

Citizen Self Service

FUJITSU

Enhance community accessibility and streamline access to public services with biometric identity confirmation.

Improve the efficiency of your front-line engagement with customers, citizens and staff with a self-service automation engine.

Access to public services is a fundamental right for all citizens, yet it frequently poses a logistical challenge for public safety and service agencies. Traditional approaches have often depended heavily on manual, labour-intensive processes, adding strain to front-line service delivery and distancing public services from the communities they aim to serve.

As institutions examine how to refine their service delivery to streamline the interaction between themselves and their customers, they must digitize and transform effectively to meet the evolving demands of citizens who experience digital services in their daily lives.

This shift is necessary not only to align with the digital expectations of daily life but also to anticipate and adapt to the evolving future expectations of the public.

A central theme to this advancement is the ability to simplify complex processes and present them to citizens in an intuitive and simple manner, which is inclusive and allows seamless access to government services for all.

Fujitsu Citizen Self Service facilitates secure, biometrically-protected access to civic services. With a facial identification service, the solution matches individuals to their identification photos quickly and accurately, all within a fraction of a second.

Consider a future where a secure self-service option is available for every type of citizen interaction with public services. This future is a reality with Fujitsu Citizen Self Service solution, built in collaboration with the government, to service governments and their citizens.

Citizen Self Service

The solution offers flexibility in deployment, designed to adapt to the unique needs of public service agencies. Whether beginning with a pilot in a single location, extending to a network of sites, or mobilizing for field operations, a swift and seamless rollout is within your reach.

This versatility allows agencies to initiate a trial, assess its impact, and then rapidly scale up, expanding the transformative capabilities across their entire service network.

Features

- Biometric facial identification
- Guided check-in and workflow
- Physical proof and receipt printing
- Realtime verification of facial characteristics
- Individual appointment scheduling
- Attendance record keeping
- Compliance reporting
- Extensibility to integrate via APIs.

Use cases

- Bail check-in
- Parole check-in
- Building check-in
- Healthcare check-in
- Site safety check-in.

The journey

By collaborating closely with your operational experts and user representation, we will tailor the process workflow to optimize the solution for your environment.

1

Process workshop

Collaborate with key stakeholders to align on the approach, define clear objectives and scope, and confirm the process workflow along with the key user needs.

2

Workflow design

Tailor the service workflow, aligning the Citizen Self Service to fit your agency's unique operational process.

3

Integration

Integrate your existing systems and data sources to enrich the process workflow with essential operational data.

4

Live pilot

Gather additional user feedback and prove value through a focused pilot within a confined area.

5

Roll-out

Progressively scale the deployment to introduce new users, new locations to deploy the solution across your network.



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