



# QMATIC

## Case Study - QMATIC - eID Project

Digitalisation is constantly advancing; even identity cards have a digital interface today. City halls and other public buildings are increasingly adopting this technology to simplify time-consuming administrative procedures for citizens. In collaboration with Belgian authorities, Qmatic has implemented its cloud-based platform, Qmatic Experience Cloud.

## About Project

The platform offers a range of capabilities, such as appointment scheduling, queue management, reporting, analytics, and more, resulting in smoother experiences for citizens and improved employee efficiency. To ensure seamless interaction between the various types of citizen IDs and their corresponding digital interfaces, SiteKiosk Online was tasked with addressing emerging security vulnerabilities and designing a user-friendly kiosk terminal interface. The kiosk interface aims to be clear, functional, and secure, specifically when citizens check in for appointments or join queues upon arrival at the town hall.

### About QMATIC

Qmatic is a global leader in reshaping connections between people and services for truly excellent customer experiences. Working seamlessly with partners all over the world, Qmatic enables over 2 billion customer journeys every year, on more than 65,000 systems, in over 120 countries and across several sectors such as finance, healthcare, retail and public services.

Read more at [www.qmatic.com](http://www.qmatic.com)

## Challenge

Belgium has about 11.5 million inhabitants. Every citizen over the age of 12 has an electronic identity card (eID), with which all administrative procedures can be organized digitally, and personal data and documents can be stored and managed.

A major challenge in implementing the project lies in the great variance of the many citizen eID cards used to log in at the terminals. Each user, almost every Belgian citizen, must be precisely recognized, registered and provided with the appropriate content and documents. This task requires programming a new function in the used kiosk software.

Data security in public administration buildings plays a significant role. It should be guaranteed that all security gaps in the handling of personal data are avoided and that unauthorized persons can't access sensitive data.

In addition, users should be prevented from accessing external pages while using the terminal and thus consciously or unconsciously leaving the actual application.

## Implementation and solutions

In the Brussels region alone, about 1.5 million people live with an individual eID. In this environment, 12 terminals have been set up so far in various administrative buildings to scan each individual eID. To ensure that these measures of different digital identities can be registered, recognized and the corresponding profiles displayed flawlessly and quickly, the used software was optimized with the help of SiteKiosk Online.

The underlying operating system, Windows, previously stored all provided certificates and allocated them incorrectly. With the help of SiteKiosk, this problem was effectively solved: First, the latest certificate was deleted. Then the system was adapted to reread a new personalized certificate. This avoided incorrect assignments of certificates. Further, the certificates will be automatically deleted at the end of each session. With this new option, an unlimited number of eIDs can now be scanned and handled.

SiteKiosk Online has dug deep into the system and customized these essential functions, positively affecting the application. This optimization is elementary for the public use of smart card readers with terminals.

Security is a particular focus of this project. Suppose errors or malfunctions occur during the use of the Kiosk application. In that case, the current session's data is irrevocably deleted, and the user is automatically logged out. Even in the event of inactivity, the session is automatically terminated, and the terminal is reset to the start page. This ensures that no one can view or use the data without authorization.



## Implementation and solutions

The content displayed on the terminal screens is a browser application showing the official registration webpage. Usually, many other actions can be performed. Also, other content is visible, like cookie banners, “Need help?”-button, and the tutorial video (see Image 1).

URL applications have the risk that users consciously or unconsciously reach external websites. This can create security risks. Potential breakouts have also been prevented. The user has no opportunity to access external pages. This protection mechanism makes the entire Kiosk application tamper-proofed.

The LogIn website was specially modified by one of the features SiteKiosk Online provides to simplify its presentation and use. The fewer buttons and information displayed on the screen, the more effectively a user can operate the application. The focus on registration remains (cf. Image 1 & Image 2).

SiteKiosk Online can hide unwanted page content and customize browser pages. An existing website can be used in many different situations with a minimum of additional work.

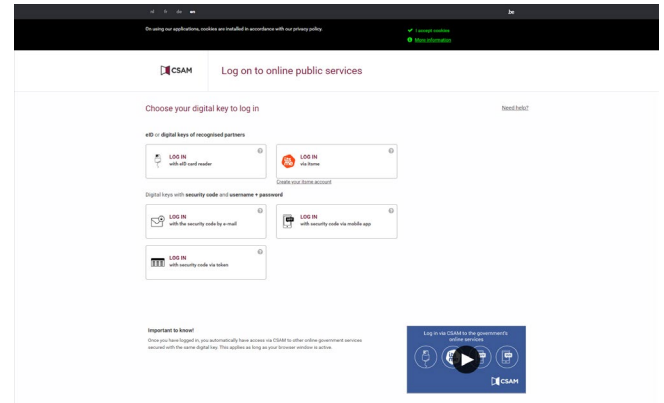


Image 1: Regular Log-In-Page

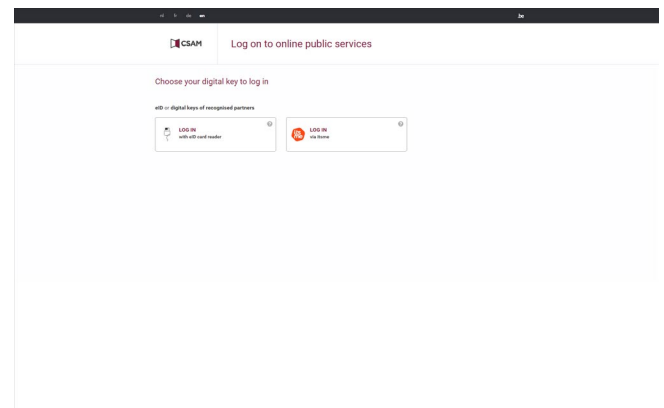


Image 2: Modified Log-In-Page

## Perspective

The effective combination of individual eIDs and adapted physical terminals and scanners greatly facilitates government processes. It demonstrates how the customer journey can be positively shaped. The company Qmatic, in cooperation with public authorities in Belgium, illustrates how the smart use of kiosk terminals and personalized eIDs effectively improves and simplifies visitor management. Using customized software through SiteKiosk Online, complex applications can be implemented and presented in a streamlined way.

Security is guaranteed by tamper-proofed applications and provides the user with easy software handling.

In the future, such kiosk terminals can also be used in pharmacies, hospitals, and other public institutions where personal documents are processed.

Due to the customized and restricted functions of the SiteKiosk Online website, the security of the entire kiosk application is enhanced and tamper-proof.



### Advantages

- ✓ Secure data management of personal and sensitive documents
- ✓ Effective customer journey management in public administration buildings
- ✓ Easy integration of external physical devices with or without special programming
- ✓ Customization of the user interface for increased protection and data security
- ✓ Remote monitoring of software against tampering

# Customer Experience

SiteKiosk is the world`s leading kiosk software with the most installations.



## Free Trial Version

Try SiteKiosk Online free for 30 days (No credit card required) to experience the centralized ease of design and publishing that our solution has to offer.



Test 30 days free of charge

<https://sitekiosk.online/>

25  
YEARS

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