



Swedish ePassport and eID programs

A Thales contribution to the efficiency of Swedish Public Services

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Identity & Biometric Solutions

eID becomes a reality in Europe

Along with a few other pioneer countries, like Finland, Austria, Belgium and Estonia, Sweden has always been a front-runner in the race of eID. Indeed, according to the EC's latest Smarter, Faster, Better eGovernment benchmark survey, Sweden is a mature information society and a leader in most eGovernment benchmarks. In terms of service sophistication, Sweden has achieved a near-perfect score of 99%, sharing 3rd place with Austria.

The Context

Well before the EU made its recommendations for eID, and prior to ePassport standards being defined by the International Civil Aviation Organization (ICAO), Swedish authorities were already looking into how to provide better services to citizens, how to improve security and facilitate travel, and how to offer Swedish citizens the best national eID cards and ePassports on the market. Sweden now offers three key eID documents to citizens that fully satisfy those requirements.

eID & ePassports

Sweden's National eID cards and ePassports were launched in October 2005 and Thales is the key supplier to each. Sweden's National eID system uses hybrid cards with both contact and contactless interfaces, containing two microprocessors. The contactless interface is ICAO compliant and is used for traveling within Schengen countries.

The contact interface is designed for identification, for logging onto networks to access private electronic services or public eGovernment services for example. The documents store the personal data of each holder alongside their digitally formatted facial image in the microchips. The security of Sweden's National eID cards and ePassports is



Sweden has achieved an enviable standard of living under a mixed system of high-tech capitalism and extensive welfare benefits. With a population of 9 million, the country has a reputation as an early adopter in technology terms

The perceived quality and security of a national e-ID are also strong messages to citizens and a tangible element of trust. This illustration shows the polycarbonate-based credit-card size Swedish e-ID with its numerous visible security features.



maximized by a combination of polycarbonate and laser engraving, which enables several visual security elements. In addition to the centralized personalization, the Pass Express system for issuing biometric emergency passports is deployed on a while-you-wait basis, enabling any citizen to apply for a normal biometric passport, even at the airport. This concept was developed to better serve Swedish citizens who might have forgotten or mislaid their passport when traveling. Sweden deployed more than a 5.5 million of those secure documents so far.

European Residence Permit

In March 2011, the Swedish National Police Board ("Rikspolisstyrelsen") has for the Swedish Police, the Ministry of Foreign Affairs and the Swedish Migration Board renewed its five-year agreement for travel documents. The contract has been signed with AB Svenska Pass, a Thales' fully owned subsidiary and also includes the launch of the European Residence Permit (ERP).

The company manages the end-to-end delivery process including the live enrolment solution in Sweden, production of all secure travel documents, as well as operated issuance service.

Thales provided its Gemalto Enrolment solution including the software for registering citizens' personal data along with over 250 kiosks to instantly capture the holder's photograph, fingerprints and signature. The company also installed over 400 document readers across Sweden through a dedicated support and maintenance team.

The operating model: outsourcing

The Swedish police put paramount importance to expertise in performing service functions, treating each citizen as a customer who needs to be served with utmost competence and efficiency. This is precisely what Thales offers to Sweden through its operation center in Stockholm.

Treating each citizen as a customer who needs to be served with utmost competence and efficiency

Thales is delivering a solution that improves the efficiency and effectiveness of new Swedish national document production, personalization and issuance. Security level is high and collaboration is a daily reality.

The Police bottom-line of providing quality service and optimizing taxpayers' money were the primary drivers for outsourcing. The Police are also maintaining a fundamental characteristic of its own operations: authority and the control that such authority guarantees.

Outsourcing production and personalization services to Thales is a model that combines the use of latest technology with technical expertise.

The Swedish police have been able to free their resources from being bogged down by functions that do not enhance their core competencies such as printing documents and management the logistics to distribute them. In addition, the increasing complexity of the technical environment; the difficulty hiring qualified candidates, particularly for IT operations; and the lengthy procurement cycle to upgrade technology were all valid reasons for the Swedish police to consider outsourcing to Gemalto.

And as the scope of the Swedish Police continues to grow, they now have the industry best processes and scalable model to ensure continued efficiencies.



The new 2012 Swedish ePassport datapages under UV light.



The **Swedish ePassport** is certainly the most advanced secure travel document rolled out in 2012 and definitely a piece of art. Here is the inside cover page under normal light and UV light. Under UV light, shadows of cars with their lights on appear in light blue ink on the roads.



The **ID card** under UV light reveals several stamps and marks (Sverige meaning Sweden) including the three crowns, a symbol of the country. The transparent polycarbonate edge around the card is also unique to the Swedish ID.

Invisible information is encoded with a special algorithm in the color portrait in the upper page of the picture on the right.

The polycarbonated datapage (picture on the right, lower page) includes a decoding lens that, when applied to the color portrait (picture on the right, upper page), reveals the information printed (here SPECIMEN in white written twice).

Borders and customs officers can verify the authenticity of the document with this easy to use decoding device.



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