

Publication: Silicon India Magazine

Date: August Edition

Heading: Embracing Tech for easier Visas

Link: <https://www.siliconindiamagazine.com/magazine/outsourcing-consultants-special-august-2018/#page=43b>

CEO INSIGHTS



data, thus, needs a robust verification system to ensure the security and protection of personal information of the applicants. The EU's General Data Protection Regulation (GDPR), which came into effect on May 25, 2018, now mandates all companies that deal with EU citizen data even if located outside the EU, would be penalized in the event of a security breach.

Thanks to digitalization it is easier to obtain e-Visas, saving tourists the hassles of negotiating the complexities of conventional processes. They can now fill up forms and pay the visa fee online. Adding to it are e-tourist, e-business and e-medical visas, which were recently introduced in 2017 by Indian missions abroad to help travellers obtain visas through a few simple steps. This initiative resulted in a surge in the foreign tourist arrivals in India – from last year's 2.78 million (January-March 2017) to 3.13 million during the same period this year. The government has also expanded the visa category by adding new entries such as film visa and intern visa, among others.

Although the e-Visa trend for an

migration-related services online. It has given a tremendous boost to the Indian tourism sector.

Modern tools like AI, Big Data, machine learning, IoT will play a key role in bringing safety and convenience to consumers and the government must tap these opportunities

With all these changes, the visa industry and visa providers need to embrace technology and, accordingly, transfer the benefits to the visa seekers. Transition to digital processes is paramount for the industry, but with a securing mechanism that ensures data security for all, across all platforms. Modern tools like AI, Big Data, machine learning, IoT etc. will play a key role in bringing safety and conveni-



the work is done. It's important for them to start adapting to the newer processes and rework on their age-old technologies and record-keeping systems. I believe all the sectors will have to train their IT teams so that they can quickly adopt these modern technologies; after all, they are the drivers to bring technological revolution in the visa industry.

We need to understand that on one hand data is the solution, and on the other hand, it's the problem as well. We garner consumer data to under-