

Media Release

Australia's Department of Immigration and Border Protection (DIBP) has once again selected TT Services as its Service Delivery Partner (SDP) to provide visa application services in the South Pacific region.

In accordance with this contract, TT Services will continue to provide visa application services through its Visa Application Centres in ten countries across the region, including New Zealand, Papua New Guinea, Fiji (Suva and Lautoka), Tonga, Samoa, Vanuatu, Solomon Islands, New Caledonia, Nauru and Kiribati. Additionally, TTS will be opening a new centre in Queenstown, New Zealand.

Through this partnership, TT Services will provide walk-in, online and telephone-based visa application support to people seeking visas to Australia, as well as application status tracking and a range of added-value services.

"TTS has been a proven and committed delivery partner to DIBP in the region," stated Debbie Brockbank, Managing Director, TT Services. "Over the past four years, we have provided superior services to visa applicants from the South Pacific region." According to Debbie, TTS developed a secure document management solution providing an online data entry and transfer and remote viewing capability. "This innovation removed the need to courier documents from certain locations", she continued, "ensuring that the price to applicants remained affordable."

"Being the incumbent, we have an unparalleled local knowledge gained from overcoming the challenges of the region", pointed out Sridhar Krishnamurthy, TT Services Operations Director. "In a region that sees more than its fair share of natural disasters, we have developed systems and contingency planning that ensures seamless business continuity," he added.

TT Services also pioneered the concept of joint Visa Application Centres in the South Pacific. Across seven locations in the region, TTS manages visa outsourcing operations for both the Australian and New Zealand governments within shared premises by combining resources, infrastructure and expertise, while maintaining discrete process and security protocols for each.

About DIBP:

The purpose of the department is to 'Protect Australia's borders and manage the movement of people and goods across it'. It manages the Migration Programme, the Humanitarian Programme, Australian citizenship, trade and customs and revenue collection. Key objectives are to:

- Identify and manage migration and trade risks across the border
- Facilitate the movement and stay of people to support the Australian economy and strengthen social cohesion
- Contribute to the global management of refugees and displaced populations
- Prevent the unauthorised movement of people across the border

Information about the department can be found at its website: www.border.gov.au

Service Delivery Partners (SDPs):

SDPs have been used by the Department of Immigration and Border Protection for the provision of visa application lodgement services since 2001. SDPs are also sometimes referred to as 'Commercial Partners' and generally operate Visa Application Centres (VACs) in a range of locations within a country and/or in numerous countries.

About TT Services:

TT Services is a leading provider of visa processing solutions. Spread across 51 locations in 38 countries the company is a trusted partner for governments and diplomatic missions. Its wide portfolio ranges from providing visa application and data management services to delivering complete biometric solutions for government clients. TT Services' proprietary back-end infrastructure provides secure document handling data transfer. TT Services is a part of TUI Group, the world's number one integrated travel and tourism group with operations - including travel agencies, airlines, hotels, cruise ships and retail travel stores - spread across 130 countries. In 2014, the group had consolidated revenue of Euro 18.7 billion and an operating income of Euro 505.6 billion. www.ttsvisas.com

For further enquiries, please contact:

Madhu Bharathi
Designation: Global Marcoms Manager
Mobile: +91 90031 72736
Email: madhu.bharathi@ttsvisas.com