




Enhancing Government Identity and Public Services through secure outsourcing

Arnaud de La Chapelle, 22 May 2019



Connected,
customer-centric
world !



**Competition
to deliver
faster,
cheaper,
better
services**

A photograph of a long, single-file line of people waiting outside a light-colored building. The line starts from the foreground and extends into the distance. Some people are standing on a raised platform or stairs on the left side of the frame. The entire image is overlaid with a semi-transparent blue filter. A small orange horizontal line is positioned above the text.

**Government service delivery often falls
below customer expectations**

Government service delivery often falls below customer expectations

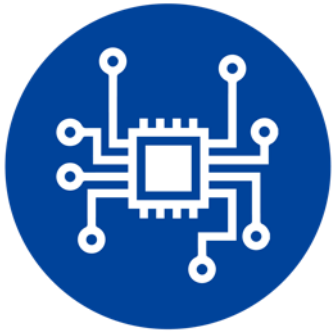


Many people find that information has yet to be printed and mailed



Governments with a customer focused mindset

Governments with a customer focused mindset



Leverage
technology



Offer multiple
channels of
service delivery



Focus on service
quality and
inclusiveness



Provide value
for money



The new digital nation

E-Residency in Estonia enables entrepreneurs worldwide to start and manage an EU-based company digitally



UAE Government's ★★★★★ 5 Star Rating Programme for Government Services



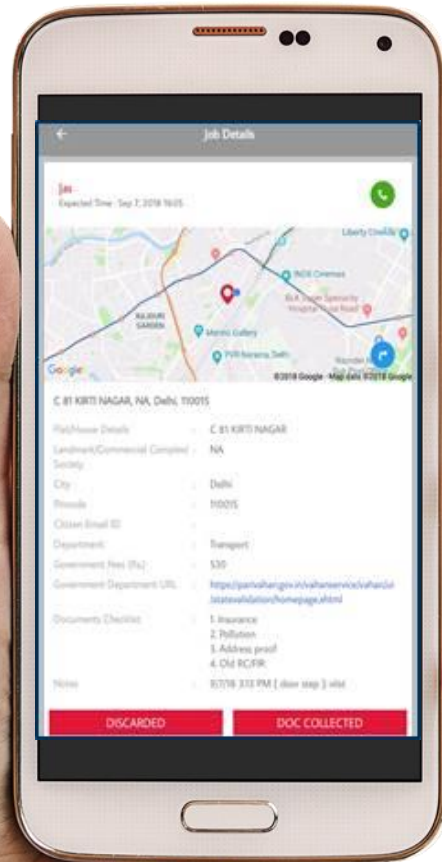
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**The
Guardian**

'It's a revolution': Indian officials deliver public services at people's doorsteps

A home visit scheme aims to spare people the queues - and the bribes - often associated with a trip to a government office






It all starts with a robust, inclusive and affordable Identity...

- Registration and Enrolment
- Authentication and Issuance
- Identity linked Public Services

Challenges in registration and enrolment



**Breeder documents
are not of reliable
quality**



**Inaccurate data
collection, leading
to mistaken identity**



**Data security and
compliance with
regulations**



Public Private Partnership in Identity and Public Services

Overcoming service delivery challenges
faced by the Governments

VFS Global pioneered a solution for both Governments and Applicants



**Outsourcing of
Services**



**Focus on
Service Quality**



**Multiple
channels**



**User Pay
Model**

World's leading specialist in outsourced Government identity-based services



63

Governments
Served

146

Countries of
Operation

550

Cities of
Operation

196+

Million applications processed since
2001
27m applications processed in 2018

80+

Million Biometrics
Enrollments
(Since 2007)

VFS Global Identity Services

Registration, Verification
and Distribution of
Identity Documents



Driving Licenses

VFS Global
Reference



South Africa



Lesotho



Ivory Coa



Ukraine

VFS Global Public Services

Citizen focused,
one-stop Government



Door to door
concierge services

VFS Global
Reference



India

UAI



India

Partnering Governments, Providing Solutions



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**Multiple delivery
channels**



**No cost to
the Government**



**Service quality
and efficiency**



Thank you



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