

Computerworld 13/05/2011 – Translated from Italian

<http://www.cwi.it/2011/05/13/auriga-digitalizza-la-pa-inglese/>

The Italian supplier has contributed to the development of a multi-channel project promoted by the Post Office

Promoted by the UK Post Office, the Italian company **Augira** has developed the software component of a multi-channel project for the digitization of the British Public Administration services (DirectGov). The solution, which also involves **HP** and **NEO**, which developed the hardware, was recently presented in a prototype form and provides the integration of different channels, such as kiosks, tablet PC's and smartphones, in order to deliver self-service modalities to UK citizens for some of the public administration services.

This could, for example, enable citizens to renew their driving licence, request a vehicle registration certificate from the Department of Transport, register at the employment office or fill out the application form for unemployment benefit. It can also provide traditional mail-related Post Office services as well as financial, insurance and telephone services or personalized customer support services (disputes/complaints, video call with an operator).

Augira was particularly involved in the development of a tool that can handle the **large amount of information and number of transactions** that are carried out by people on a daily basis, optimize and streamline administrative bureaucracy, speed up data access and enable data sharing in real-time .