

MEDIA RELEASE
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VFS Global Leverages SAP Software to Power Digital Cross-Border Mobility

WALLDORF, Germany and DUBAI, United Arab Emirates — May 02, 2025 — [SAP SE](#) (NYSE: SAP) today announced that VFS Global, the world-leading provider of visa, consular and technology services to governments and diplomatic missions, will leverage SAP software to help it develop leading-edge AI-powered digital solutions for cross-border mobility and citizen services.

Cross-border mobility and citizen services are becoming increasingly digital, and governments are looking into the use of innovative technologies such as artificial intelligence to drive efficiency and sovereign security. To accelerate its innovation road map and help governments meet the increasingly complex needs of travelers and citizens, VFS Global is adopting SAP S/4HANA Cloud Public Edition and other SAP solutions.

"We take great pride in partnering with SAP as a leading and trusted technology and AI company," said Zubin Karkaria, founder and CEO of VFS Global. "By combining our deep expertise in visa, consular and citizen services with SAP's world-class solutions, we empower governments to enhance efficiency, strengthen security and enable seamless mobility for millions of travelers around the world."

"With SAP solutions at its core, VFS will be able to leverage the latest innovations to become an even stronger partner for governments, travelers and citizens worldwide," said Christian Klein, CEO of SAP SE.

In line with its vision to embrace technological innovation to support governments and diplomatic missions worldwide, VFS Global has also chosen SAP Business Technology Platform and the SAP Business Data Cloud solution to deliver leading-edge and AI-powered solutions to its customers and to drive operational excellence across its global operations.

"By combining the strengths of VFS Global and SAP, we are elevating cross-border mobility and citizen services to the next level", said Michael Nilles, member of the VFS executive board and chief digital and technology officer. "Strategically, this positions us as a leading force in shaping the future of GovTech and TravelTech, powered by technology and AI innovations that benefit governments, travelers and citizens worldwide," he added.

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About VFS Global

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation including Generative AI to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritizes ethical practices and sustainability while serving as the trusted partner to 69 client governments. Operating



Partnering Governments. Providing Solutions.



over 3,500 Application Centres in 158 countries, VFS Global has efficiently processed more than 309 million applications since 2001.

Headquartered in Zurich and Dubai and majority owned through investment funds managed by Blackstone Inc, along with minority stakeholders including Swiss-based Kuoni and Hugentobler Foundation.

Media Contact

Maansi Sharma

MaansiS@vfsglobal.com

communications@vfsglobal.com

Yasser Zeriz

Yasserz@vfsglobal.com