Konverge
Case Study

Overview

Digitizing Refugee Sponsorship Applications for a National Program

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The Challenge

A Canadian refugee sponsorship support program processed thousands of applications through outdated and inefficient methods, mostly as scanned PDFs sent via email. This led to:

- Technical challenges with document size, formats, and email limits
- Increased burden on both applicants and administrative staff
- No real-time application tracking or status visibility
- Frequent delays due to manual validation and document handling

With growing demand and limited resources, the organization needed a better way to serve sponsors and streamline the intake process.

Our Solution

Konverge designed and developed a custom web-based application system modelled after user-friendly tax software (like TurboTax), allowing sponsors to:

• Digitally complete forms: Users were guided step-by-step through dynamic questions tailored to their sponsorship type
• Upload required documents: Built-in validation and checks ensured completeness before submission
• Track status: Sponsors could receive updates and correspondence directly from within the portal
• Manage accounts: Authorized representatives could access and edit applications on behalf of clients

Key Features

• Multi-language support (English and French)
• Guided forms for multiple sponsorship types
• eSignature integration for key documents
• Completeness checks and validation logic
• Integration with government systems for secure document transmission and updates

Why it Matters

Custom software isn't just for business; it's a critical enabler for mission-driven organizations. In this case, modern technology helped streamline a vital service that directly impacts lives.

Konverge's ability to understand policy, compliance, and usability needs made this platform successful for administrators and users.

Business Outcomes

• Dramatically reduced processing delays and application errors
• Improved sponsor satisfaction and engagement
• Freed up internal resources previously tied to document troubleshooting
• Laid the groundwork for more robust digital government services in the future

"We saw an opportunity not just to digitize a form, but to reimagine the entire application experience. The result was a platform that empowers both sponsors and the staff supporting them."
— *Sonia Couto, Managing Director, Konverge Digital Solutions*

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