

Press Release

Athens, July 24, 2025

Space Hellas undertook the maintenance and technical support of the National Visa Information System (N-VIS) of the Ministry of Foreign Affairs

Space Hellas, a leading Digital Integrator and value-added Service Provider of IT, telecommunications, and security solutions, has signed a new contract with the Ministry of Foreign Affairs for the project titled "Maintenance and Technical Support of the N-VIS Information System and its Subsystems."

The contract covers the provision of specialized maintenance, technical support, system upgrade services, and the supply of hardware and software, aiming to ensure the uninterrupted operation of the National Visa Information System (N-VIS), both centrally at the Ministry of Foreign Affairs and at no fewer than 104 Diplomatic and Consular Missions abroad.

The contract is valid until December 31, 2029, with a total value of €7,397,783.90 (including VAT). It also includes an option right worth €7,400,000.00 (including VAT), to cover future needs and potential system expansions.

The scope of the contract includes full support in accordance with the Service Level Agreement (SLA), ensuring continuous system operation both centrally and at all relevant missions abroad. It also provides the maintenance and technical support of the N-VIS system infrastructure and its subsystems, VIS-MAIL and Online Application. Moreover, the project entails the supply of new equipment and software, including relevant licenses, and the provision of additional upgrade and support services, if deemed necessary by the contracting authority. These may arise due to revisions of EU Regulations 810/2009 and 767/2008, as well as from the need for interoperability between the national VIS and new national or European information systems.

Additionally, the project includes services to adapt the VIS application for improved usability, in accordance with guidelines from the competent departments of the Ministry. It also involves enabling interoperability with other national systems, the training of personnel from the Ministry's IT Directorate (ST2 Directorate of Automation, Telecommunications & Informatics), as well as a handover process of the existing N-VIS system and its subsystems to the Contractor.

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With a 40-year presence in the Greek ICT market and extensive experience in the development and support of mission-critical public sector information systems, Space Hellas continues to strengthen its strategic presence in projects of high technology and national importance.

About Space Hellas:

Space Hellas is a leading Digital Integrator and value-added Service Provider with an international presence in the ICT sector and security. It has been active since 1985 in the field of high technology with the aim of creating new data in the journey of digital transformation of modern enterprises and organizations. www.space.gr

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