



HERA

Civil Registration and Vital Statistics



**Software
that matters**

Introducing HERA: Revolutionizing Civil Registration

WCC takes immense pride in presenting its cutting-edge eCRVS product, HERA, designed to revolutionize the birth registration process across nations. WCC's HERA is a complete and out-of-the-box Electronic Civil Registration and Vital Statistics (eCRVS) solution that has already been successfully deployed in The Gambia and the People's Democratic Republic of Lao. Committed to adhering to international guidelines, HERA strives to be the most efficient, user-centric and complete eCRVS solution in the industry that covers all important life events.



WCC's meticulously crafted eCRVS solution offers an effortless and streamlined birth registration experience. At its core, it boasts a user-friendly and intuitive interface, ensuring that both citizens and registration authorities can navigate the process seamlessly.

Recognizing the importance of localization, a configurable birth workflow and data element framework have been incorporated into HERA. This enables tailoring the solution to the specific needs of each country.

The residents will gain access to a legal identity through the issuance of birth certificates, fortified with a QR code for enhanced security measures.

Until now, there has not been a single effective software solution for birth registration. However, governments urgently require a CRVS solution that is flexible and cost-effective.

Equally important, it should be easy to implement and maintain. To this end, WCC proudly offers HERA. In brief, an innovative, flexible, ready-to-use CRVS solution that makes birth registration effortless.

With its comprehensive features and benefits, HERA stands as a powerful solution for nations seeking to streamline and enhance their birth registration processes, ensuring the provision of legal identities and enabling data-driven decision-making for improved economic growth and citizen well being.

The importance of Civil Registration and Vital Statistics (CRVS)

It is crucial to understand that having an identity unlocks a wide range of services. However, around 1 billion people live and die unregistered. For this reason, WCC developed HERA, making it fast and easy to register vital events such as birth, death, and marriage. HERA offers dashboards & data analytics that enable governments to optimize planning, processes, and decision-making.

The first thing to remember is that Civil Registration and Vital Statistics (CRVS) systems have a critical relationship to legal identity, economic development, and public health. The importance of CRVS is moreover attested by the United Nations' Sustainable Development Goal 16.9.

Civil Registration

Civil Registration is specifically the universal, continuous, permanent, and compulsory recording of vital events. These include births, death, partnerships, as well as separations. Furthermore, by successfully registering this information, governments and international agencies gain vital statistics on population dynamics, health, and inequities.

And as a result, can use these insights to improve economic growth and the well-being of citizens. Birth registration is of course an essential step towards the creation of an effective CRVS system. Birth registration should therefore be easy, fast, and universal. However, at present, the worldwide availability of CRVS systems is severely limited, with striking consequences:

- The births of a quarter of children under the age of 5 have never been officially recorded.
- About one-fifth of the world's population lives and also dies without a legal identity.
- Worldwide, two-thirds of deaths are never registered.

HERA: Key Features and Benefits



Compliance with international CRVS and UN Guidelines and other international standards such as **OSIA for interoperability and ICD-11** for cause of death certificate.



Coverage of all the main life events: Birth, Death, Marriage, Divorce, Name Change, Address Change, Nationality Change & Child Adoption.

Interoperability with other systems e.g. national health system for children vaccination program.



Secure certificate printing from HERA with encrypted QR code and built-in QR code scanner.



Reusable data: registrars can reuse Legal Identity data during the registration to save time.



Versatile Solution: configurable data elements and templates.
Multi-language support.
Data export/import functionalities



Digitization: data parsing from paper records and creation of index record to link with registrations.

UIN generation, duplicate checks and extended validation rules to achieve good data quality with a unique legal identity for everyone.



Workflow structure provides extra benefits to follow-up the duration of the registration within a SLA time.



Identity records are linked and re-used in the life events, which enables to see the family trees along with the genealogical search.

The WCC Promise

WCC Group is a global solutions provider that supports governments around the world with civil registration and vital statistics challenges.

WCC's HERA enables effective (digital) birth registration, even in countries with remote areas where access to civil services can be a challenge.

Besides the birth registration of newborns and the issuance of a UIN, which can be seen as the start of your 'digital' (legal) identity, WCC's software supports all other important life events.

With this we make a big impact on citizens' social and economic life and help governments improve their social services in an agile and digital way.

Our team of professional services experts provides exceptional support and consulting, allowing our customers to maximize their investment.

For more information, visit www.wcc-group.com.

WCC is here for you from start to end

1. Thorough investigation and maturity scan

Together with all stakeholders involved, WCC conducts a thorough analysis of the current way of working and government operations. With this we make sure we start with the right scope and focus. The Civil Registration maturity scan can help to discover where operations can be improved. Together with both senior government leadership and operational staff we make sure you can be as effective as possible.

2. Project implementation

After this important start, we focus on implementing the right technology for each use case. WCC values interactive collaboration with our customers. Every customer is unique and every situation is unique. At WCC we know

how to deal with this. This is why the discovery phase is so important. It will help all stakeholders involved with a smooth implementation.

3. WCC goes the extra mile

It goes without saying that after the initial project implementation, the daily operation is only just beginning. Getting used to new processes and ways of working can be complicated, therefore training is essential. This is why WCC stays committed to the success of the project and improving social services towards citizens. Helping governments to have a prosperous, well functioning digital government services is our goal and we will be there for you along the way.



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