



## How digital systems increase efficiency and transparency in public passport system

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Veridos

Thanks to digital systems for the application and issuance of identity documents, countries around the world are modernizing and optimizing their processes. Veridos, a leading global provider of integrated identity solutions, explains why these systems are an important tool to increase efficiency and transparency.

Today, digital systems ensure fast and secure processes for the application and issuance of ID documents in many countries. "These solutions provide significantly more efficiency and transparency in the passport system," says Marc-Julian Siewert, CEO at Veridos.

Non-transparent analog processes in public administration can be a source of widespread problems. This also affects the ID and passport system. Too much paperwork instead of a central digital platform can lead to applications not being processed in chronological order or containing errors. Due to this lack of transparency, citizens may even receive documents to which they have no entitlement. This applies, for example, to diplomatic and consular passports. Furthermore, citizens cannot trace how long the issuance of documents takes, which complicates further public registrations or travelling.


"Digitalization allows a high level of process transparency which guarantees both the citizens and the respective state more security and predictability. Both benefit from this development," explains Siewert. "The example of the People's Republic of Bangladesh is an impressive example of this."

In Bangladesh, workflow systems automatically send alerts when applications remain unprocessed or work steps are not carried out, so that clerks can intervene immediately. Automatic text messages inform citizens that their documents are ready for the pick-up, providing them with official proof. Through online payment, the systems keep cash out of the processes and thus providing payment transparency.

To ensure that as many citizens as possible can benefit from these efficient processes, the systems are inclusive. For example, micro-payments via SMS also integrate people without smartphones or credit cards.

"In order to have the processes completely under control, Bangladesh has also brought the entire value chain into its own country, including production and personalization centers," adds Siewert. "Comprehensive know-how transfer has also proved to be a decisive factor. Local employees have been trained in the technologies and procedures and are consistently putting them into practice."

**Veridos GmbH**

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