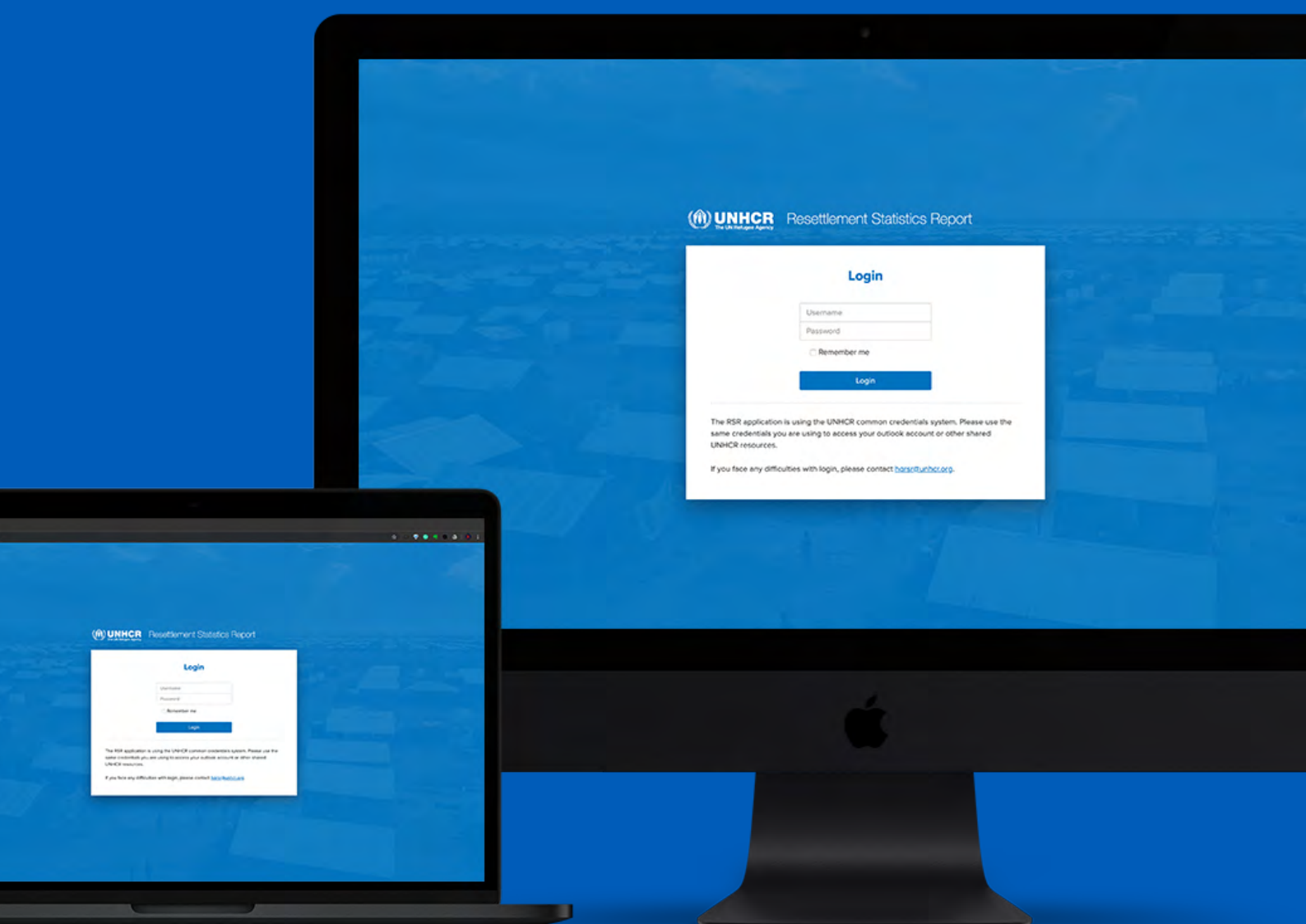


# RSR

## Resettlement Statistics Report



CASE STUDY

hexis

# UNHCR

## Client and project information

**UNHCR**, The Office of the United Nations High Commissioner for Refugees, also known as the UN Refugee Agency, is a United Nations programme with the mandate to protect refugees, forcibly displaced communities and stateless people, and assist in their voluntary repatriation, local integration or resettlement to a third country.



**UNHCR** is based in Geneva, Switzerland and it is a member of the United Nations Development Group

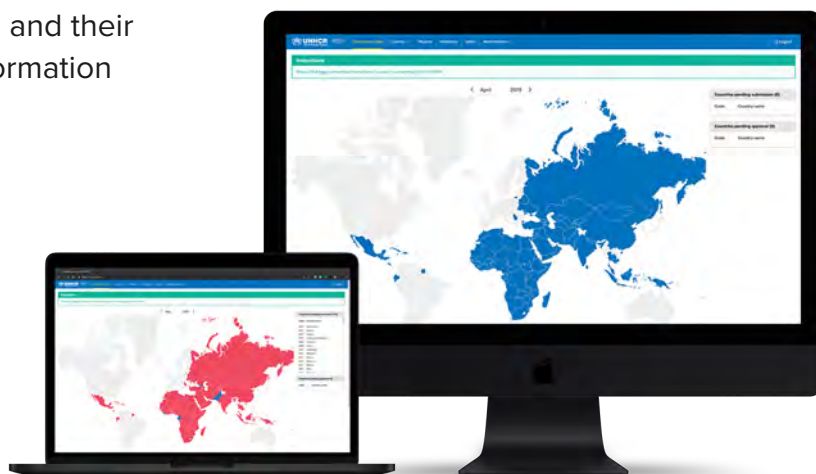
*United Nations High Commissioner for Refugees  
Case Postale 2500  
CH-1211 Genève 2 Dépôt  
Suisse*

## Resettlement Statistics Report (RSR)

A tool worthy of the people of UNHCR

Resettlement Statistics Report (RSR) is a web app designed for UNHCR and their field staff who collect daily information related to refugee migration.

This application facilitates data collection input and presents it to users in a focused, meaningful and visually appealing way.



Prior to the RSR app, staff at UNHCR had significant challenges collecting, standardizing and analyzing crucial data. The resulting delay meant that refugee statuses were being withheld.

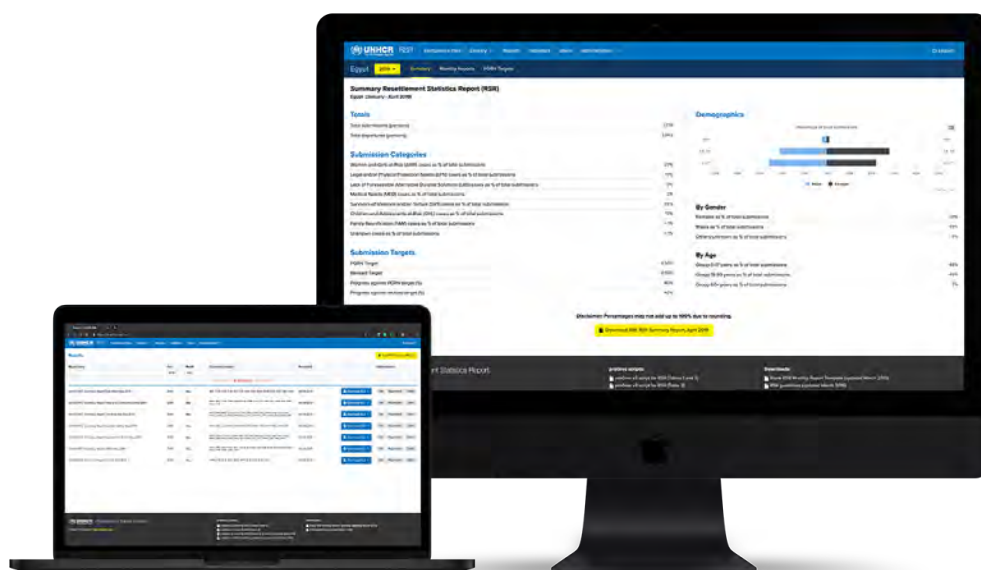
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# The Hexis solution

## How does RSR work?



Data is now grouped into 3 categories: Country of Origin, Country of Asylum and Country of Resettlement. All data from 2003 onward is now available and added to once a month by UNHCR staff located in the countries such as Jordan, Syria, Congo, Russia, etc. Information about individuals and families who submit applications for resettlement is collected and uploaded into the system. UNHCR staff members (called "Focal Points") are entitled to edit only the information related to the country in which they are operating while still being able to view information for other countries. As most modern-day workers are comfortable with Microsoft Excel, Hexis has made it possible to enter data into a standardized Excel form which the app automatically converts into the format required for the data visualization. This functionality has drastically decreased the possibility of errors as the solution no longer requires duplicate entries.



Time really does fly and busy field staff often lose track - that's normal. That's why RSR sends various automatic email reminders when reporting is due. Hexis is extremely proud to say that RSR has resulted in 100% of all country reports being submitted on-time in the very first month of implementation.



## What does RSR look like?

The magic behind it all

Apart from people in the field, users of RSR app also includes UNHCR administrators who validate the data entered and approve it for further use and publication.

The app can generate global or regional reporting and the Hexis interface design is simple and intuitive.

Since data is always easier to understand when visual, RSR data is presented in visually compelling ways.

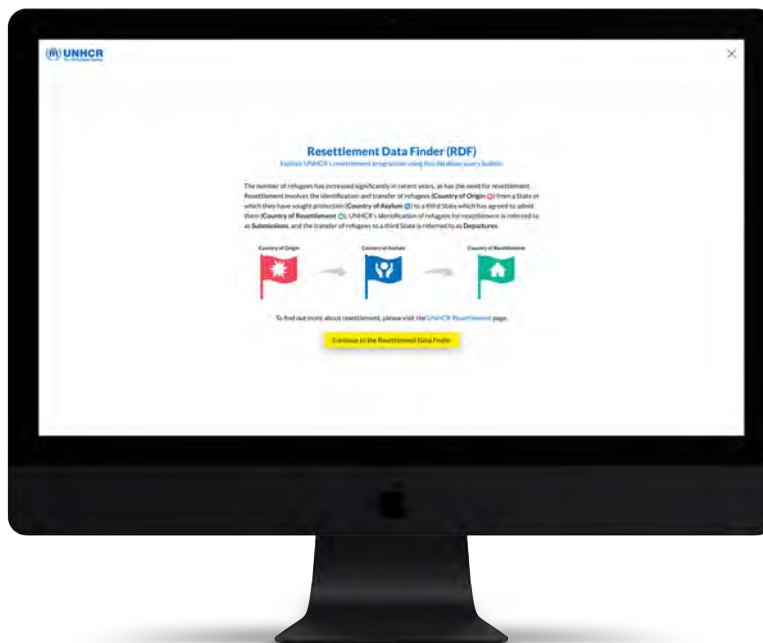


# Resettlement Statistics Query (RSQ)

## An heir to the RSR app

The more available information is, the more valuable it becomes, and the RSQ app makes UNHCR's information available to all. Using the existing Resettlement Statistics Report app, Hexis designed and developed a Resettlement Statistics Query (RSQ) web app making all UNHCR data public and queryable.

Our priority with all of our UN projects is the security of both the data and the migrants themselves. Neither was compromised during the development of our applications.



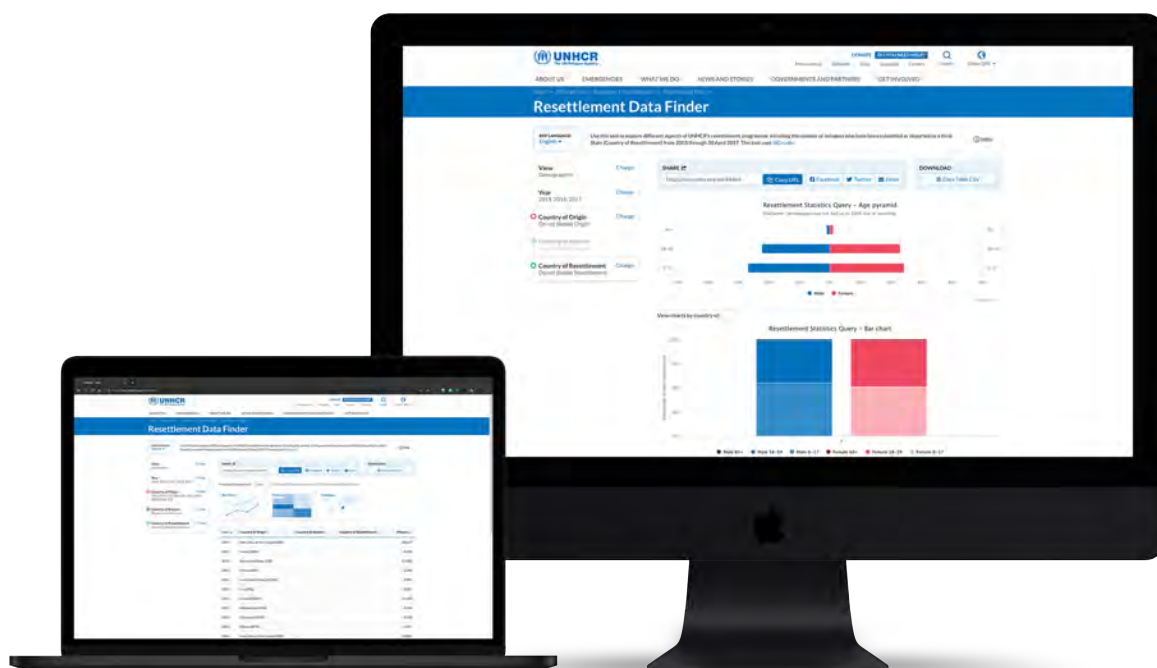
## Pleasant landing

Adapted and user-friendly

RSQ has two components, and the first one is landing. Landing is completely adaptable to its users. It is simple to use and interactive. When users arrive on the page, they are presented with an interactive graph showcasing global migration in the previous 5 years.

This typically intrigues users and prompts them to search for other information such as the places refugees most commonly migrate to (spoiler: Australia and USA). All data is visualized in the form of charts for clarity and interest - all to say that most users are inclined to stay on the page for a while!



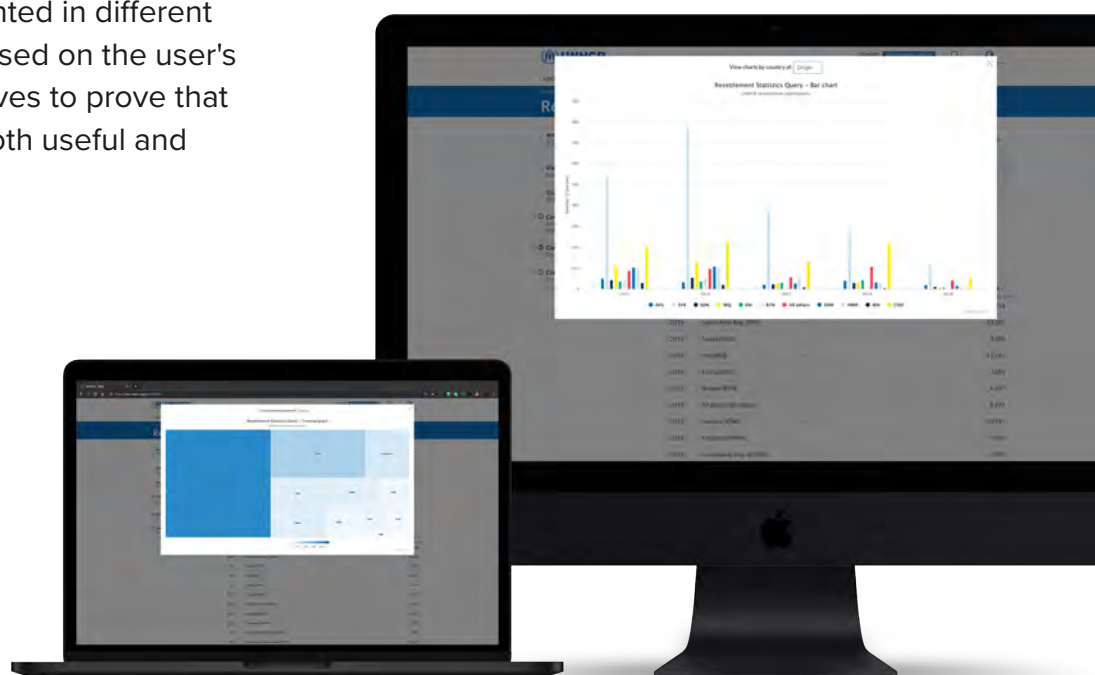


## The game of filters

Filters are RSQ's second key component.

By using different filters, users can quickly and easily access the specific information that they require. Filters include: submissions or departures, year or time range, and country of origin, country of asylum or country of resettlement. By using these filters users can find all types of information and tailor it to their specific needs.

Any information collected on the system can be presented in different forms of charts, all based on the user's preferences. It all serves to prove that information can be both useful and appealing!



# Advantages, facts, figures

And a job well done

## Conclusion

- Summary Report Dashboard
- Clear data visualisation
- Simple and intuitive user interface for both Administrators and Users (Focal Points)
- **Since the initial release in January 2017; UNHCR has had 100% compliance rate with submissions**

A blue circle containing the text "100%" in yellow.

## No margin for error

- Centralised data collection
- Clear data visualisation
- Data/form verification
- Automated reminder feature for data input



## Advantages

- Integrated a “Gamification aspect” approach to encourage “Focal Points” to use the app and stay on schedule
- RSQ Module - enables the real-time overview of the resettlement data to the public
- Quickly became the second most visited page on UNHCR website (only trails the home-page)







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