



**ENTRUST**



# Citizen Identity Orchestration Solution

Digital government begins with secure digital identity

**Entrust Citizen Identity Orchestration provides a comprehensive solution for digital government, enabling:**

- Remote onboarding with AI-powered identity verification
- Digital identity issuance and management
- Seamless and secure service delivery

## Digital Identity Is the Foundation of Digital Government

Digital government has fundamentally transformed public administration around the globe – both structurally and in terms of the dynamic between governments and the people they serve.

Citizens expect secure, seamless 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.

Digital transformation in governments across the world was accelerated by the COVID-19 pandemic. 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 governments worldwide are challenged by low adoption of digital government services.

Embracing digital identity as a foundational element of government digital transformation is key to driving adoption of digital government services. A comprehensive citizen identity orchestration solution not only strengthens cybersecurity measures but also enables seamless integration of services across departments and agencies.

Discover how our identity solutions help governments deliver superior digital experiences to citizens and businesses alike.



# Citizen Identity Orchestration Solution

## The Entrust Difference: Driving You to Digital Excellence

Citizen enablement is fundamental to creating a positive experience and increasing trust in government.

Our digital-first solution follows a “total experience” approach that provides an intuitive user experience for seamless workflows. It also helps governments effectively manage the identity lifecycle. This includes ensuring a proper governance, security, and audit trail throughout the identity’s lifespan, which helps governments administer digital representations of their citizens/residents and their associated attributes.

Our solution architecture is built on the framework of “composability” with microservices that facilitate ease of configurability, interoperability, and reusability across different platform components and vendors.

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

- Universally accessible with digital and/or physical citizen identity credentials so no one is left behind
- Secure, even for high assurance use cases, with native cryptographic support that embeds trust throughout the citizen journey
- Easy to deploy, maintain, and scale with a standards-compliant composable environment
- Rich with insights into citizen onboarding, credential issuance, and transactions

## Secure and Frictionless Digital Interactions



### ONBOARDING

Establish the digital identity of the citizen

- Streamline the capture of identity documents, biographic data, and biometrics using a smart device
- Establish the unique and trusted identity of the citizen using our AI-powered identity verification system that detects fraud



### IDENTITY

Issue and manage identity credentials

- Issue physical (ePassports) or digital identity credentials based on a core trusted identity
- Ensure secure custody and storage of identity credentials based on global best practices, including regulations like GDPR and eIDAS



### TRANSACTIONS

Streamline access to digital services

- Secure digital transactions with robust multi-factor authentication
- Offer digital signing, validation, and timestamping functionalities
- Provide digital self-service portals for citizens and government



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## Features



**Onboarding:** Secure and streamlined remote citizen digital onboarding with high assurance AI/ML-powered identity verification



**Issuance:** Issue digital and/or physical user credentials (e.g., ePassport) that are digital wallet-ready and underpinned by a unique trusted identity and workflow



**Digital Identity:** A single app or login for identity federation, including identity credentials, certificates, and attributes management



**Authentication:** Robust authentication mechanisms for citizens based on knowledge, possession, and/or biometric factors



**Custody:** Cryptographic key storage following international standards to secure user keys in centralized environments and personal devices



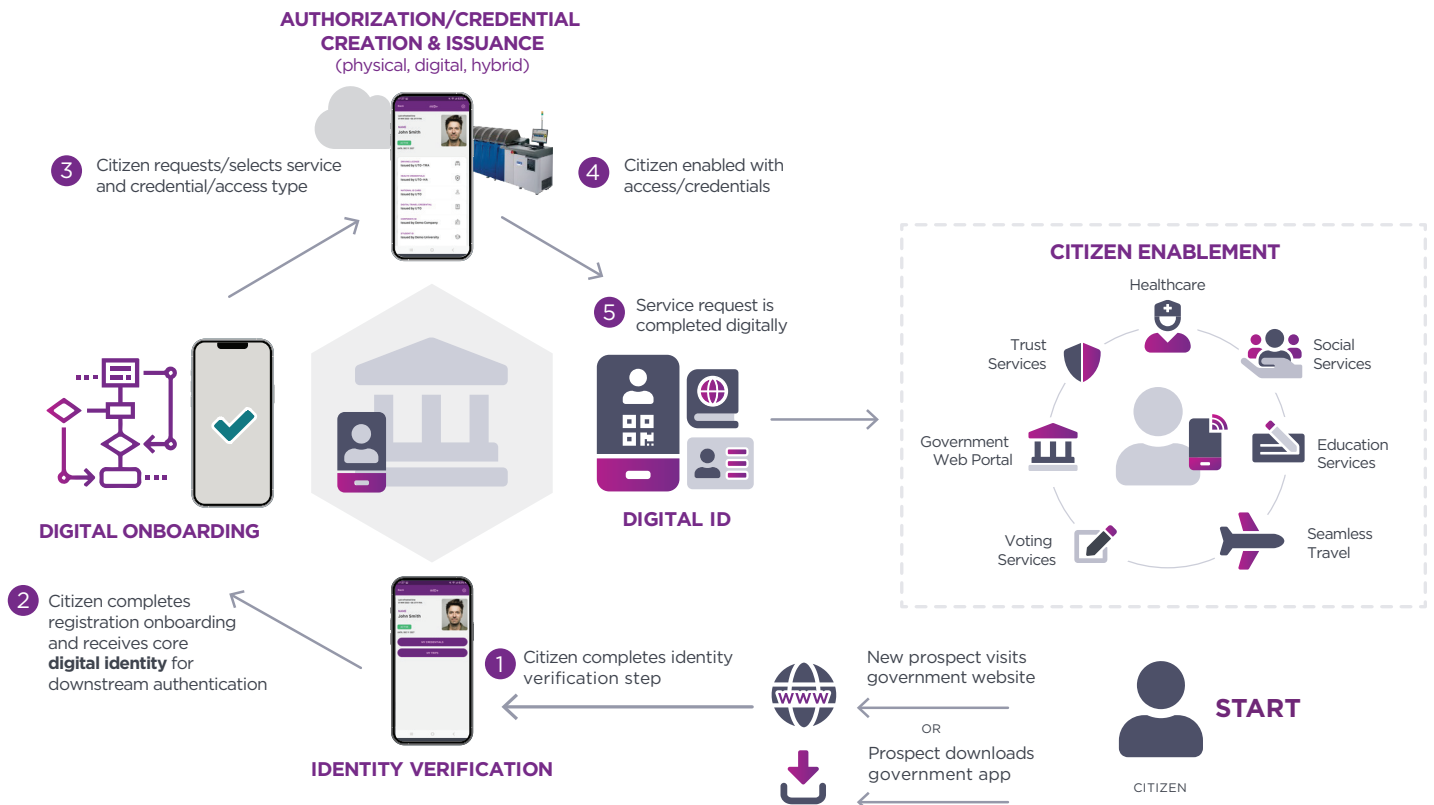
**Signing:** Deliver digital signatures, validation, and timestamping functionalities over a smart device based on global standards



**Citizen Portal:** Empower citizens with user self-management and self-service functionalities



**Admin Portals:** A web portal for governments to provision and manage services based on user roles; and an analytics portal for business intelligence dashboards





# Citizen Identity Orchestration Solution

## Unlock the Benefits of Digital Transformation

### FOR CITIZENS

**Universal Accessibility:** Digital self-service web or mobile channels provide citizens with convenient, 24/7 access to government services and eliminate the need for physical visits.

**Frictionless Experience:** Online case management promotes transparency, accountability, and personalization to ensure citizens have easy access to the information they need.

**Greater Inclusivity:** With the proliferation of cell phones, mobile-first service channels make it easier for remote and underserved populations to access essential government services like healthcare, welfare payments, certifications, and licenses.

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### FOR GOVERNMENTS

**Empower Citizens and Businesses:** Streamlined and transparent digital government fosters greater civic engagement and trust, and can even positively impact FDI inflows to the country.<sup>1</sup>

**Enhanced Administrative Efficiency:** Reduced paperwork, automated routine tasks, and faster processing times improve cost efficiencies and help your workforce focus on complex tasks.

**Effective Risk Management:** Ensure better outcomes for critical use cases like benefits delivery and border protection by applying the appropriate assurance levels to identity verification and digital identity lifecycle management

**Improved Cyber-Risk Posture:** Native cryptographic support helps ensure security and privacy of citizen credentials and compliance with the NIST standards and regulations like GDPR and eIDAS.

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### FOR BUSINESSES

**Streamlined Engagement:** Faster turnaround times and transparent interactions with governments help ensure regulatory compliance and reduce administrative expenses

**Enhanced Customer Experience:** Businesses can leverage government-issued digital IDs to streamline their own onboarding processes, such as KYC checks and age and background checks – especially for financial services and telecom industries.

1 - IMF Staff Research, 2021



# Citizen Identity Orchestration Solution

## 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
- Industry-leading AI-powered fraud detection for identity verification

Learn more about the Entrust Citizen Identity Orchestration solution and our other digital government solutions at [entrust.com](https://www.entrust.com)



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



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