



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.

## Cherrywork® Government Affairs Service Request Application

### 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

### Solution

- A digital application to streamline operations between the foreign student, the government affair 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%** Dependence on paperwork eliminated



Automated services with interactive catalogue

**Zero** Dependency on paper documentation



#### 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