

Case Study

# Official documents

*Digital applications*

Faster passport and driving license applications through workflow digitization



WACOM® for Business

## Høje-Taastrup Commune *At a Glance*

### INDUSTRY

- Public Sector: Municipal citizen services department
- Focused on the processing and fulfilment of passport and driving license applications, among other citizen services
- Serves a commune near Copenhagen in Denmark, processing more than 10,000 applications per year

### WORKFLOW

- Passport and driving license applications

### CHALLENGES

- Slow paper-based application process
- High cost and effort of managing large volumes of paper

### SOLUTION

- Wacom LCD signature pads
- Installation at photographer's studio and citizen services office
- Integration into a biometric workstation developed by ScanTech IT

### OUTCOME

- Display of applicant-relevant parts of application documents in color on the Wacom signature pad
- Easy integration of the device utilizing its compact form factor for limited space environments
- Increased application speed and efficiency through the end-to-end digitization of the workflow
- Reduced administrative effort for applicants and citizen services staff



*"The Wacom Signature Pad is a very good solution for us. It allows us to display all the information we need to show in a compact way. Thus, our citizens feel safe in relation to what we do and they have very quickly accepted the digital process."*

Peer Anker Hansen, Head of Citizen Services, Høje-Taastrup Commune

## More human *More digital*

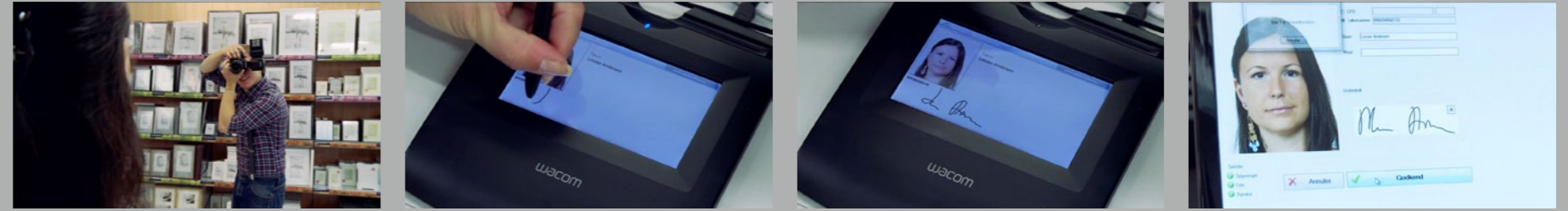
Høje-Taastrup is a commune located near Copenhagen in Denmark. The commune's citizen services office is - among other things - responsible for issuing passport and driving licenses. It processes more than 10,000 applications annually.

### Challenge

As its customers were increasingly paying by debit card rather than cash, the company began looking for a solution to reduce the number of paper receipts generated at store tills, and to improve the efficiency of its POS processes.

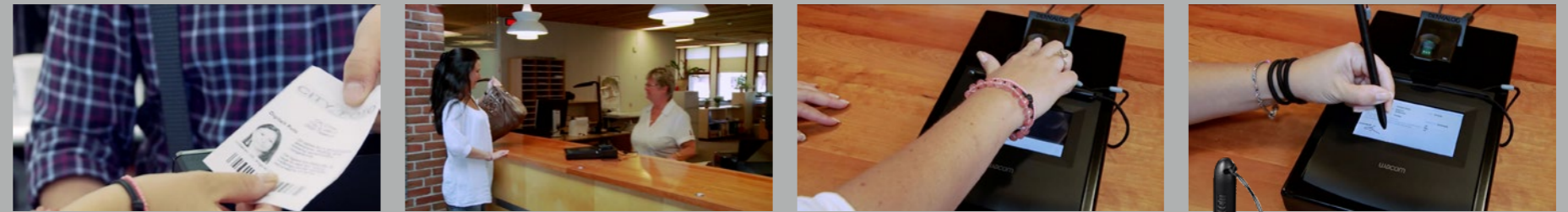
### Solution

The commune selected Wacom LCD signature pads to be installed at both a local photographer's studio, and at the citizen services office, where they were to be integrated into biometric workstations developed by ScanTech IT.



## Implementation

Citizens who need a new passport or driving license can now choose between having their picture taken at the photographer's studio or at the citizen services office. When somebody prefers the former, the photographer takes the picture and displays it to the customer on the full color LCD display of the Wacom signature pad. The customer gives his approval by signing on the device, and the picture is then transmitted directly to the citizen services office. There, the STU is integrated into a biometric station developed by Wacom partner ScanTech IT. The applicant signs the relevant documents using the Wacom signature pad and also provides his or her fingerprints via a special unit attached to the Wacom device.



## Outcome

Wacom's compact signature pads with their full-color LCD displays enable citizen services staff to show only the parts of the application document that are relevant for the applicant. All this information - including the color picture of the applicant - is displayed simultaneously on the Wacom device, giving the signatory a high degree of confidence and peace

of mind in relation to the process. As a result, the application process is completely digital, regardless of whether it is initiated at the photographer's studio or the citizen services office. Høje-Taastrup citizens also benefit from not having to print and transport paper documents between multiple locations.



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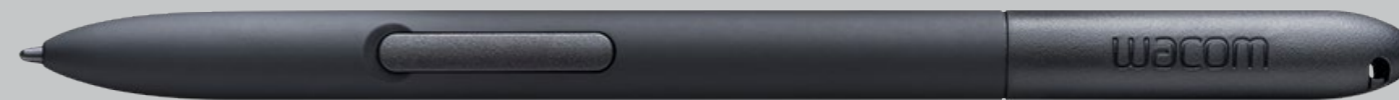


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# More human



# More digital



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