Coesys eServices Kiosks
Cost effective and convenient eServices for every citizen

Coesys eServices Kiosks from Gemalto are designed to transform the way in which government bodies deliver services. High quality, multi-channel eServices are made available to every citizen.
Coesys eServices Kiosks. This innovative approach provides significant efficiency gains for public administrations and improves the end user experience, boosting adoption of government eServices.

Cost effective and convenient eServices for every citizen
Deployed in post offices, government offices or others public areas such as malls, eServices Kiosks will enable government bodies to reach the entire population. In particular, support can be provided for people living in remote areas, and citizens who do not have the means or inclination to access eServices from home.

Coesys eServices Kiosks from Gemalto are designed to transform the way in which government bodies deliver services. High quality, multi-channel eServices are made available to every citizen.

Administrative costs are slashed, and front desk staff can be redeployed to added value tasks. Quality of service is improved significantly: queues and the risk of human error are reduced, multi-lingual interfaces can be provided, and accessibility extended beyond normal working hours.

Turnkey solutions from Gemalto
Depending on your use cases and existing ecosystem, Gemalto can provide a turnkey package with web applications, kiosk monitoring solutions and Coesys software platforms:

> Coesys eGov for authentication and eSignature
> Coesys post-issuance for card administration
> Coesys Document Management System to manage the life cycle of eDocument

![Diagram of system components]

THE ONE STOP MULTI-APPLICATION SOLUTION

The Coesys eServices Kiosk creates a single gateway to eServices. It enables users to access different types of eServices, potentially from different organizations or providers, after authenticating with an eID, biometry, or simple password. As a last step, if required, the user can proceed with the payment.

The most popular services include:
> Civil registry procedures, including online registration of births, requests for birth certificates, and printing
> Declaration of a lost or stolen eID or passport
> Application for an eID or a passport renewal
> On line tax declaration and eSignature
> Payment of taxes, fines, utility bills
> Card administration: activation, PIN unblock, PIN change, certificate loading and renewal, information updates such as change of address (eID) or new beneficiary (eHC), and loading of new applications

![Diagram of system components]
Design your own eServices Kiosk

Gemalto creates robust and highly serviceable eServices Kiosks. They are designed to provide the best possible user experience. A compact footprint and high level of customization ensure optimum flexibility in terms of deployment and usage.

The center section is highly customizable: up to six devices can be integrated.

Gemalto has selected and validated a wide range of devices that can be integrated in the kiosk. They include a contact card reader, contactless card reader, fingerprint reader, numeric pad, payment terminal (contact or NFC), receipt printer and web cam.

The kiosk’s finish is adapted to your preferred colors and logos. A unique and attractive solution is then ready to deliver trusted and convenient digital services to end users, whilst fitting perfectly inside modern smart branches or citizen shops.
About Gemalto

Active in the field of secure documents for over 150 years, Gemalto continuously innovates the market as the world leader in digital security with 2015 revenues of €3.1 billion.

In the public sector, Gemalto provides secure documents, robust identity solutions, border management and biometric solutions and services for more than 100 government programs worldwide. In the private sector, Coesys Document Verification also addresses the needs of telecoms, currency exchange, money transfer, post offices, car rental companies and more.

Gemalto’s products and services build on each other to create a customizable, end-to-end solution known as KYC (Know Your Customer). Combined with Document Verification solutions, Gemalto enables both public and private sector institutions to combat identity or financial fraud as well as to comply with international regulations against money laundering and terrorist financing.