Citizens have a right to receive a higher quality public services, access information and have transparency and integrity in the use of electronic services. Businesses need to benefit from an easier provision of cross-border services and comply with procedures and formalities using digital communication in order to securely communicate with the government.

It is essential for public authorities to cooperate with each other and give mutual assistance while keeping integrity and traceability in communication among employees, citizens and companies to realise the full potential of the services market and strengthen the rights of consumers and businesses.

The requirement when interacting with employees, companies, citizens and the public authority is to ensure communications are secure, traceable and compliant with legislation and public sector standards.
Secure Communication in the Public Sector

Outcomes

To facilitate communication between public authorities, their employees, companies and citizens. Secure compliance and simplify communication within current standards and legislation. Create an interoperable environment at national and international levels while securing process integrity and implemented legislation.

Pressures

Public Authorities are under pressure to reduce costs, improve efficiency, improve service quality and increase public trust. Servicing citizens using traditional modes of communications is significantly more expensive than via digital communication technologies (Traditional communications via paper based communications can be over ten times as expensive). Moving to digital platforms for communications reduces costs, but it can make the communication less secure than traditional methods.

Public Authorities have many challenges in communicating with employees, citizens and organizations:

- Solutions today do not allow for full integration of eServices within a country and within different EU countries, whilst protecting integrity of process and data.
- Simple document exchange or request might take several days.
- Solutions today do not offer the capability to enable governmental personnel to easily act and authenticate others in their multiple roles (citizen, government employee, business representative)
- It is challenging from a legal and compliance standpoint to interconnect with other public authorities, businesses or citizens nationally or internationally outside the internal IT environment for most public authorities.
- It’s challenging to identify and audit; who did what, when it was done, in what role and with whom, in each interaction.

Example 1: Submitting Financial/Business Report

- When a company submits their business reports, or their annual financial report to the Companies House or to the Tax Office, the identities, time, confidentiality, information integrity and transparency are crucial for this process.
- There’s a number of international business reporting standards to follow, such as SIE and XBRL formats for the transfer of financial data, as well as the EU directives, and national legislation.
- There are different roles involved in this process such as the external auditor, company finance officer, CEO, chairman of the board. If this process involves different regions or countries it needs to be easy to manage for the government employees and for the companies.
Example 2: Company Registration Office
- In order to register a company, the company registration office is usually required to fill in forms online which need to be printed and sent by post.
- It can be more complicated when several persons need to sign the same file for example when changing board directors, partners or auditors it requires several signatures and thus several days with current solutions.
- Today’s solutions do not offer interoperable ways to interconnect with other company registration offices in Europe or elsewhere.
- Company registration offices enable you to create a digital account to access your information but it is solitary and does not allow for secure exchanges beyond their eco-system and do not interoperate with other institutions at national and international levels. So the time and effort expended with registration with the registration office, of companies and individuals is lost and has to be repeated every time, which results in time lost for companies, citizens and public authorities.

Example 3: Municipality Services
- Services offered by the municipalities around Europe need to comply with the Personal Data Act and the Services Directive, but most of municipalities find it challenging due to legal complexities and the little integration in place today.
- They cannot fully benefit from digital transformation as they have forms in their site which in most of the cases citizens need to complete, print and send, which is time consuming, costly and reduces the quality of the services.
- A simple application for a disability parking permit might take days, which if fully digitalized could be reduced to hours.

Solution
The Lequinox Secure Communications in the Public Sector solution provides a secure capability for information interchange.

With a Lequinox-based solution for secure communication, public authorities can:
- Support their compliance requirements,
- Improve services to citizens and companies, by providing a single sign-on for different applications coming from different providers (Company House, tax office, municipality, public health institution..) It’s easier for the user and delivers a lower cost communication capability for the public authority.
- Securely communicate with their employees. Secure internal communication based on roles and with traceability to track who did what and when, within rules and regulations.
- Interoperate with other public authorities at local, regional and international level.
- Only identified users (both internal and external) can be addressed in the application, the reference policy sets the rules for what credentials to be fulfilled.
- Permit public authorities to sign in a sequence to comply with standards and legislation – for example the submission of annual reports requires signature of different company directors both internal and external: for example Auditor, CEO, CFO, Chairman of the board, Company House.
- Provides all parties with receipts of the interactions containing the participants, the time of the interaction and unique identifier of the content.
Approach

Based on the Lequinox platform, distributed by Hewlett Packard Enterprise. This is an innovative approach supporting validation of identities, integrity of processes, traceability of digital interaction, and interoperability between different services.

The Lequinox solution can be applied to existing applications and integrated to provide secure communication for the public sector.

IT Matters

Ability to digitalize identification process for each role.

Citizens, company managers, government employees can exchange files, agreements and permits at regional, national and international levels

Traceability of audit logs to support compliance with signed and time-stamped digital logs.

Integrity and confidentiality in the acquisition and in the submission of information by public authorities and their stakeholders. Delivering:

- Reduced paper work,
- Improved speed,
- Increased quality
- Greater control of the information submitted

The Lequinox solution is a decentralized and scalable platform and can be configured to support secure communications in the public sector, aligned to national (country) legal and compliance regimes to enable legal protection and accountability

Business Matters

Opportunities for the public authorities for reduced administration costs, safer information transfer, secure storage of files, agreements, permissions and eServices receipts that provide proof of the interaction.

Enable the realization of the full potential of the EU Services Directive by removing legal interoperability barriers between public authorities, businesses and citizens. Permitting interoperability at an Intra-organizational as well as inter-organizational levels.

Efficient use of information and improved quality of collected data helping to focus on what matters.

Mitigating risks for non-compliance through archiving and traceability as well as the Lequinox role-base access.

Simplifying and speeding up citizens and companies service delivery within a compliant and legally interoperable environment
Empowering government agencies, municipalities, companies and citizens

Cutting cost and speeding up information exchange between public authorities and their stakeholders, with integrity and confidentiality.

Our focus:

- Identity validation for public authorities, municipalities, counties, at regional and international level.
- Interoperability in the exchange of information between all stakeholders.
- Protection of citizens’ data according to current standards and legislations.
- EU Data Protection Directive
- Traceability and archiving for all interacting parties for compliance audits and for legal assurance.

Benefits

Lequinox based applications secure communication and provision of electronic services to citizens and organizations regardless of content.

Legal interoperability and integration of services open opportunities to communicate inter and intra-organizations, it is time saving and its improving administration efficiency.

The cost saving in secure communication and in the delivery of e-services to citizens, companies or other public authorities can be substantial. It reduces the need for physical paper work, removes the hurdle for users to print and send by post; so it can shorten processing time, brings integrity to processes and traceability of actions with legal assurance.

This brings the opportunity for legal interoperability between EU member states in the delivery of eServices to citizens beyond national borders.

Secures internal communication and processes between the public institution and its employees

Timeline to deploy

- Lequinox Platform can be deployed either on private hardware platform or through Cloud28+ / HP Helion Network.
- The applications/services can be connected to the Lequinox platform using APIs (REST APIs) and can be easily integrated with minimal interruption to service. Lequinox platform APIs utilize a set of services and functions to facilitate a dynamic integration with the application process.
Hewlett Packard Enterprise – Value Proposition

Hewlett Packard Enterprise Consulting provides services to accelerate, scope, model and implement the Lequinox™ platform. Helping to adapt customer applications to mitigate risks, reduce time and cost overruns, by framing business requirements for the entire project and testing them, at early stages of the IT project. Ensuring a fully functioning process and compliance prior to investment in the application development and integration phases.

Lequinox™ Solution Design & Modelling Service – Base Service

Hewlett Packard Enterprise Consulting team will collect and validate customer requirements, policies, and user roles, adapt the application/business workflow to fulfill customer requirements and integrate with Lequinox™. Develop a simulation model of the proposed solution to demonstrate its feasibility, and provide a Bill of Materials for the proposed Lequinox™ platform based on pre-defined solution sizes.

Developer Workshop – Optional

Hewlett Packard Enterprise Consulting will conduct an application development workshop to provide consulting services on the design and implementation of the proposed solution, and assist application development teams to understand how Lequinox™ works.

A demonstration of working code samples with the available API’s will introduce developers to the available functions, and assist with the understanding of how to integrate their business applications. A review of implementation plans for proposed application integration development is encouraged.

Security Workshop – Optional

Participating within the Lequinox™ framework and sharing personal information with other parties has also security and liability implications. Therefore Hewlett Packard Enterprise Consulting is offering a security workshop to discuss with customers the implications of sharing personal data with 3rd parties, and being a reference provider.

Developer Support – Optional

Hewlett Packard Enterprise Consulting can provide assistance to application development teams who may require additional support with the APIs or integration with the Lequinox environment.

Hewlett Packard Enterprise Helion CloudSystem Accelerator Service

This service focuses on the installation and configuration of the infrastructure. It includes the initial installation of CloudSystem in customer’s Data Centre and the additional Lequinox™ platform installation with appropriated Cloud Service Automation (CSA) Connector.