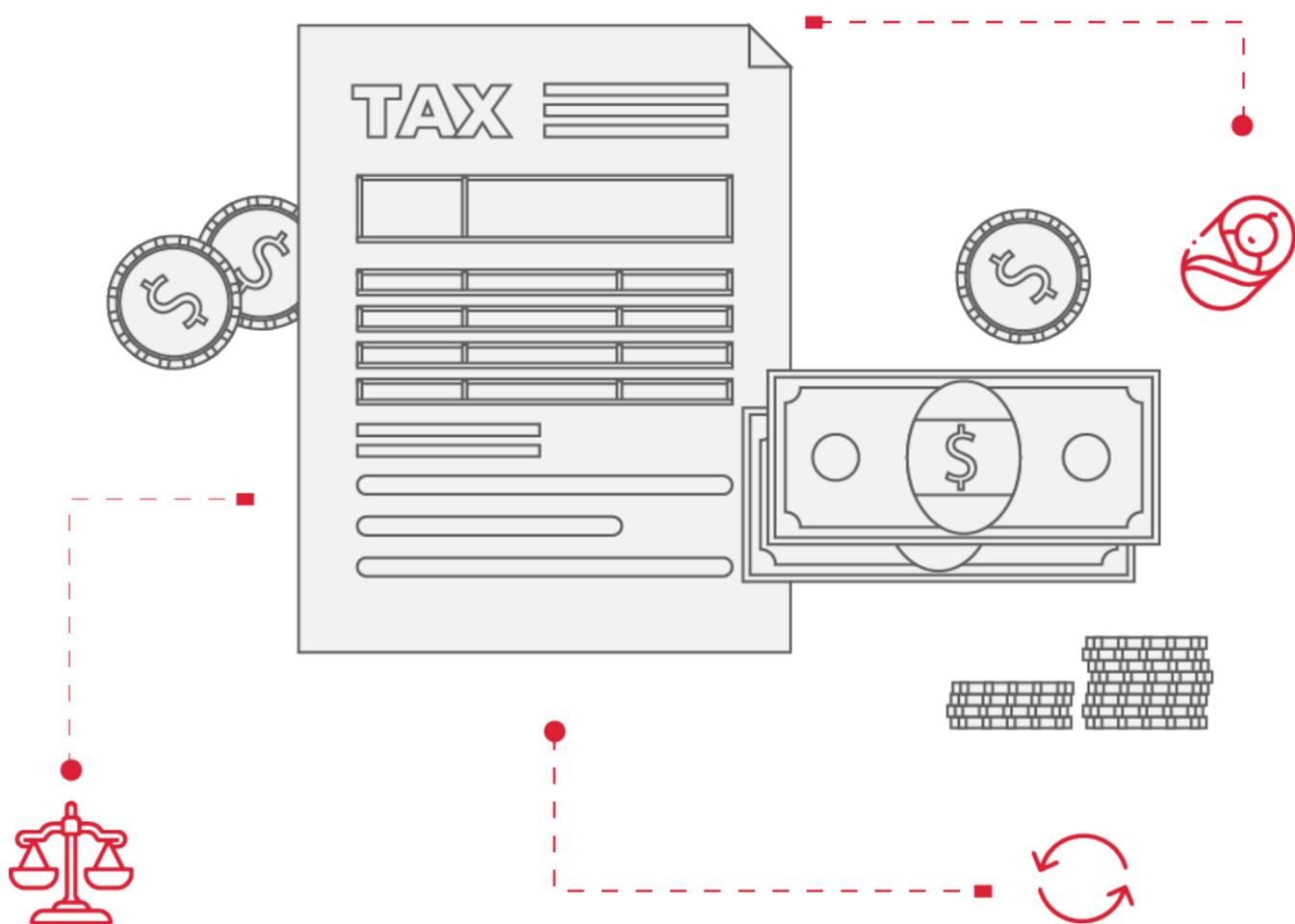
- Support of different visa categories (Work permits, tourist visa, visit visa, other...)
- Issue, extend, and modify visas
- Cancel, close, and reactivate visa
- Manage electronic
- Manage manual visa requests
- Retreat visa transactions
- Manage visa accompanies
- Manage visa business rules
- Manage visa inquiries



## Fines and violations

this module manages the process workflow, and provides the following functions

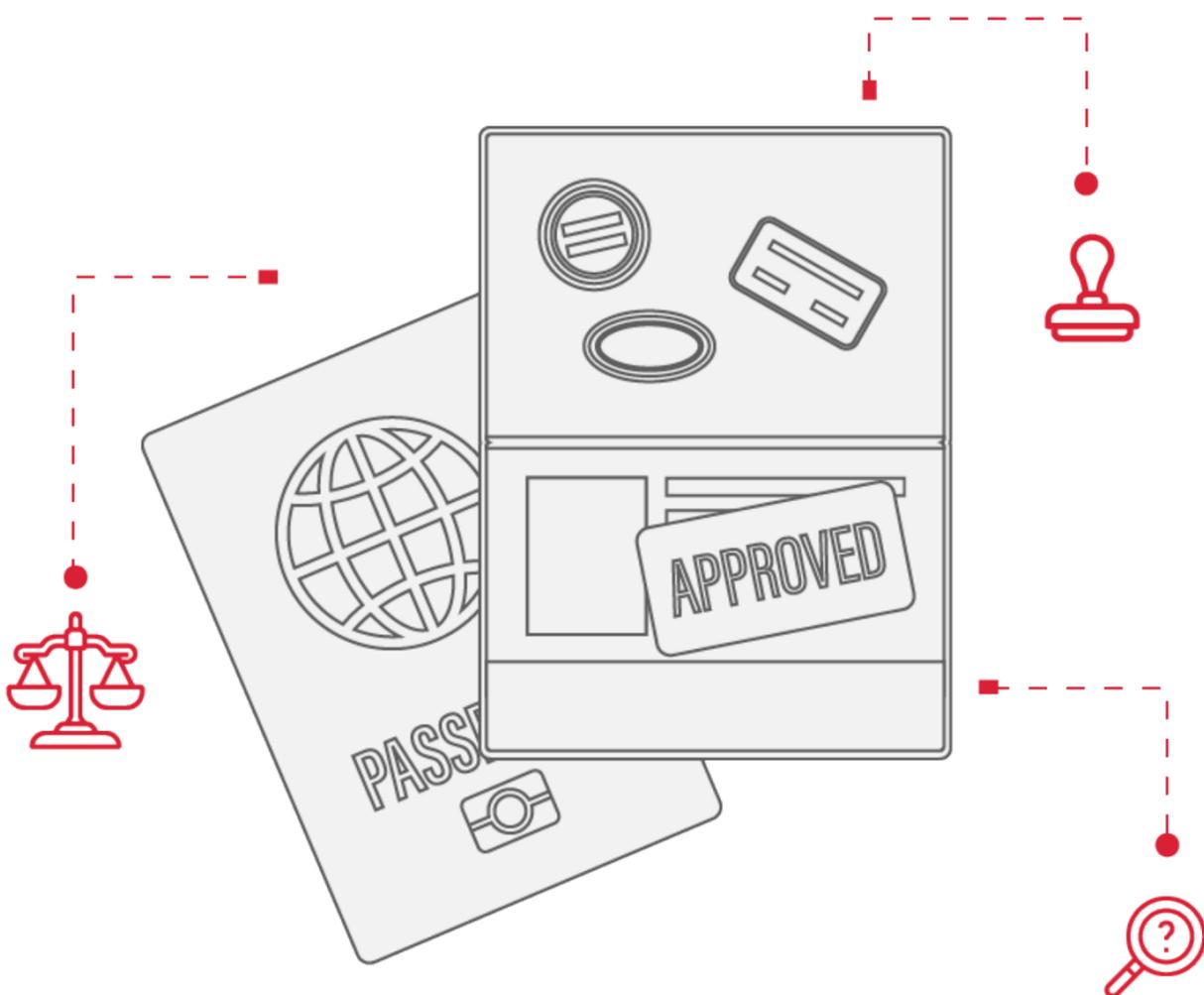
- Visa, residency, and newborn fines and violations
- Leaving permits and court fines and violations
- Changing visa status
- Managing electronic and manual fines and violation
- Managing the business rules for fines and violations
- Managing inquires related to fines and violations



## Follow up & Investigation

this module manages the process workflow, and provides the following functions

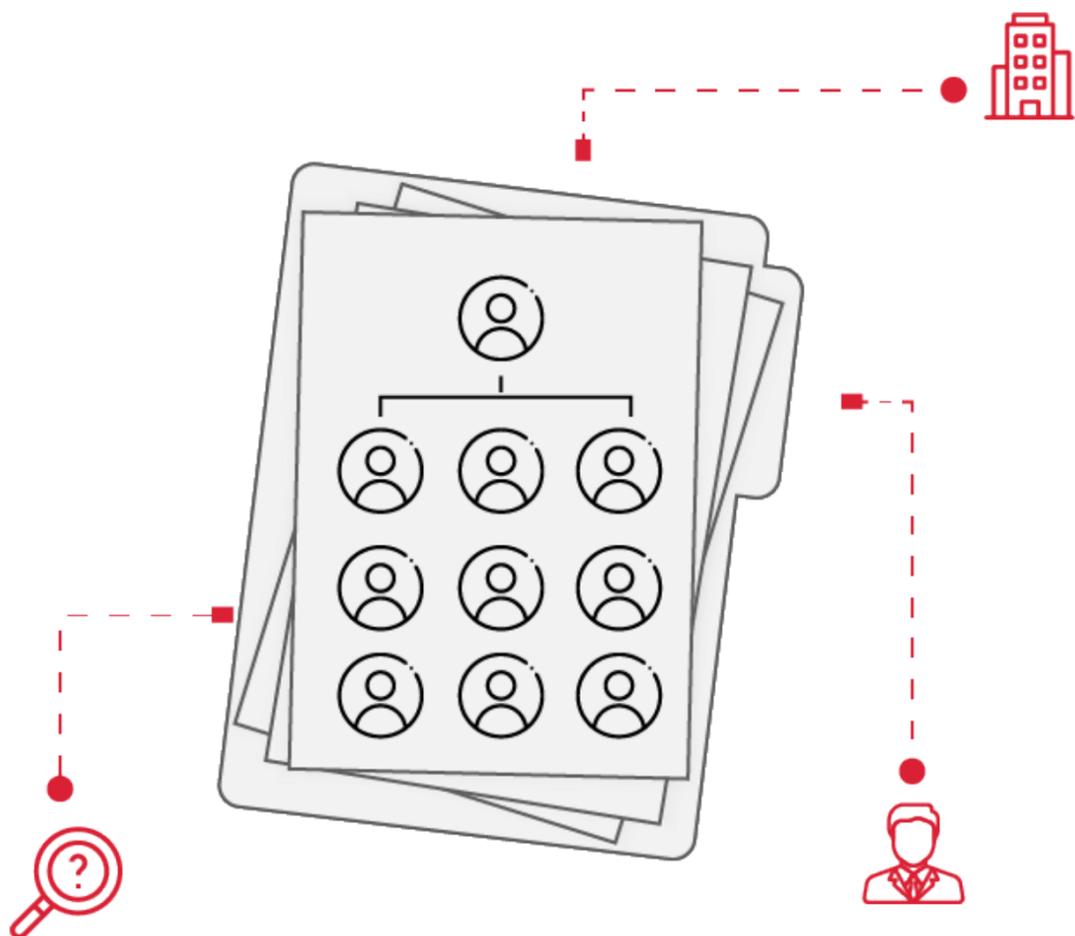
- Issuing and cancelling leave permits
- Managing the business rules for leave permits
- Managing leave permits inquiries
- Managing immigration circulars
- Managing the business rules for immigration circulars
- Managing immigration circulars inquiries



## Sponsors module

this module manages the process workflow, and provides the following functions

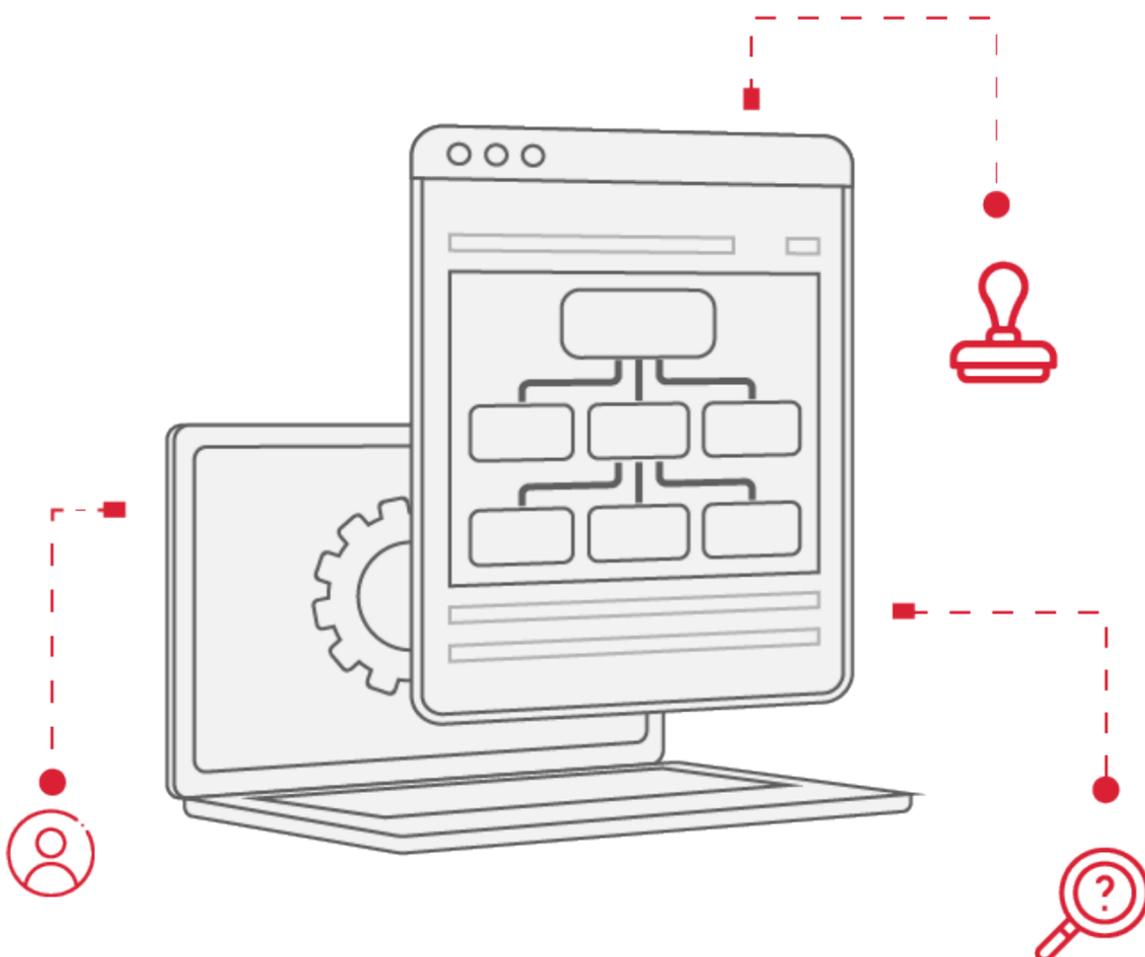
- Registering a person sponsor
- Registering an establishment sponsor
- Merging sponsors files
- Managing business rules for sponsors
- Managing sponsors inquiries



## Person module

this module manages the process workflow, and provides the following functions

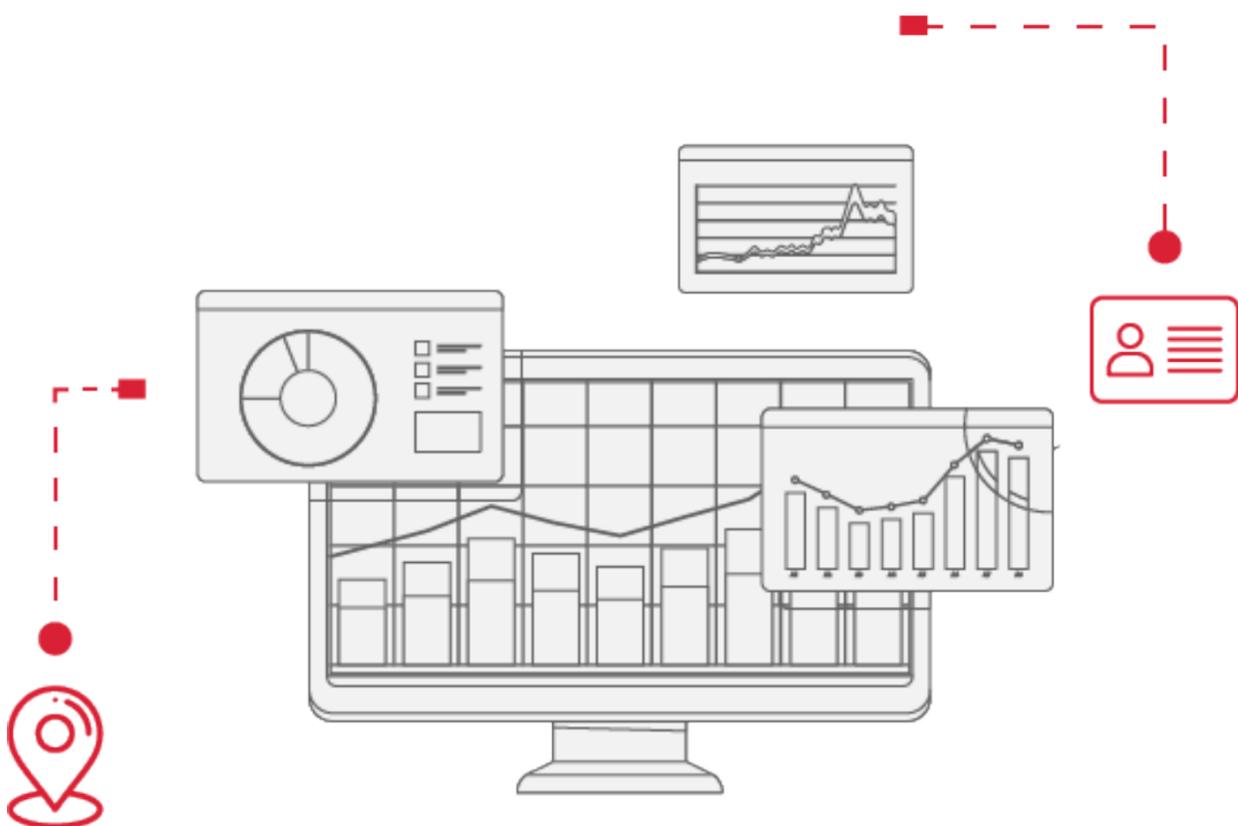
- Managing person profile
- Merging person profiles
- Handling person exceptions
- Managing person inquiries
- Managing person business rules



## Configuration management module

this module manages the process workflow, and provides the following functions

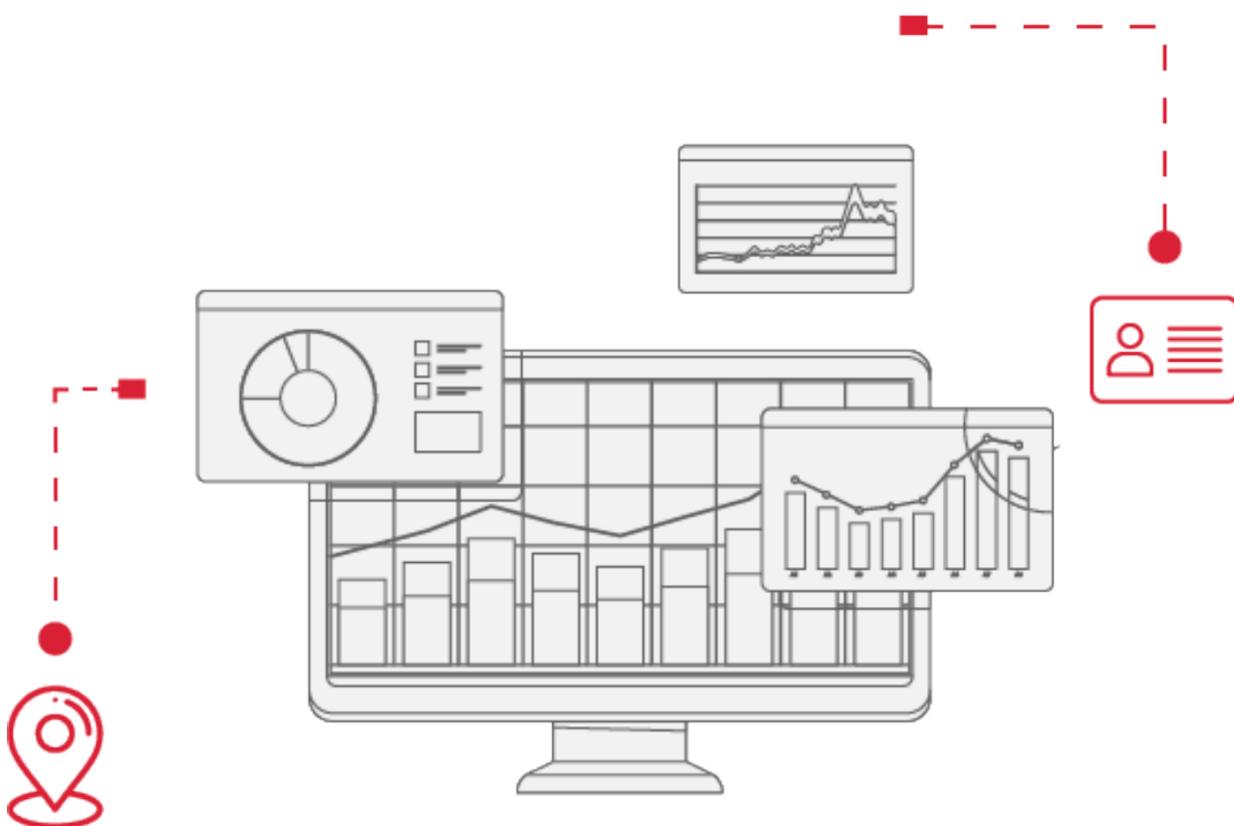
- Managing system lookups setting
- Managing departments setting
- Managing organizational units setting
- Managing visa and residency setting
- Managing sponsors and establishments setting
- Managing Follow up and Investigation setting

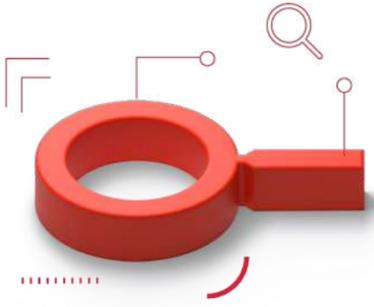


## Dashboards and Reporting module

it provides the following reports and statistics:

- Visa reports
- Residency reports
- Fines reports
- Persons' reports
- Sponsors and establishments reports





# Features

- A web-based solution providing a simplified user experience for managing the workflow of visa business processes and services, by implementing user-friendly journeys for different stakeholders.
- An integrated platform aligned with immigration laws, and providing configurable and customizable business rules
- Seamless integration of business rules with 3rd party partner systems such as national security, health, insurance, and labour systems.
- Secured role-based access control (RBAC) to solution features.
- Notifications and alerts via SMS and Email, based on predefined incidents, templates and formats. Blacklist and similarities identification
- Dynamic fees calculation based on merchant needs.
- Online Account Creation



# About Tahaluf

In an effort to define the digital landscape for the region, Tahaluf was established in 2015 as a strategic initiative for the nation's quest for digital transformation.

Since its inception, Tahaluf has strived to provide the latest state-of-the-art solutions and services to keep businesses secure and at the forefront of the future. By solidifying its position as an innovative industry leader offering integrated solutions and services across the country and internationally, Tahaluf has established itself as a leading national presence in IT and cybersecurity.

Tahaluf's growing legacy has become intrinsically woven into the technological advancement of the UAE, shaping, and elevating the government's determined strive to achieve its ambitious vision built around smart cities and infrastructure developments. With this vision, Tahaluf intends to continuously cultivate innovation and transformation, provide cutting-edge security solutions, and create a future of possibilities in the UAE and beyond.



WE DO IT  
WITH  
PASSION

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