



**ENTRUST**



## Enabling Digital Government Service Delivery

Entrust provides a holistic solution for digital onboarding, credential issuance, and identity verification to enable seamless and secure digital government service delivery.

### The Case for Digital Government Services

Citizens demand seamless, secure access to government services. Whether they're crossing borders, applying for benefits, renewing driver's licenses, or paying taxes, how you enable people impacts their engagement with, and trust in, the government.

The COVID-19 pandemic accelerated the digital transformation in governments across the world. The private sector has also fueled people's expectations for digital government service delivery. Citizen enablement has even become a source of public and political pressure.

Yet government has the unique challenge of needing to address a very broad demographic - literally everyone! Furthermore, governments are working in siloed departments, with legacy data and applications, typically with minimal interdepartmental integration and limited budgets.

**Learn more at [entrust.com](https://www.entrust.com)**



# Digital Government Service Delivery

## The Entrust Difference

Citizen enablement is fundamental to creating a positive experience and increasing trust in government. Entrust enables trusted identities for digital government service access and delivery.

Entrust provides a composable platform that builds end-to-end trust into citizen identity credentials to support secure transactions for digital government service delivery. This composable approach promotes a single unified architecture by enabling configurability, interoperability, and reusability across different component parts and vendors.

Our digital-first solution – mobile and portal – provides an intuitive user experience for seamless workflows, and rich administrative insights into citizen onboarding, credential issuance, and transactions. Our solution helps in effectively managing and controlling the identity lifecycle. This includes ensuring proper governance, security, and auditing throughout the identity's lifespan, which helps governments administer digital representations of their citizens/residents and their associated attributes.

This ensures governments and their partners can realize accelerated digital service enablement and delivery programs that are:

- Universally accessible with digital and/or physical citizen identity credentials so no one is left behind
- Secure, especially for high-assurance programs, with native cryptographic support that preserves trust throughout the citizen journey
- Easy to deploy, maintain, and scale with a standards-compliant composable environment

## Features



**Digital Onboarding:** Secure and streamlined remote citizen/resident digital onboarding with high-assurance identity verification.



**Hybrid Credential Issuance:** Issue digital and/or physical user credentials (i.e., passport, driver's license) underpinned by a unique trusted identity and workflow. Digital-wallet ready.



**Digital Signing and Certification:** Deliver digital identity, authorization, validation, and digital signatures over a mobile device.



**User Self-Service Portal:** Empower citizens with user self-management and self-service functionalities.



**Service Management Portal:** Streamline service management for multiple user roles.



**Monitoring and Analytics:** Administrative portal for government organizations to monitor, manage, and optimize digital service delivery.



# Digital Government Service Delivery

## Our Solution

### Digital Onboarding

Improve government-to-citizen (G2C) interactions with easy-to-adopt, convenient, and secure digital channels including web portal and mobile app. You can realize remote onboarding with a digital-first approach that provides strong, vetted identity using advanced biometrics and document verification technology.

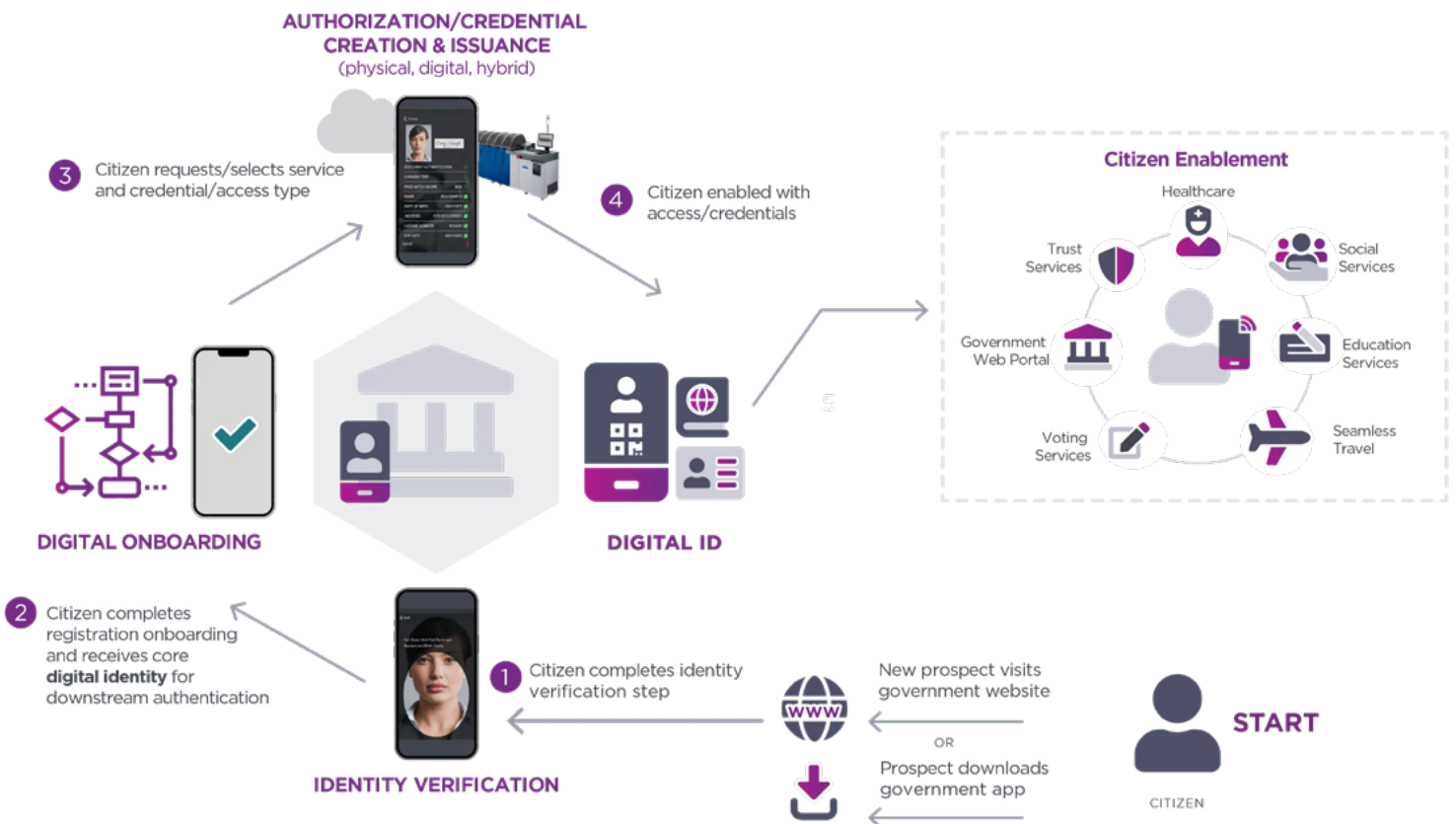
### Credential Issuance

Issue standards-compliant citizen identities with support for multiple form factors – digital and physical. You can realize a

unified organizational workflow – one record and one user journey – and enable digital identity, authorization, validation, and digital signatures on your citizens' mobile devices.

### Digital Service Delivery

Collect digital signatures from anyone, anywhere and expedite certification processes while increasing overall productivity. Maintain service delivery integrity and mitigate fraud risk with knowledge, possession, and/or biometric factors. Deliver a secure, seamless omnichannel citizen and constituent experience.





# Digital Government Service Delivery

## Benefits

### FOR CITIZENS

#### Universal accessibility:

- It makes government services and information more accessible to citizens, allowing them to interact with government agencies online, especially benefiting those with mobility issues or living in remote areas.

#### Enhanced user experience:

- Digital service delivery reduces the need for physical visits to government offices, reduces wait times, and leads to faster service delivery to citizens.

#### Improved convenience and effectiveness:

- Streamlines service delivery process, reduces paperwork, and improves transparency of government processes.

### FOR GOVERNMENTS

**Improved citizen engagement** with an administration portal that allows for a greater understanding of how citizens interact across different services, allowing governments to further streamline service delivery and increase citizen trust.

**Year-over-year cost efficiencies** by automating routine tasks, transforming simple transactions into self-service functions and allowing effective resource allocation.

**Improved capability to mitigate fraud and protect borders** by applying the highest levels of assurance to remote citizen identity verification that prevents identity fraud.

**End-to-end cybersecurity and privacy of citizen credentials** with native cryptographic support embodying end-to-end trust, based on global standards like the U.S. NIST, GDPR, and eIDAS.

## Entrust Powers Government-to-Citizen Interactions

- Proven global track record supporting government trust infrastructure, authentication services, and citizen high-assurance credentials
- Successfully delivered 400+ government identity projects across 100+ countries
- 50+ years of secure identity document issuance and 25+ years securing the infrastructure for identity transactions

▶ **Learn more about Digital Government Series at [entrust.com](https://www.entrust.com)**



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