

A photograph of a man and a young girl smiling. The man is holding a passport and some documents. The background is blurred, suggesting an airport or travel setting.

# Thales Gemalto Issuance Solutions for Government Programs

Your visa to secure document issuance

# Secure issuance solutions for the public sector

## Your visa to secure document issuance

### Identity & Biometric Solutions

A growing number of government agencies around the world are introducing microprocessor-based passport, national ID card, healthcare card, driver's license and visa schemes containing biometric and other personal data. That's why operating proven, trusted issuance solutions has become more crucial yet to ensure that projects run smoothly, safely and securely—without at all compromising trusted relationships with citizens.

### Security

Reinforcing security is a chief priority for document issuance. The shipping and handling of blank and personalized documents introduces security risks that require an overhaul of the entire issuance architecture. Secure traceability and encryption mechanisms must be implemented to ensure end-to-end security from the application process through to delivery of the personalized document to the citizen. The introduction of a microprocessor in the document also necessitates additional security. This is precisely why government agencies must be able to rely on trusted issuers implementing stringent issuance procedures featuring the latest security processes and features.

### Technology

With the introduction of new chip-based products and anti-counterfeit materials, other new technologies must also be adopted to ensure smooth migration to chip-based infrastructure and equipment. Issuance

solutions must be designed to communicate securely with any legacy environment, together with a Public Key Infrastructure and document/card management system. It is also essential that issuance solution providers offer high-availability systems with flexible and scalable architecture to be able to integrate further updates.

### Service Levels

Trust is implicitly established through the quality of services provided to citizens. Increasing service levels is essential—in fact, issuers must remain at the forefront of this trend. Issuance solutions must be flexible enough to work with various issuance processes, including centralized or decentralized issuance, instant issuance capability, and express order management. They must also offer a range of fulfillment and delivery methods and provide SMS notification services. Issuance solutions must also be customizable, in order for the issuer to easily set up specific government issuance campaigns.



# The Gemalto Issuance Solutions

## Flexibility

Because every project is unique in scope and can involve different technologies and suppliers, Gemalto Issuance Solutions ensure flexibility by:

- Adapting to customers' specific issuance schemes, be they centralized, semi-centralized, decentralized or incorporating instant personalization
- Interacting with local players by offering integration, consulting and business continuity services
- Integrating with any leading suppliers of personalization equipment and PKI systems
- Managing different product types: passports, national ID cards, healthcare cards and driver's licenses with dedicated processes and service levels
- Incorporating the capabilities to deploy new applications at a later date thanks to inherently modular and extensively scalable platform design



## Liability

Gemalto Issuance Solutions are hassle-free:

- They capitalize on our experience successfully delivering more than 40 customer projects, as well as internal usage at Thales personalization centers issuing billions of documents annually.
- They offer the highest possible levels of reliability. All core software components are developed by Thales R&D department.
- They incorporate third-party qualified components from suppliers at the forefront of the industry.
- All come with guaranteed long-term support and maintenance.

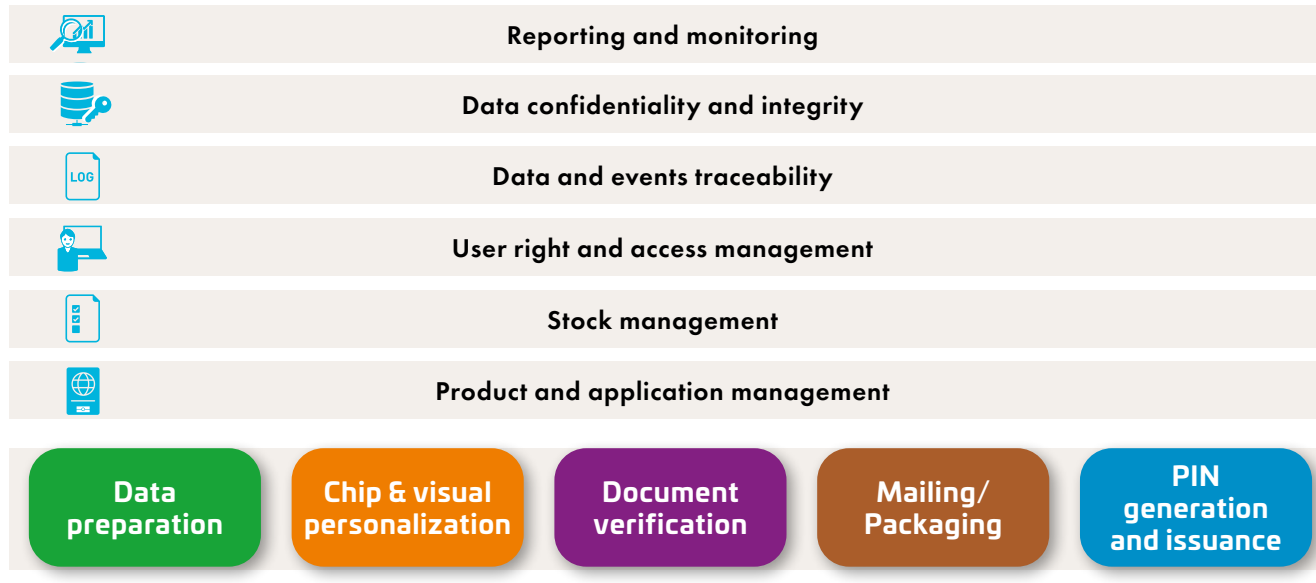
## Cost-Effectiveness

Gemalto Issuance Solutions are used worldwide by many customers from both the public and private sectors, as well as in Thales' own operations. Cost sharing by a large customer base as well as Thales' experience in Public Private Partnership financing models - such as BOO or BOT - all translate into a significant reduction in the Total Cost of Ownership for the end customer.

# Gemalto Issuance Solutions overview

## Features

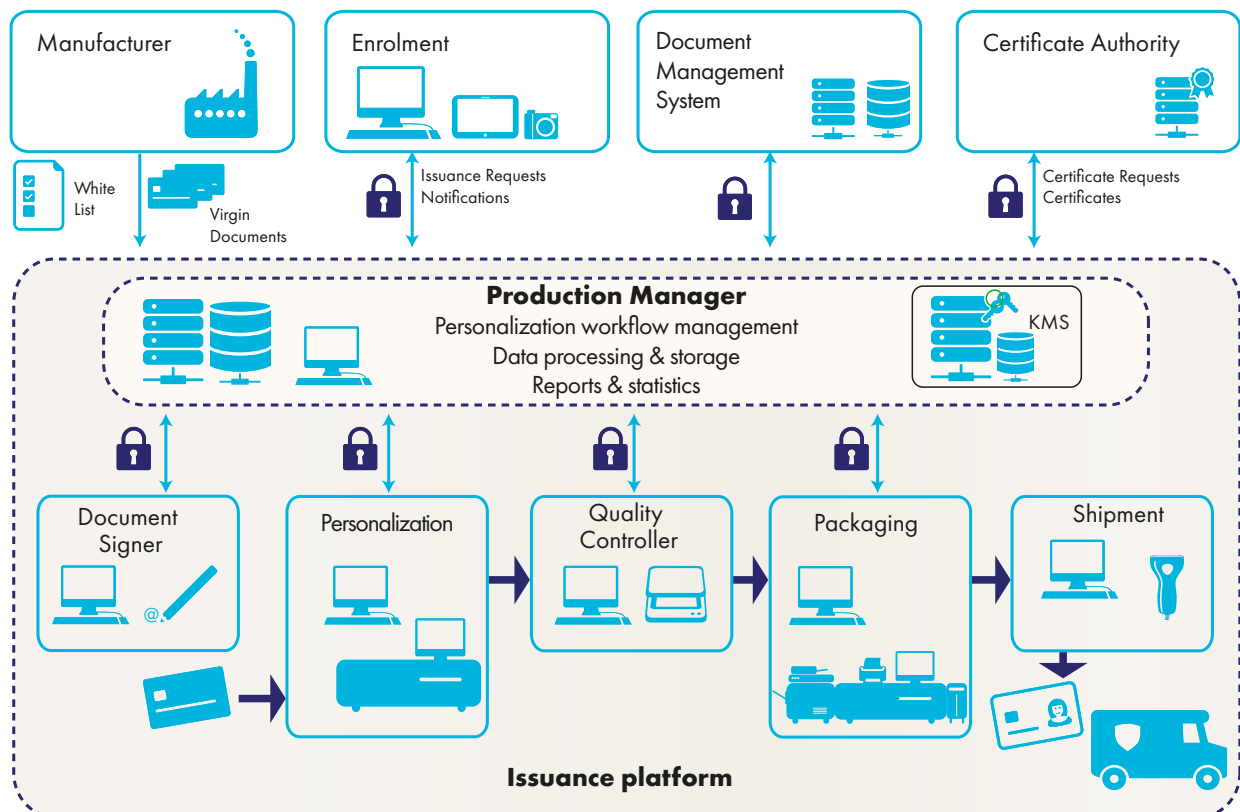
Gemalto Issuance Solutions implement all necessary features for document personalization whatever the issuance scheme: centralized, decentralized or mixed; the document volumes, the document form factor (ID1 or ID3) and the document material (Polycarbonate, PVC, PET, Teslin and more).



## Software components

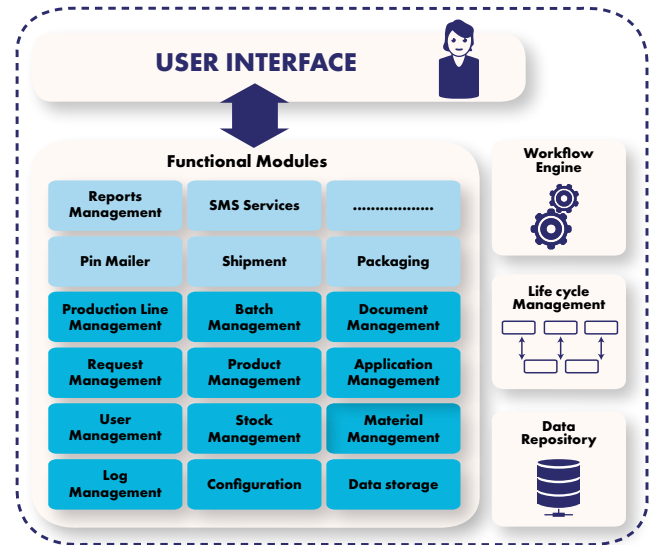
Gemalto Issuance Solutions are designed to be inherently modular, extensively scalable and multi-product capable. They are based on a multi-tier architecture built according to current industry standards.

Gemalto Issuance Solutions contain several components that perform well-defined operations according to the workflow definition. All components composing the complete solution communicate securely one with another.



## Gemalto Production Manager

Gemalto Production Manager is the main component defining the full range of workflows, products, and applications to handle. This central component communicates securely with the external world (issuing request system, certificate authority, etc.). It securely manages issuance requests, making requests checking, processing, prioritization, sorting, batching and rework. Throughout the process, data confidentiality, integrity and traceability are all guaranteed. In addition, it provides administration and monitoring features like customizable production dashboards, production follow-up reports and inventory management to manage daily operations efficiently. Gemalto production manager offers an interface to integrate any type of personalization equipment or mailing machines. The architecture of this component is built on a core platform and incorporates functional plug-in modules that make the component easy to scale up and customize.



## Thales Gemalto Key Manager

Gemalto Key Manager is used to generate keys, request certificates from the Certification Authority and store data securely. It is also used to perform any cryptographic operations required during data preparation, personalization or quality assurance. Keys are never handled in unencrypted form within the system, except in the secure and tamper-proof memory of the Hardware Security Module (HSM).

## Thales Gemalto Document Signer

Gemalto Document signer is used to create the digital signature for MRTD called Document Security Object. It generates the document signing keys and the certificate request that will be submitted to the Country Signing Certificate Authority (CSCA). Gemalto Document Signer is CSCA agnostic and is already integrated with several of them.

Support for new CSCAs can be done efficiently thanks to standardized interfaces.

## Thales Gemalto Issuance Station

Personalization equipment is selected according to personalization volumes, personalization process, the material of the secure document to be personalized and any other specific needs the customer may have. Gemalto Issuance Station can manage both visual personalization and electrical personalization using scripting language. It is fully independent from the equipment manufacturer and is already compatible with a wide range of equipment.

## Thales Gemalto Quality Controller

Quality control carries out vital controls and verifications of both visual and electrical aspects. Gemalto Quality Controller is equipped with all the necessary peripherals (scanners, readers...) to ensure the technical quality of any secure documents produced.

### KEY FEATURES

#### Compliance with industry standards

- ISO/IEC 7816 (contact T=0 & T=1)
- ISO/IEC 14443 (contactless Type A & Type B)
- ISO/IEC 19794
- ISO/IEC 24787
- ISO/IEC 18013
- Global Platform 2.1.1
- JavaCard 2.2
- Multos™
- ICAO Doc 9303
- PIV / FIPS 201
- HSM FIPS 140-2 Level 3

#### Ready-to-go applications

- ICAO LDS 1.7 Security mechanisms: BAC/SAC/PA/AA/EAC
- IAS
- Biometric matcher
- PIV / FIPS 201 approved by GSA
- EU Digital tachograph
- EU Driving License

#### Personalization equipment already supported

- Datacard
- Dileta
- DIS
- Evolis
- IAI
- IXLA
- Muhlbauer
- NBS
- Ruhlatat
- Trigenion

## A few of our customer implementations

In the public sector, Gemalto Issuance Solutions and operated services contribute to more than 40 national programs with specific expertise in national IDs, travel documents, healthcare cards and numerous driver's license and vehicle registration projects.

### Algerian eHealth solution: centralized issuance and back-up center

The Algerian national health insurance authority (CNAS) selected Thales in July 2006 as prime contractor to manage the entire project, including delivery of a complete Gemalto Issuance Solution configured for a high-volume centralized personalization environment and color photo printing by dye sublimation technique.



By the first quarter of 2014, over 9,000,000 CHIFA cards had been issued. With the support of Thales, CNAS also opened its personalization back-up site in Laghouat, located 450km from Algiers.

### Partnership with French national printer



In 2008, the Imprimerie Nationale—France's national printer—selected Gemalto Issuance Solution to personalize second-generation biometric passports with digital biometric information like fingerprints.

As of May 2012, the French electronic document (TSE or Titre de Séjour pour Etranger) now incorporates two fingerprints in addition to the bearer's portrait in the chip located on the back of the credit-card size card. The same Gemalto Issuance Solution is enabling the personalization of an annual production of 800,000 Residence Permits.



### Turkish electronic passport



For Turkey's 75 million citizens, electronic passports are now standard issue as of June 1, 2010. Thales deployed the Gemalto Issuance Solution including the certificate authority solution at two service centers in Turkey: one

located on the premises of the Ministry of Foreign Affairs and the other housed in the Turkish Police center in Ankara. Thales has also undertaken the training of the staff operating the solution.

Each and every new ePassport is sent directly to its holder from the personalization center.

## The Gabon health program



In May 2009, the Gabon national health body entrusted Thales with the prime contractor role for the national electronic health insurance card program.

Thales supplied a solution which included enrollment of beneficiaries, the health insurance cards, its Allynis Issuance operated personalization services and an identity data verification system.

## Instant issuance for Uruguay's national eID



In January 2015, Thales announced that it will deliver its Sealys eID card and Gemalto Issuance Solution to the Ministry of Interior of Uruguay for the country's eID program. Thales' instant issuance solution enables on-the-spot delivery of the highly secure document from more than 20 sites across the country.

## Oman national eID and electronic passport



In 2013, Thales provided an end-to-end solution to the Sultanate for the new electronic passport. The turnkey solution encompasses Thales' ICAO compliant ePassport documents, and a full Thales Gemalto Solution Suite to enroll citizens, personalize and issue secure documents.

## Operated issuance services for the Swedish ePassport and eID

In January 2012, Sweden began issuing the second generation of its electronic passport and national eID.



The same infrastructure and procedures are maintained for the National eID card as for the ePassport. This has made significant savings possible in terms of equipment, processes, systems and staff training. Thales manages the end-to-end delivery process including the live enrollment solution in Sweden, production of all secure travel documents, as well as operated issuance services from its premises based in the Stockholm area.



## A new driver's license for Quebec

In December 2014, "La Société de l'assurance automobile du Québec" (SAAQ) selected Thales to provide the new driver's license for Quebec. The complete solution combines the Thales Gemalto Secure Document and the field-proven Gemalto Issuance Solution, both of which meet the government's goal of reinforcing identity protection for license holders in Quebec. Thales also provides the full implementation and maintenance of SAAQ's personalization infrastructure. This enables SAAQ to offer Quebec drivers a seamless and speedy renewal service when obtaining their new driver's license.

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