

SUMMARY

Guangdong province is one of China's well developed regions, with resident population hitting 110 million. Owing to its specific geographical location and leading economic development area, the number of applications for entry & exit papers passing through Guangdong has been ranked top among all provinces and cities of China.

In the last two years, immigration papers, passports and endorsements issued by the entry & exit management department of Guangdong Municipal Public Security Bureau (Guangdong Police) exceeds 10 million per year.

With the increasing administration work load, Guangdong Police is unable to cope given lower human resources grow. Therefore, Guangdong Police decided to use apply technology to enhance work efficiency and provide more convenient services.

Objective of this project is to extend counter-based entry & exit services to the Internet, SMS, telephone and self-service terminals. This is to benefit the mass population and ease the pressure of the administrative authority.

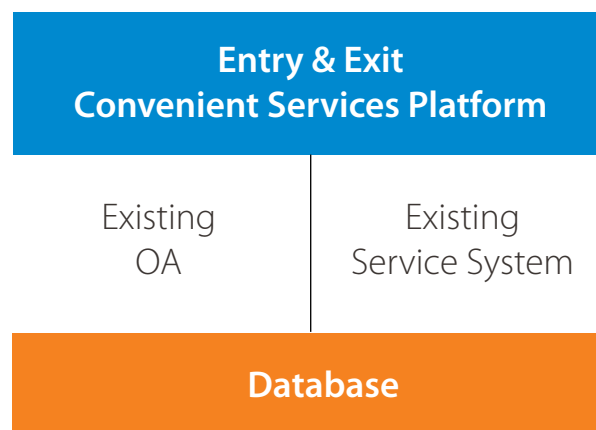
CHALLENGES

Guangdong Police database contain data information of its citizen and hence must be treated with utmost security. Therefore, the internal network of Guangdong Police can not be connected directly to the Internet via firewall, or VPN, while allowing submission of applications via the Internet, and to address the need of quick, accurate response, and secure in real-time data exchange.

The whole system is required to allow access by all Guangdong Police authorized personnel operated on the network covering the entire province, while data concentration imposes a high demand on architectural design.

A broad range of peripheral hardware devices are supported by the platform, such as LED, touch screen, POS and bar-code device. Such hardware integration works are demanding on the software interactivity.

SOLUTIONS



AMS China has designed, deliver, implement and commissioning an Entry & Exit Convenient Service Platform ("the Platform") based on two existing software systems: Service System and Office Automation System (OA). The Platform is therefore an extension of the aforesaid two Systems.

The Platform relies on the data produced by these Service System and OA System to provide results and also participates in data generation. While following the normative work flow of the aforesaid two systems, it has become an integral part of the overall entry & exit management flow.



AMS China successfully delivered the solution to the Platform by constructing four common platforms to support ten application specific subsystems.

The four common platforms are:

1. Data transmission and management
2. Request and service activation
3. PKI authentication, and
4. System management

The ten application specific subsystems are:

1. The entry & exit government affair service website (Internet): the official website for releasing entry & exit policies and regulations in addition to offering online services such as application submission, enquiry, reservation and consultation services.
2. The entry & exit internal website: the platform for the internal exchange of working documentation and information.
3. Booking & queue service system.
4. Touch screen self-service inquiry system: it can be used to inquire about entry & exit policies and regulations and the application progress. Multiple languages supported.
5. Entry & exit SMS platform: it can offer mobile SMS ordering services and be used to inquire about the progress of examination and approval. Both China Mobile and China Unicom supported.
6. The external carrier inquiry and application service access subsystem: in support of China Telecom, China Mobile and China Unicom and offers such value-added services as phone-based inquiry and phone-based application.
7. Entry & exit convenient service card system: the non-contact IC card issued by this system can help complete your endorsement application (self-service).
8. Easy certificate subsystem: a self-service terminal system capable of application handling, charging, and certificate collection. Mainland Chinese residents can complete the re-endorsement application for traveling to Hong Kong and Macao and the payment via UnionPay cards with the aid of such self-service system.
9. Easy counter subsystem: this aided counter handling tool can help perform ID card reading, charging and appraisal of service quality.
10. The entry & exit certificate application form CD-based storage system: such paper documents as the application form can be scanned into image files and be burned into the CD for permanent storage.



BENEFITS

To date, more than 50% of Guangdong residents have completed entry & exit applications through AMS China convenient services platform. The use of our technology solution, have benefited the mass and improved the image of Guangdong municipal government.

CUSTOMER INFORMATION

Guangdong province has approximately 110 million people (according to Xinhua Online, February 2007). Of which 79 million is registered permanent residents and 31 million migrants. Guangdong has replaced Henan province as the most populous province in the country.

The Entry & Exit Management Office established by Guangzhou Municipal Public Security Bureau is in charge of the guidance and management of the entry & exit administration works of the entire Guangdong province, handling, examination and approval of the exit application of provincial government officers for private purposes, and the production of all exit certificates of the entire province.