Thales Gemalto eService
Kiosks for Governments
Cost effective and convenient eService for every citizen
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Deployed in post offices, government offices or others public areas such as malls, eService 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 eService from home.

Gemalto eService Kiosks are designed to transform the way in which government bodies deliver services. High quality, multi-channel eService 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 Thales

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

- **Thales Gemalto Digital ID Services Platform** for authentication and eSignature
- **Thales Gemalto Post-Issuance Server** for card administration
- **Thales Gemalto Document Management System** to manage the life cycle of eDocument

The one stop multi-application solution

The Gemalto eService Kiosk creates a single gateway to eService. It enables users to access different types of eService, potentially from different organizations or providers, after authenticating with an eID card, 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

Identity & Biometric Solutions

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

TECHNICAL SPECIFICATIONS

- Metal construction
- Size: 400W x 237D x 1490H (mm)
- Weight: 55kg
- 3M touchscreen: 17” or 19”
- Confidentiality screen
- Ethernet connection
- Wi-Fi connection
- Stereo speaker
- 350w power supply
- CE certified

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.