

Client story

Queensland Transport and Main Roads: Driving identity security forward

Smart biometrics and cloud solutions secure 5 million driver licenses

Objectives

- Enhance security and prevent identity fraud through advanced biometric solutions
- Optimize operational costs and improve service efficiency across the department's statewide service centers
- Ensure high service levels while addressing the increasing pace of technological and social change
- Improve disaster resilience and minimize disruptions to public services
- Provide a more accessible, safe, responsive, efficient and sustainable transport network for Queensland

Solution

- Unisys' [biometric identity management solution](#) provides biometric facial and signature image capture and processing for the state's smart card driver license, supported by a [service desk](#) and [service management with ServiceNow](#)
- Unisys provides [break/fix support](#) for image capture devices at service centers across the state

Why Unisys?

- Since 2009, Unisys has partnered with Queensland Transport and Main Roads (TMR) to strengthen its global security posture
- Advanced biometric security prevents identity fraud and protects Queensland license holders
- Cloud-based models reduce operational costs and increase flexibility
- Seamless service desk and case management improve efficiency across TMR service centers

Results

- Protected the identities of over 5 million Queensland license holders, reducing identity fraud
- Enabled a seamless and secure biometric enrollment process, ensuring faster, more reliable service
- Reduced capital investment through a cloud-based subscription model, enhancing financial flexibility
- Streamlined case management and service desk support, improving response times and service delivery
- Strengthened disaster recovery capabilities to mitigate service disruptions and maintain operational continuity

Securing Queensland's identity landscape

Queensland's Department of Transport and Main Roads, responsible for ensuring safe and efficient transport across the state, faced challenges with outdated legacy systems. The agency sought a modern, secure and scalable solution to enhance operational efficiency and service delivery. The goal was to streamline processes, improve customer experiences and ensure future-ready digital transformation.

Since 2009, Unisys has been a trusted technology partner for TMR, providing essential services such as facial image capture, biometric recognition, case management, service desk support and field services. As identity theft concerns continue to rise globally, Queenslanders demand the highest level of security for their personal data. TMR's commitment to safeguarding citizen identities led them to collaborate with Unisys on an advanced biometric solution.

TMR sought a solution to secure personal data and enhance efficiency, accessibility and service quality. Integrating Unisys' biometric identity management solution minimizes fraudulent licenses while providing a seamless experience for citizens seeking identity verification services.

Redefining identity verification and service management

TMR deployed Unisys' biometric-driven Facial Signature and Image Processing (FSIP) platform to modernize and future-proof its identity management system. This solution automates biometric enrollment and integrates across both physical and digital channels, including mobile devices. By leveraging the solution's multi-factor authentication capabilities, TMR significantly improved the security and accuracy of identity verification processes.



Queensland has always been at the forefront of ensuring the highest standards associated with license products. Our smart card licenses are a very secure form of documentation, as they are hard to forge or alter. This helps reduce the risk of identity theft for Queensland license holders and gives them confidence that their personal license information is being kept secure. By moving to Unisys' modern image capture platform, we are ensuring that high standards are maintained in the future."

Sandra Slater

CIO, Queensland Department of Transport and Main Roads

Additionally, TMR integrated its IT support services to enhance operational efficiency. This implementation provided a centralized service management system, reducing complexity and ensuring seamless support across Queensland's transport service centers. A key feature of this transformation was the deployment of a management dashboard, which enables real-time monitoring of device performance, proactive issue resolution and optimized resource allocation.

Advancing digital identity with facial recognition

TMR adopted a facial recognition platform integrated with Cognitec's DBScan, recognizing the importance of a secure and scalable identity verification system. Built on industry standards, this open platform offers:

- Audits, policy-driven compliance, and support across multiple identity life cycle modules
- Interoperability with existing and future identity verification technologies
- Enhanced fraud detection to prevent unauthorized identity use

Strengthening resilience and sustainability

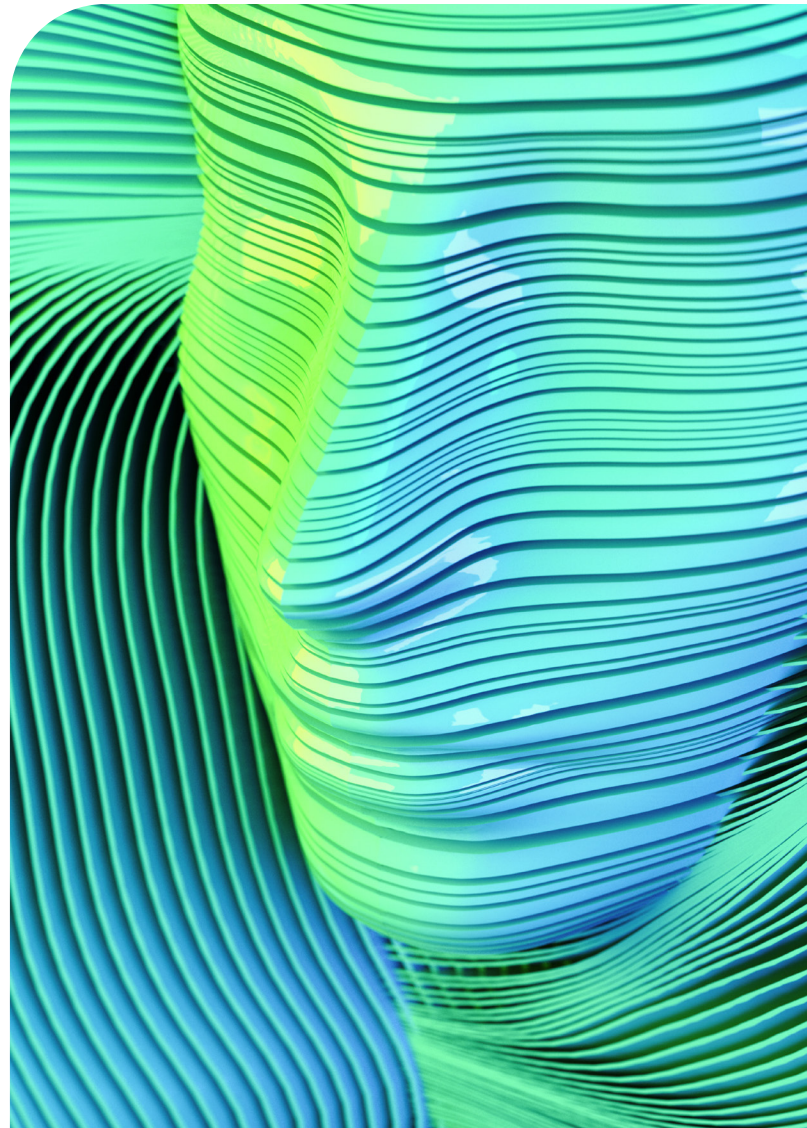
Beyond security enhancements, the partnership between Unisys and TMR:

- Reduced hardware dependency and operational inefficiencies through cloud-based solutions
- Enabled the agency to respond effectively to changing customer expectations and regulatory requirements

Securing Queensland's future, today

The TMR-Unisys partnership delivers robust identity protection while continuously improving service delivery. With secure biometric verification protecting 5 million Queensland license holders and cloud-based efficiency reducing costs, Queensland citizens benefit from both enhanced security and faster service at transport centers across the state.

To explore how Unisys can secure your infrastructure, people and data, visit us [online](#) or [contact us](#) today.



[unisys.com](https://www.unisys.com)

© 2025 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.