

## Case Study



# Digital identity card terminal for the city of Bensheim. First implementation in Hessen.

## Short description

### Customer

City of Bensheim



Between Frankfurt and Heidelberg lies Bensheim, the largest town in the Bergstrasse district, nestled between the hills of the Odenwald forest and the vast plain of the Hessian reed. Protected by the slopes of the Odenwald, the "Hessische Bergstrasse" wine-growing area is one of the warmest regions in Germany.

### Sector

City Council & Administration

### Situation / Challenge

- The city of Bensheim has installed an ID Terminal from Kern.
- Giving citizens the opportunity to collect identity documents (identity cards and passports) around the clock.
- From now on, the requested identity card or passport can be picked up around the clock at a terminal next to the citizen's office at the "Alten Faktorei" in Bensheim.

### Country

Germany

### Solution

- Kern ID terminal
- Complete and fully functional installation
- 2019, a total of 4.300 identity cards and 4.529 passport applications were submitted for the city of Bensheim at the citizen's office.

### Implementation period

November 2020

### Notification by e-mail

- An e-mail is automatically sent with a PIN code so that the document can be collected. The corresponding compartment in the terminal is reserved directly when the application is submitted.

### Product / Solution

Kern ID Terminal

### Operation via touch screen

- The ID Terminal with total 22 compartments is operated via a 15" touch screen. After entering the PIN code and verification of the fingerprint, one of the compartments opens.

### Technical advantages

- Secure: PIN Code and Fingerprint
- Pick-up documents 24/7
- Simple and intuitive handling