

MEDIA RELEASE – Immigration New Zealand selects TT Services as service delivery partner

Immigration New Zealand (INZ) has once again selected TT Services as the preferred Service Delivery Partner (SDP) to provide visa application services in 24 locations across the globe.

In accordance with this contract, TT Services will continue to provide visa application services through its Visa Application Centres in the United Kingdom, Germany, the United States, India, Sri Lanka, Thailand, Australia, Papua New Guinea, Fiji, Vanuatu, Solomon Islands, New Caledonia, Kiribati and Nauru.

Through this partnership, TT Services will provide visa application support services to people applying for visas to New Zealand. Support is also provided via dedicated internet, email, social media and telephone client service channels, as well as application status tracking and a range of added-value services.

According to Debbie Brockbank, Managing Director, TT Services, “TTS has been a committed delivery partner to INZ for several years. With INZ we have developed a secure document management solution providing an online data entry and transfer and remote viewing capability. This innovation has removed the need to courier documents between a number of VACs and their respective INZ visa processing offices. It has also enabled us to keep the price to applicants affordable.”

As part of the TUI Group, the world’s largest integrated travel company, TT Services has invested in new technologies and service delivery solutions. The TUI Group has award-winning standards of risk management, security and corporate governance, which have been implemented successfully across the TT Services business.

“Being the incumbent, we have an unparalleled local knowledge gained from overcoming the challenges of the regions in which we operate. We are specialists in tailoring optimal operational processes, IT solutions and client service outcomes – basically international best practice – to local contexts,” said Sridhar Krishnamurthy, TT Services’ Director of Operations.

TT Services was also the first company to implement the concept of ‘Joint Visa Application Centres’ in the South Pacific. Across seven locations in the region, TTS manages visa outsourcing operations for 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 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 visa applications assistance and providing cost effective client access to visa information to delivering complete biometric solutions for government clients. TT Services’ proprietary

back-end infrastructure pro-vides secure document handling and safe data transfer. Its methodology encompasses innovation, flexibility and the drive to truly under-stand our clients' requirements, never compromising on industry-leading security and governance practices. TT Services is a part of TUI Group, the world's number one leisure travel company. www.ttsvisas.com

About Immigration New Zealand:

INZ is part of the Ministry of Business, Innovation and Employment, and is responsible for bringing the best people to New Zealand to enhance New Zealand's social and economic outcomes. INZ directly supports labour market growth by attracting the best people to New Zealand and supporting them into the workforce so that they become long-term contributors. The agency also contributes to key export industries like tourism and education. The role of INZ includes: deciding visa applications, attracting migrant skills and labour, matching migrant skills with employer needs, managing border security, supporting migrant settlement and retention, implementing the Government's refugee quota programme, and enforcing compliance with immigration law and policy.

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