Case Study

ID Terminal in the city of Ludwigsburg

Short description

Customer

City of Ludwigsburg

Sector

Authorities, cities, municiplaities, Public facilities

Country

Germany

Implementation period

2019

Product / Solution

ID Terminal + Reservation Manager Software

Technical Advantages

- No waiting times
- Reduction of visitors in the citizens' center
- Contactless handover
- 24/7 pick-up of documents regardless of opening hours
- Digital solution for the future

Description

- In the ID Terminal, previously requested ID cards and passports can be picked up easily, flexibly and regardless of opening hours.
- Together with Kern, the city of Ludwigsburg introduces Germany's first ID Terminal. The municipality was the first city in Germany to put a Kern ID Terminal into operation.
- It is a pioneer in the modernization of the citizens' service center. Citizens can collect their ID card or passport 24/7 contactless and regardless of the opening hours of the citizens' center. Citizens therefore decide individually when to collect their ID cards or passports.

Situation / Challenge

- By using the ID Terminal, the city of Ludwigsburg wants to reduce public traffic in the citizens' office and reduce the strained traffic situation in the city center, especially at busy times.
- With this solution, citizens will have no waiting time and peak periods in the citizens' office are reduced. The aim is to make everything as easy as possible for the citizen, including the use of technical innovations.
- The challenges were in the special requirements with regard to security, e.g. the integration of the fingerprint scan, as well as consideration of the individual processes for the ID card application.

Solution

The citizen applies for his ID documents (ID card, provisional ID card, passport, etc.) on site at the authority and provides their fingerprint as well as an email address and possibly a mobile phone number. After the ID document has been completed, the authority sends a notification with a pick-up code to the citizen via email or SMS. The citizen can then pick up their documents conveniently, 24/7, regardless of the opening hours of the citizens' center. The operation of the Kern ID Terminal is intuitive. The citizen is automatically guided through the pick-up program on the display. The system guarantees a secure and fully digitized transfer of the documents.

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