## An interoperable solution that enhances and coexists with your existing systems

- Future-proofed with the use of open standards for SSO integration

- API-first solution

- Self-serve configuration

- Scalable & robust architecture

- Security & the principles of Privacy by Design in-built

- Authentication to downstream applications

- MFA authentication & various identity-proofing methods

- Deployment flexibility
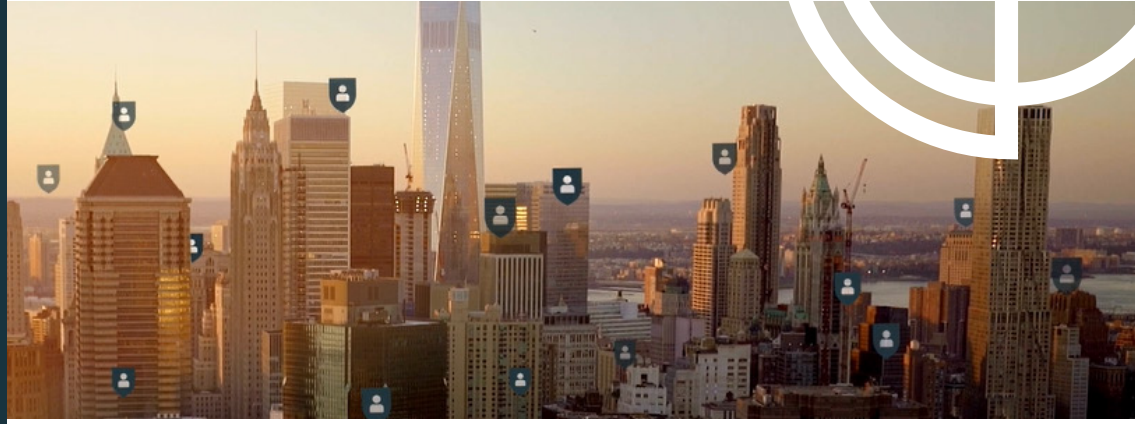
Enhancing Online Service Delivery

A unified government solution to simplify the citizen experience and streamline administrative tasks

The proliferation of login credentials and a fragmented user experience complicate citizens' experience with your public services, leading to increased frustration amongst your constituents and cyber security risks for your enterprises.
With Portage CyberTech's Online Services Platform, you can digitalize all your processes, from onboarding to case management to service delivery in a secure, scalable, privacy-preserving way.

Presentation Layer

👤 Constituents

🌐 Website

Online Services Platform

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CitizenOne	1CRM	ConsignO Cloud & CertifiO
Trusted Citizen Portal	Citizen Relationship Management System	Trusted eSignature Platform & Digital Signatures

API & GUI-based interfaces

Government Systems

User Directory | Services | Databases | Legacy System

Portage CyberTech's Online Services Platform: a whole-of-government approach

Fully integrated

Solution	Features	Citizen Experience	Government Experience
CitizenOne - Trusted Citizen Portal *(Citizen & Employee-facing)* A consolidated service and identity gateway, all with one user-friendly dashboard that integrates with your website. Centralize identity management with one secure login and ensure citizens can find and subscribe to the services they want and need. Leverage an intuitive dashboard and give your citizens full control over their data.	• Services catalog accelerator • Identity management & authentication • Analytics and reporting • Self-service configuration • Consent management • Unified notifications • Forms management • Service access rules • Identity verification • Persona management • Verifiable digital credentials	Offers a centralized location for users to find and subscribe to services, access information easily, and handle common requests through a single account with data privacy and security in-built.	Allows you to monitor program performance and deliver an intuitive user experience that drives user satisfaction and increases adoption over time. Leverage prebuilt workflows while retaining the flexibility to meet specific business needs. Increase compliance with privacy legislation and expectations for informed consent with robust, centralized consent management. Improve security through centralized identity management by reducing the number of identity stores you are required to maintain and secure. Build trust in online interactions through infinitely scalable authentication methods.
1CRM - Citizen Relationship Management *(Employee-facing)* An advanced government-level CRM system that combines comprehensive service management and project management to streamline operations and improve citizen services.	• Case management • Contact management • Order management • Project management • Activity management • Reporting and analytics	Allows users to track their service requests and contact requests from a single location within the citizen portal.	Allows you to track, process, and finalize user requests from initiation to completion in a single solution. It acts as the central hub for managing workflows, allowing for inter-departmental collaboration on the status of service requests. The system also supports reporting and analytics tasks.
ConsignO Cloud & CertifiO - Trusted eSignature Platform & Digital Signatures *(Citizen & Employee-facing)* A platform with a superior level of legal reliability that manages the entire signing cycle for internal and external signature projects. It provides the opportunity to use electronic signatures with the required level of legal reliability.	• Signature workflow management • Signature order • Approver • Audit trail • MFA & IdP integration • Shared address books • API integrations	Allows users to leverage a secure eSignature linked to MFA. Removes the need to "print and scan."	Offers compliance advantages in digitalizing "wet signature" procedures, simplifying the process of signing both internally and externally. Provides the ability to sign using SSO functions and to comply with long-term archival standards.

Standard Use Case – Request for a Completely Digital Building Permit

1 A citizen searches for a service, finds it, registers in the system, and creates a request for a building permit.

2 An employee processes the request and forwards it for approval.

3 Their director signs and approves the building permit in the same system.

4 The citizen receives a notification and opens the message which has their new building permit attached.

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