



Federal Office for Migration and Refugees (BAMF)

Information and knowledge management with MILO

The MILO (Migration InfoLogistics) system developed by Siemens for Germany's Federal Office for Migration and Refugees (BAMF) features comprehensive facilities for finding and retrieving specialist information in a wide variety of formats, sources and languages covering all aspects of migration, integration, refugee status determination, as well as voluntary return. MILO is based on the integration of a modern document management system, a specialized full-text search engine and a semantic network based on subject-specific thesauri. It guarantees fast, flexible, web-based access to all relevant information, 24 hours a day.

The project

Siemens developed and implemented the MILO system on behalf of the Federal Office for Migration and Refugees (BAMF). On completion of the first phase of the project, access is provided for some 1100 workstations, with the figure eventually set

to rise to 2800. The project covers:

- Data processing concept
- Technical process model
- Migration of data
- Integration of standard software
- Integration of existing specialist systems (e.g. Newbase press archive)
- Implementation of individual requirements
- Training
- Support with rollout
- 3rd-level support

The challenge

The Federal Office rules on asylum applications and protection against deportation. As the central authority for migration it is responsible for integrating migrants and for a national integration program. It deals with the integration of Jewish immigrants from the former Soviet Union, and acts as a clearing house for information about assistance to return, as a point of contact for temporary protection in the case of mass influx of refugees and as the National Center for the European Refugee Fund.



Antje Kiss and Michael Fischelmayer, BAMF

"MILO is a module for knowledge management in the Federal Office."

To carry out its work to the required standard, highperformance access to all types of documents from different sources is essential. Crucial to efficient retrieval is the ability to launch individual and optimized search queries, so the number of hits can be limited to those documents that are genuinely relevant.

The requirements in detail:

- User-friendly indexing and administration of specialist documents thanks to specific documentation workflows
- A powerful, high-performance search engine featuring multi- and cross-lingual searches
- Integration of existing processes

Benefits for the Federal Office

- Better-quality results
- Greater effectiveness and efficiency
- Greater work satisfaction

Benefits for the user

- Simpler and faster process for finding documents
- High-performance, user-friendly search and query functions
- User-friendly multi- and cross-lingual searches
- Better hit rate thanks to the use of several different search mechanisms
- Personalized functions for searches (save query, save hit list, set up real-time search profiles) and document storage (personal favorites; notification functions, including by e-mail, etc.)
- Integration into the European migration network

The solution

Siemens was able to meet the BAMF's requirements by individually integrating standard software components:

- Knowledge and document management system with a specific workflow for documentation personnel based on the Oracle database management system
- High-performance search engine with multi and cross-lingual retrieval and maximum performance and stability thanks to sophisticated index technology
- Multilingual semantic network

- Powerful thesaurus management with specialist thesaurus for migration and refugees, Geotherausus, etc.

Functions

The solution chosen guarantees fast, flexible, webbased access to all specialist information as well as to relevant external sources of information. It contains:

- Powerful, high-performance search functions for specialist users
- Specific search masks for "Simple" and "Advanced" searches
- Multi- and cross-lingual searches in more than one million documents in German and in other languages
- Better hit lists thanks to simple access to a subject-specific multilingual semantic network
- Accurate pattern searches based on fuzzy logic retrieval
- User-friendly workflows for documentation personnel

Our services

- Prime contractor
- Concept design
- Integration and implementation
- Data migration
- Project management and quality assurance
- Rollout support

Technical basis

Development was based on the following products:

- Livelink Document Management System (Open Text)
- Retrieval-Ware search engine (Convera)
- Content Enabler semantic network (Knowledge Concepts)

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