



# DEMOCRATIZING CITIZEN ACCESS TO PUBLIC SERVICES





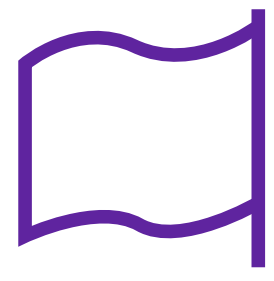
## The Flemish Government needed to make public services as easy to use as a smartphone app.

DXC Technology created a secure digital platform, built on AWS, that lets citizens access 200 government entities through a single login, saving millions in costs, and putting people at the heart of government services.

DXC partnered with the Flemish Government to transform how citizens interact with public services. The solution consolidates millions of transactions across 200 government entities into one user-friendly platform. This digital transformation saved €97 million in administrative costs while maintaining high security standards for personal data.







## THE CHALLENGE

Flemish citizens wanted public services to be as easy as using their phones—just a couple of taps to get things done. But delivering this kind of straightforward, citizen-centric access to digital services was complex.

The government had to handle millions of interactions across 200 different entities while ensuring personal data stayed private and financial transactions remained secure. All while keeping costs under control.



## WHAT WE DID

**DXC created a citizen-centric digital ecosystem that handles complexity behind the scenes.**

Our comprehensive, integrated platform includes a website and mobile app which provides one entry point to all public services.

The system maintains high-level security and privacy standards while making it simpler to handle financial transactions between the government and its people. And citizens now only need to enter their details once to access the full range of public services.





## HOW IT'S BETTER

Today, the platform successfully manages millions of transactions across 200 government entities. The savings are significant—€97 million in administrative expenses so far. Our solution has revolutionized how Flemish citizens interact with their government, proving that government services can be both secure and user-friendly, putting citizens' needs first while maintaining efficient operations.

**“Together we’re striving to develop innovative projects that will improve, simplify, and accelerate our services for citizens.”**

**Barbara Van Den Haute**

Administrateur-generaal at the  
Flemish Government





# INTERESTED IN WHAT WE DO?

At DXC, we partner with some of the world's largest and most recognized companies leveraging our industry experience. Our difference is in the doing with consultants, engineers and implementers who can solve the challenges, build the solutions and move companies forward like no one else can.

If you'd like to learn about how we can transform your organization, please email us at **[partnerevents@dxc.com](mailto:partnerevents@dxc.com)**

We look forward to speaking with you.

