



The story behind Uruguay's new eID card platform

**An ambitious move to combine a secure, state-of-the-art
eID solution with its top-ranked eGovernment program.**

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Leading the way in Latin America

Despite being the second-smallest country in South America and holding only 3.3 million people, Uruguay is known for its innovation regarding technology and social policy. The country ranks first in Latin America in democracy, peace, transparency, quality of living and, since 2014, e-Government. In fact, Uruguay managed to climb 24 places in the UN's eGovernment rankings in just two years, earning the 26th spot worldwide and taking the lead among its neighbors.

Pursuing eGovernment

Uruguay's Agency for Electronic Government and Information Society (AGESIC) was created in 2007 to:

- > Develop and promote broad access to information and communications technologies (ICTs),
- > Provide innovative solutions to improve public services and quality of care,
- > Provide user support for initiatives and consultations related to the agency's competence,
- > Simplify procedures and processes
- > Acquire knowledge and skills for greater social integration and better-equipped young people in the future.

The agency was fundamental in creating a national eGovernment Platform, aimed to enable and promote development of the country's eGovernment services, in order to provide a unified and simplified national approach for adoption of ICTs in the country.

An Outdated ID Platform

An ID card in Uruguay is legally mandatory for all citizens born in the country who are over 45 days old. New parents are required to register newborns in the National Civil Identification Administration as soon as possible. All new ID cards include basic information (such as name, last name, date of birth, etc), a thumb fingerprint and a picture, printed onto paper and then laminated. Adults are issued new ID cards for 10 years – yet materials usually break before their validity expires, forcing citizens to renew their cards more frequently.

Looking to update its ID Platform and combine it with the country's eGovernment efforts, Uruguay's Ministry of

Table 1.4. Top 20 countries in the Americas

Country	Level of Income	EGDI	2014 Rank	2012 Rank	Change in Rank
Very High EGDI					
United States of America	High	0.8748	7	5	↓ 2
Canada	High	0.8418	11	11	-
High EGDI					
Uruguay	High	0.7420	26	50	↑ 24
Chile	High	0.7122	33	39	↑ 6
Argentina	Upper Middle	0.6306	46	56	↑ 10
Colombia	Upper Middle	0.6173	50	43	↓ 7
Costa Rica	Upper Middle	0.6061	54	77	↑ 23
Brazil	Upper Middle	0.6008	57	59	↑ 2
Barbados	High	0.5933	59	44	↓ 15
Antigua and Barbuda	High	0.5927	60	49	↓ 11
Mexico	Upper Middle	0.5733	63	55	↓ 8
Venezuela (Bolivarian Republic of)	Upper Middle	0.5564	67	71	↑ 4
Peru	Upper Middle	0.5435	72	82	↑ 10
Panama	Upper Middle	0.5242	77	66	↓ 11
Grenada	Upper Middle	0.5220	78	75	↓ 3
Ecuador	Upper Middle	0.5053	83	102	↑ 19
Middle EGDI					
El Salvador	Lower Middle	0.4989	88	74	↓ 14
Saint Kitts and Nevis	High	0.4980	90	81	↓ 9
Trinidad and Tobago	High	0.4932	91	67	↓ 24
Bahamas	High	0.4900	92	65	↓ 27
Regional Average		0.5074			
World Average		0.4712			

Source: United Nations e-Government survey 2014

Interior issued an open call for tenders in late 2013, looking for an eID solution that was easily customizable, offered better security and durability features, was easily verifiable and provided consulting and support during the platform's implementation and beyond.

A two-chip solution

In September 2014, Gemalto was revealed as the winning bid and given the green light to begin working with the Ministry of Interior of Uruguay to roll out its Gemalto eID and Gemalto Issuance solution for the country's eID program. The new eID cards will deliver highly secure documents from more than 20 sites across the country, featuring two chips per card.

The first, contactless chip will ensure that Uruguay's eID cards continue to perform as official travel documents within the Mercosur and associated countries by being ICAO-compliant.

The second contact microprocessor will expand the amount of information presented in the country's current ID cards. Apart from the individual's usual personal data, the new eID cards will store digital certificates that will enable the use of digital signatures, among other eGovernment initiatives. With the use of biometric verification based on Gemalto's Match-On-Card feature, the eID cards will also expand on personal identification, allowing up to four different digital fingerprints to be stored into the document.

Why polycarbonate?

One of the Ministry of Interior's upmost concerns was for its new eID cards to be made from polycarbonate instead of PET or PVC. Polycarbonate eID cards offer several advantages over its counterparts.

Firstly, it ensures a better durability, giving each eID card an average 10-year life span, compared to PVC's two and PET's five.

But most importantly, polycarbonate eID cards offer better security and personalization. Unlike polycarbonate eIDs, most ID cards have all of their information printed onto them. Polycarbonate eID cards are laser engraved with the information, preventing forgery and illegal information changes.

The road ahead

Gemalto will also be assisting Uruguay's Ministry of Interior in the early stages of eID rollout, providing consulting services all the way through the implementation. The new polycarbonate eID cards will require deep changes in Uruguay's ID issuing administration, as well as new procedures with new parties.

It will also support the Ministry of Interior of Uruguay in on-boarding third parties such as banks, tax collection agencies or social security administrations to educate them on the new possibilities provided by eID cards and to accelerate service adoption. The contract also includes maintenance and support services over five years. Once the entire program is deployed, Uruguay will be at the forefront of eID systems in Latin America - a new number one for a country that's used to collecting top places in regional rankings.

Features of the New Uruguayan eID Cards:

- > Polycarbonate card body
- > 10-year life
- > Multiple physical security features, including Sealys Edge Sealer, unique to the market.
- > Laser-engraved visual personalization technology
- > Match-On-Card biometrics technology

- > Digital certificates stored in the card, offering digital signature and other capabilities to simplify eGovernment initiatives
- > Additional contactless and ICAO-compliant chip for speedy and secure border-crossing in the Mercosur and associated countries.



Why Gemalto?

According to Federico Laca, ICT Advisor to Uruguay's Ministry of Interior, the call for tenders had strict guidelines that needed to be assured:

- > State-of-the-art technology and security systems
- > ICAO-compliant
- > Local personalization to ensure sovereignty over data
- > Instant issuance and delivery of eID cards

Out of 10 interested parties, Gemalto offered the best proposal. "These new eID cards are not just identification documents as we know them", he explains. "They are meant to be identification keys that citizens can then use to prove their identity online, both for government and private services".

Gemalto is delivering its Gemalto eID card and Gemalto Issuance solution. Gemalto's instant issuance solution enables on-the-spot delivery of the highly secure document from more than 20 sites across the country.

Uruguay will launch a pilot plan in the country's interior in mid April 2015 to test delivery and implementation times for the new eID cards. The official launch date is set for May 4. Laca expects implementation for the entire country to end in June-July 2015.

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.

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