

Client story

Regional government agency: Advancing digital services

Modernizing public services through secure digital transformation and regional collaboration

Client overview

- Regional government agency pioneering citizen-friendly digital transformation initiatives
- Responsible for managing sensitive guest registration data and visitor tax collection processes

Objectives

- Replace slow, manual guest reporting with a faster process, cutting administrative burden for accommodation providers and authorities alike
- Improve data accuracy and cross-border regulatory compliance, strengthening revenue collection and public safety
- Build a solution that smaller municipalities could adopt just as effectively as larger ones

Why Unisys?

- Proven expertise in complex government environments, with a track record of public sector innovation and deep regulatory knowledge
- A tailored approach, built for regional cooperation, that lets smaller municipalities benefit alongside larger ones
- Ability to balance strong security with improved citizen and business experiences

Solution

Unisys Application Development and Transformation:

- Digital guest registration system, enabling electronic submission of guest reports
- Compliance and monitoring system with advanced identity verification, integrating directly with law enforcement and regulatory databases for enhanced security checks
- Secure identity management through an enterprise-grade identity platform with two-factor authentication
- Modular microservices architecture, allowing flexible adaptation to legal and business requirements
- Flexible integration options for providers of every size: OpenAPI 3.0/JSON for large systems, a simple web interface with MS Excel upload for smaller ones

Results and benefits

- 40% reduction in administrative burden for accommodation providers and authorities
- Automated verification processes that improved regulatory compliance and boosted the accuracy of visitor tax collection, benefiting government revenue
- Streamlined data exchange across departments, delivering more efficient public services in line with the national digital government strategy
- Recognition as best practice in an independent digital government study
- Scalable foundation for future digital government initiatives

Transforming visitor management through digital innovation

A regional jurisdiction, a well-known tourism destination attracting millions of visitors annually, faced a significant challenge: Its paper-based guest registration and visitor tax collection systems were creating inefficiencies across multiple stakeholders.

Accommodation providers struggled with manual reporting requirements while government authorities dealt with inconsistent data, complicating compliance with cross-border regulations. For a forward-looking administration aligned with a broader national digital transformation strategy, the status quo was not sustainable.

The agency needed a solution that would reduce administrative burden while enhancing security and compliance. Officials faced the challenge of creating a system that worked for businesses of all sizes while meeting strict governmental requirements.



Building digital bridges between agencies

After careful evaluation, the agency partnered with Unisys who created a comprehensive digital approach to guest registration and tax management, comprising:

- A digital guest registration platform that transforms guest data management by creating a secure electronic registration platform. The system allows accommodation providers to digitally submit guest information, ensuring real-time data transmission to other government agencies and police authorities. The platform also automates visitor tax calculations, significantly reducing administrative workload for businesses and government agencies.
- A compliance and monitoring solution with advanced identity verification capabilities that integrates directly with police databases, ensuring all guest registrations adhere to security regulations. The system incorporates automated checks with real-time alerts, allowing authorities to quickly verify visitor details and identify potential compliance issues.

The entire solution employs secure authentication through an enterprise identity solution, supporting two-factor authentication and flexible integration with identity providers. The modular microservices architecture allows individual components to be adapted to changing legal requirements without disrupting the entire system.



Enhancing regional cooperation

A key strength of the system is its ability to facilitate collaboration among municipalities. Smaller communities often struggle with digital transformation initiatives when acting independently. It provides a framework for regional cooperation, enabling smaller municipalities to benefit from the same advanced capabilities as larger entities.

The system also accommodates varying levels of technical sophistication among accommodation providers. While larger hotels can integrate directly via APIs using the OpenAPI 3.0 standard and JSON, smaller establishments can use a simple web interface with Excel upload capabilities.

Measuring digital transformation success

The agency has reduced administrative workloads by 40%, freeing staff to focus on higher-value activities. Automation has dramatically improved regulatory compliance while enhancing the accuracy of tax collection.

It has also strengthened coordination between government agencies by enabling efficient data exchange across departments. This improved information flow enhances enforcement of visitor regulations and public safety measures. Additionally, it generates anonymized statistical reports that provide valuable insights for planning and resource allocation.

The project's success has earned recognition as a best practice in an independent digital government study, highlighting its alignment with the nation's broader digital transformation goals.

Creating a foundation for citizen-centric services

For the agency, this digital transformation marks a fundamental shift toward more citizen-oriented government services. By reducing bureaucratic barriers and improving efficiency, the agency has created a model for how digital innovation can enhance the relationship between citizens, businesses, and government.

The system's scalable, modular design enables the agency to easily expand it to incorporate additional services and adapt to evolving needs. As the nation continues its transformation journey under a comprehensive national digital administration strategy, it serves as a practical model for other municipalities.

To explore how Unisys can help modernize and optimize your public services through digital innovation, visit us and contact us today.

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