

# CitizenOne

Accelerate the delivery of citizen-facing online services

Services catalog and single service access point

Citizen-centric CIAM that enables citizens to control their own data

Supports the privacy & security obligations of the public sector



## CitizenOne

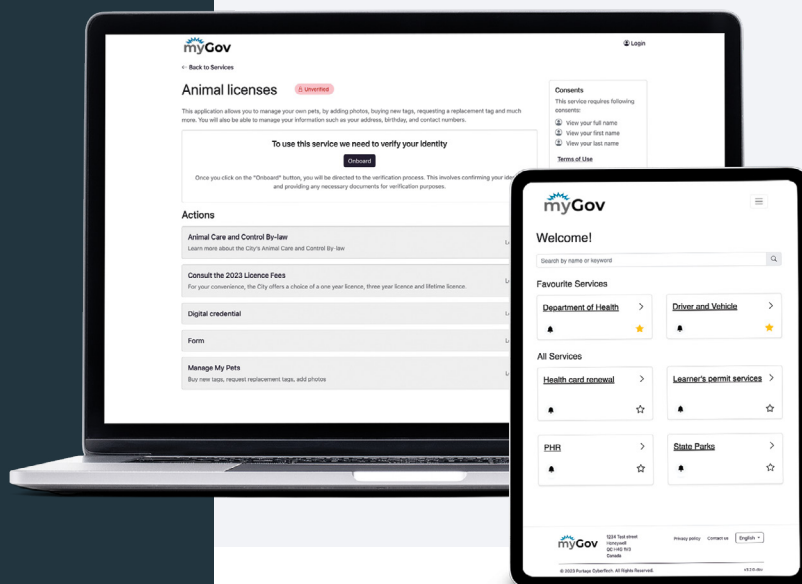
**One single login to balance government security and privacy needs with the user experience to accelerate access to online services.**

Today more than ever, governments must ensure security, privacy and compliance, while still providing the seamless digital experiences citizens demand. People's lives are full of examples where the companies they do business with offer services in a convenient, and user-focused way. Why should the government be any different?

Currently, many public sector organizations deliver services by department or program area. This results in a fragmented and disjointed customer experience, as citizens need to manage multiple profiles, login credentials, and multifactor authentication systems across multiple service providers.

Moreover, these fragmented systems are facing more sophisticated and persistent security threats. Governments need to balance these realities with increased expectations from citizens demanding a simple, instant, and unified user experience.

**Digital transformation is paramount for governments — citizens expect it and stretched budgets demand it.**



CitizenOne provides a proven secure and privacy-aware platform for bringing citizens and service providers together. It empowers citizens with control over their data and helps shield governments from data breaches, through the use of a single entry point and verifiable credentials.









# Distinct Advantages and Benefits of CitizenOne

Features	Benefits
<b>Services Catalog</b>	Supports the entire end-to-end process for service providers to publish their services to a single catalog. Citizens can quickly and easily find and select the service they want to access, whether it be a public webpage, webform, or another application.
<b>Forms Management</b>	Enables service providers to easily build and deploy no-code webforms, without needing additional integrations. Digitalize current paper and PDF-based processes, simplifying the process of gathering information.
<b>Unified Notifications</b>	Makes it easy for citizens to quickly access status updates on their applications and requests in a single dashboard, while enabling each service provider to quickly notify users as needed, via their preferred channels - reducing call center and counter visit time.
<b>Verifiable Credentials</b>	Provides an efficient and robust solution to combat ID fraud and counterfeit credentials in the digital era. Reliable credentials, such as driver's licenses, diplomas, employee passes and security clearances, can be securely stored in a trusted wallet on a smartphone.
<b>Citizen Dashboard</b>	Provides citizens with an integrated view of the programs and services to which they have been successfully enrolled. Provides a 360-degree view of their status and history with CitizenOne service providers. Internally, service providers can easily gain insights of performance at the service level, tracking adoption against program KPIs.
<b>Scalability</b>	CitizenOne's scalable architecture allows for seamless expansion to meet growing demands, without significant infrastructure overhaul. Delivering rich self-serve capabilities and employing DevSecOps best practices, it ensures continuous delivery, enhanced agility, and reduced time-to-value for your digital services.

## How CitizenOne delivers more than CIAM






Unlike a traditional CIAM, CitizenOne is comprised of a series of modules that work together to provide a user-driven experience and simplified digital transformation that empowers citizens.

### Typical features of market-leading CIAMs:

-  Citizen Onboarding
-  Authentication
-  Identity Verification
-  Progressive Disclosure
-  Consent & Privacy Management
-  Single Sign-On
-  Citizen Profile Management
-  Omni-Channel Support



### In addition to Enterprise CIAM features, CitizenOne includes the following:

-  Services Catalog
-  Forms Management
-  Unified Notifications
-  Verifiable Credentials
-  Citizen Dashboard