QUALITY & RELIABILITY SA

HIGH-TECH INFORMATION TECHNOLOGY APPLICATIONS

Konitsis 11B, Marousi, 151 25

Press Release

14/03/2022

Q&R has been awarded a new IT project for the Ministry of Foreign Affairs

The implementation of the project "Transformation of Consular Services Processes" of the Ministry of Foreign Affairs has been undertaken by the Consortium of Companies "VODAFONE PANAFON S.A.E.T. - QUALITY & RELIABILITY S.A." from the Information Society (IS), with a total budget of €3,911,290.32 plus VAT. Q&R participates in the Consortium with 51%, and Vodafone with 49%.

The objective of the project is the transformation and digitization of services provided by the Consular Authorities of the ministry worldwide, with the aim of:

- Combating bureaucracy

- Processing requests without the physical presence of citizens for various matters such as certificates, registry acts, passports, military service, powers of attorney, relocations, taxation, etc.

Through this project, the digital transformation of Consular Procedures is expected to be achieved by leveraging cutting-edge technologies such as:

- Virtual assistant services

- Use of artificial intelligence techniques

- Digital document submission

- Integration with digital platforms of the General Government

The supported procedures will be available 24/7 in 19 different languages, providing:

- Answers to various daily citizen inquiries

- Guidance for the processing of requests through a virtual assistant

- Digitization of the request submission process

- Determination of the day and time of document collection in cases that require identity verification

- Electronic payment of consular fees by citizens for administrative acts of the Authorities

The project enhances the level of services provided by the Ministry of Foreign Affairs by:

- Highlighting the Ministry as an organization that provides substantial and immediate information and support to citizen requests

- Speeding up the information and transaction processing for interested parties

- Improving the image of the Ministry of Foreign Affairs

- Providing the ability for online data retrieval from Central Services

- Achieving efficiency and effectiveness in public administration and the provided services

- Improving the operational function of the Consular Authorities

- Saving operational costs

- Achieving a high degree of standardization, accuracy, quality, and speed of service

The implementation timeline for the project is 24 months.

Q&R has implemented and supported the productive operation of complex and critical Information Systems, based on cutting-edge technologies, for numerous organizations and businesses in Greece and abroad. In its thirty years of operation, it has made significant contributions to the digital modernization of the broader public and private sectors and the creation of value and competitive advantage for its clients through its technical expertise and innovative software products.

Q&R's client portfolio currently includes more than 250 large organizations and businesses from the private and public sectors. Leveraging new technologies, the company develops new solutions in the field of cloud services, offering modern services specifically designed for small and medium-sized enterprises.