Gemalto Enrollment Solutions for Government Programs

Enrollment processes you can trust

Enrollment is a first and critical step to ensure secure and reliable citizen registration before issuing trusted identity documents. Many countries are taking advantage of the deployment of biometric electronic documents, such as passport, identity card, driver license, health card, voter card, to rethink and streamline their citizen enrollment process. A field proven, robust and flexible enrollment solution is key for such large scale government initiatives. Now you can mobilize Gemalto’s solutions and experienced service teams to support your project.

Our customers trust us to deliver. So can you.
Enrollment processes you can trust

Reap the benefits of global best practices
Gemalto will provide the right team and expertise throughout your project: from consulting, specification workshops, development and training to the deployment and support of enrollment centers countrywide.

Gemalto’s know-how in providing end-to-end solutions and services has been proven in numerous projects worldwide. Typically, our customers have renewed their confidence in Gemalto’s solutions and expertise by commissioning further projects. Examples include Oman National Registry, eID and ePassport, Sweden eID, ePassport and Driving License, Gabon, Burkina Faso and Benin Voter registration.

Gemalto’s experience is a key asset for the success of your project:
> Leverage best practices drawing on our involvement in over 20 national enrollment programs worldwide

Committed to meeting your deadlines
Enrollment programs very often require partners with extensive industrial strength and buying power. Gemalto has the global resources necessary to provide a genuine one-stop shop for even the most complex programs. In addition, our local project management, industrial and logistics teams offer the capabilities and commitment needed to meet the tightest of timescales.

Tailored services are provided through a network of dedicated support and maintenance teams that specialize in government program solutions. On-site technical assistance is also proposed, particularly to support our customers during deployment phases or in the first months of operations.

> Mobilize our experienced service teams and established network of partners to support your program

And every step of the way, Gemalto will make sure that the solution is shaped precisely to your unique requirements.

Project management and knowledge transfer were key factors in the success of Burkina Faso’s biometric voter registration project. Here we can see the 3,500 enrollment stations being prepared. The contract presented the immediate challenge of delivering an end-to-end solution within just three months.
Gemalto Enrollment Solutions

Ease of use, speed, quality, flexibility and security
Reliable solutions are key to issuing trusted ID documents. In today’s environment, authorities face numerous challenges. Enrollment is the moment when the primary data that establish an individual’s identity are collected and checked prior to the issuance of a new passport, identity card, drivers license or voter ID. There can be no room for error. For official documents, the use of biometrics and face-to-face live enrollment processes is essential. From registration appointments right through to delivery, Gemalto can help you streamline the enrollment process - bringing greater convenience to citizens and guaranteeing the quality and confidentiality of data captured.

Enrollment to delivery process

The Gemalto Enrollment solution is designed to provide:

> Fast enrollment and intuitive software
  - Clear and easy to use interface
  - Guidance for enrollment officers at every step
  - Dashboard and alerts available
  - Data retrieval from reading identity documents or connecting to back-end system using legacy database

> High quality biometric data capture
  - Multi – biometric capture: face, fingerprints, iris, signature
  - Immediate ICAO or specific quality checks
  - Ensure best quality photo for printing
  - Ensure optimum biometric capture for subsequent nationwide identification
  - Local AFIS deduplication is available as an option

> Flexibility
  - Easy modification of enrollment workflow
  - Optimum project flexibility thanks to various types and brands of devices and peripherals
  - Various form factors supported - from mobile kits to kiosk enrollment

> Security
  - Guarantee confidentiality of applicant’s data during enrollment and/or transfer to central systems with secure encryption mechanisms
  - Prevent unauthorized access and misuse of the application by applying user roles and segregating rights
  - Track activity via logs and audit reports

Easy to use software – based on extensive experience and best practices
A solution tailored to your needs

As every customer has specific use cases and each project is unique, there is no single multi-purpose enrollment solution. That’s why Gemalto’s Enrollment solutions can adapt to different schemes: in office environments or remote areas, offline or online, in attended mode operated by an officer or in self-service mode with a kiosk.

Focus: The Gemalto Mobile Kit range
Gemalto’s proven mobile enrollment units have been designed specifically to easily perform enrollment even in rural and remote areas. All required devices are encapsulated in a compact and ruggedized protective case for safe and easy transport. In addition to a laptop, the rolling unit comes in a protective case, optionally fitted with wheels and telescopic handle, for safe and easy transport. It can include the following devices for a complete identification capture solution: camera, fingerprint scanner, iris scanner, barcode, document scanner, signature pad and printer.
They are easily handled by one person, and setup is complete within minutes.

> Rugged. Secure. Capable
To fully protect the enrollment devices inside, Gemalto Mobile Enrollment units are resistant to shock, vibration, sand, dust and rain.

> No Power Source? No Worries
Autonomy can be enhanced by providing an extra battery, solar panels or generators for extended use when the main power supply is unreliable. In all cases, a wide variety of power options are available.

> Gemalto Biometric Tablet: Ultra mobility
This high end 10” biometric tablet enables rapid registration, verification and authentication of user identities in virtually any location. Key features include a large screen to facilitate ergonomic data entry and analysis. The FBI PIV FAP 30 certified fingerprint scanner is suitable for large scale biometric identification programs. Light Emitting Sensor fingerprint scanner ensures excellent usability in outdoor environments even under direct sunlight.

CLASSIC and CUSTOM SUITCASES

> High customization possibilities [slap or dual scanners]
> Ruggedized for Harsh conditions [IP53 to IP67]
> Comfortable screen and keyboard for day long enrollment
> Easy to set up

MINI SUITCASE

> Light, resistant and easy to carry
> Comfortable screen and keyboard for day long enrollment
> Easy to set up

TABLET

> Handheld device
> Ultra light and portable
> Versatile device for enrollment and eVerification
> Ready to use
Get results from your solution

Here are a few examples of government projects that illustrate the wide variety of technologies and form factors employed by Gemalto to support the enrollment of citizens for identity documents, passports, driving licenses, health care, voter registration or civil registries.
Peru: migrating to a new secure biometric passport

It’s never been easier and safer for Peruvians to receive a passport. As of July 2016, citizens simply visit one of 20 instant issuance centers around the country with proof of identity and they receive same-day service.

Gemalto ensures the implementation of the complete system from enrollment to issuance, with the creation of 20 enrollment offices throughout Peru and 110 foreign consulates, incorporating over 240 stations. The company secures citizen enrollment including an Automated Fingerprint Identification System (AFIS), public key infrastructure (PKI) services, ePassport personalization, a contingency data center plus quality and access control across the entire biometric passport ecosystem.

Guinea: A fair election process for all citizens

In September 2014, the Guinea Konackry Electoral Commission issued a tender to revise the electoral register and ensure unique voter registration to allow fair elections in October 2015. This included the use of 2,300 Gemalto Mobile Enrollment kits to register citizens throughout the country, reaching even the remotest areas. It also involved hiring and training 5,000 operators to perform enrollment operations. In addition, Gemalto delivered a back-end solution comprising an Automatic Fingerprint Identification System (AFIS) to ensure unique registration of citizens before issuing voter lists. This project was particularly challenging with a tight schedule in a context of Ebola virus but Gemalto professional teams dedication ensured its success.

Millions of Guineans voted peacefully on Sunday October 11, 2015

Sweden: Optimizing investment for quality public service

In March 2011, the Swedish National Police Board (“Rikspolisstyrelsen”), acting on behalf of the Swedish Police, the Ministry of Foreign Affairs and the Swedish Migration Board, renewed its five-year agreement for travel documents. Since then Gemalto manages the end-to-end delivery process, including the live enrollment solution in Sweden and production of all secure travel documents, as well as operating the issuance service. Gemalto provided over 280 kiosks to instantly capture the holder’s photograph, fingerprints and signature. The system currently manages one million enrollments every year.
Oman national register: the backbone of the state modernization

In October 2002, the Sultanate and the Royal Oman Police (ROP) launched a project to deploy a smart card-based national ID program. The core objectives were to modernize the National Registry System (NRS), simplify and speed up administrative processes, provide better quality public services to Omani citizens and residents, promote the use of IT technology, and achieve enhanced homeland security. Since 2002, the Royal Oman Police has regularly confirmed their trust in Gemalto. Another 11 registration centers have been opened in 2015 and 22 will be in the course of 2016-2017 to provide more convenient and closer enrollment points for the country population.
About Gemalto

Gemalto, a Thales company, is a global leader in digital security, bringing trust to an increasingly connected world. We design and deliver a wide range of products, software and services based on two core technologies: digital identification and data protection.

Our solutions are used by more than 30,000 businesses and governments in 180 countries enabling them to deliver secure digital services for billions of individuals and things. Our technology is at the heart of modern life, from payment to enterprise security and the Internet of Things.

We have built a unique portfolio of technology and expertise including physical and digital identity credentials, multiple methods of authentication – including biometrics – and IoT connectivity as well as data encryption and cloud service protection. Together, these technologies help organizations protect the entire digital service lifecycle from sign-up to sign-in and account deletion with data privacy managed throughout.

Gemalto is part of the Thales group, a €19bn international organization with more than 80,000 employees in 68 countries worldwide.