

# PrimeSign at the Federal Chancellery of Austria for signing documents

Testimonial—Success Story

2012

The Austrian Federal Chancellery uses PrimeSign as in-house eSignature application with which every employee is able to sign electronic documents without requiring any local application at the desktop. Furthermore, since PrimeSign is a pure web-application, the integration of PrimeSign into the electronic dossier system of the Federal Chancellery was a matter of less effort thanks to the standard interfaces of our product. As a result, civil servants are now able to sign PDFs directly within the electronic dossier system by using PrimeSign. Users have no more to change the application or handle the document manually if they want to apply a personal signature.

## Our Services and Solutions

- Deployment and licensing the PrimeSign server (PrimeSign is a product of Datentechnik Innovation: <http://www.prime-sign.com>)
- Specific configuration of the frontend by the customer
- Providing an interface to the Federal Chancellery's electronic dossier system (Fabasoft e-gov suite)
- Integrating PrimeSign into the electronic dossier system
- Enable signing with the Austrian Citizen Card and cellular phones
- Support and maintenance

## Success Story

By introducing PrimeSign signing individual office documents at the desktop or within the electronic dossier system has become very easy and convenient. Users have not to install any piece of additional software. With PrimeSign, users just have to open the document to be signed in the browser, drag the official signet of the chancellery to the proper place and sign it by using, for example, their cellular phone or smartcards. Same applies to documents stored within the electronic dossier system. The dossier systems has got an additional context menu by which any document can be handed over to PrimeSign for signing. PrimeSign is deployed as central service in the intranet of the Federal Chancellery and it does not require to roll-out any local software or configuration. The introduction of PrimeSign helped to reduce administrative effort dramatically.

*"By integrating PrimeSign into our electronic dossier system and by introducing PrimeSign at every desktop, applying personal electronic signatures became as easy as signing by hand. It is a fully adequate replacement for handwritten signatures and seals."*



SC Dr. Manfred MATZKA  
Director General  
Austrian Federal Chancellery

BUNDESKANZLERAMT  ÖSTERREICH

## About the Customer

The **Federal Chancellery of Austria** plays a central role in the Austrian government. Beside its administrative role as public authority, the Federal Chancellery is also managing the Austrian eGovernment strategy and is chairing the platform Digital:Austria which is the coordination and strategy committee of the Federal Government for eGovernment in Austria. The Federal Chancellery is one of the trailblazers regarding innovations and eGovernment services in general.

Contact:  
[www.bundeskanzleramt.at](http://www.bundeskanzleramt.at)



# PrimeSign at the Federal Chancellery for signing and submitting PDF-based application forms

Testimonial—Success Story

2012

The Austrian Federal Chancellery uses PrimeSign in two ways. Firstly, PrimeSign is used as in-house eSignature application with which every employee is able to sign electronic documents without any local application. Secondly, the Austrian Federal Chancellery uses PrimeSign to handle application forms. In the latter case, application forms are provided as PDF-forms for download. After the citizen has completed the form and uploaded it as PDF to the public PrimeSign portal of the Federal Chancellery, PrimeSign shows the submitted PDF to the citizen and asks for signing it electronically. After signing, PrimeSign takes the signed PDF—together with optional attachments—and forwards it automatically to the affected back-office servers due to the options selected in the application form. In both cases, PrimeSign could improve usability tremendously.

BUNDESKANZLERAMT  ÖSTERREICH

## Our Services and Solutions

- Deployment and licensing of the PrimeSign server (PrimeSign is a product of Datentechnik Innovation: <http://www.prime-sign.com>)
- Design and customization of the upload procedure (i.e. enable attachments, workflow implementation for forwarding the filled application form to various back-office services according to the selections in the application form)
- Specific configuration of the frontend by the customer
- Enable signing with the Austrian Citizen Card and cellular phones
- Supporting form design (PDF-forms)
- Support and maintenance

## Success Story

PrimeSign offers citizens a very convenient way for signing and submitting the application form without needing local software. Also multiparty application forms are supported, which have to be signed by several persons. Furthermore, PrimeSign handles the entire PDF-form submission including signature verification, attachment-handling and forwarding to the affected backoffice(-system). So the Federal Chancellery has just to create one PDF-form for all submission channels: paper forms, downloadable forms and online-forms.

## About the Customer

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Contact:  
[www.bundekanzleramt.at](http://www.bundekanzleramt.at)



# PrimeSign at the Public Administration of the Principality of Liechtenstein

Testimonial—Success Story

2013

The public administration of the Principality of Liechtenstein uses PrimeSign as central eSignature server. The field of application of PrimeSign is from several back office applications to standard-interfaces like web-service interfaces and directory listeners. One major use case is signing of scans for long-term archiving. For that purpose PrimeSign is monitoring the output of the scanning devices (i.e. multifunction printers) and applies automatically a digital signature to all scanned documents in order to prevent any later alteration and to assert the process of scanning. Furthermore, the Principality of Liechtenstein uses the web-frontend of PrimeSign as inhouse eSigning application instead of local applications.



## Our Services and Solutions

- Deployment and licensing the PrimeSign server (PrimeSign is a product of Datentechnik Innovation: <http://www.prime-sign.com>)
- Specific configuration of the frontend by the customer
- Configuration of the directory-listener interface for monitoring scanning devices
- Configuration and integration of the PrimeSign web-service interface into the central infrastructure of the customer
- Support and maintenance

## Success Story

PrimeSign is used to secure scans very efficiently. Any scan created by a civil servant is automatically captured and signed by our PrimeSign server. Long before the civil servant returns to her workplace, the electronically signed scan (PDF) is ready for further actions in the personal working directory of the user. From the users' perspective, the procedure remains the same, however for the public authority it is now much easier to assert the process of scanning, which is asserted by the electronic signature and the authenticity of the scan (any alteration of the document would be detected during signature verification). In total, archiving of scans became more efficient.

Beside this, PrimeSign is used on the one hand for several back-office applications by web-service interfaces and on the other hand for users by the PrimeSign web-frontend.

## About the Customer

The **Principality of Liechtenstein** experienced a rocket launch to the top of the eGovernment countries of the world. After just a few years, Liechtenstein is now ranked at place 14 (2012) at the worldwide UN eGovernment ranking. However, this is not surprising because countries with a lower number of inhabitants are always requested to have a very efficient public administration. And so Liechtenstein identified eGovernment being of utmost importance for increasing efficiency and usability.

Contact:  
[www.llv.li](http://www.llv.li)



# PrimeSign SaaS as eSignature solution at the Austrian Environment Agency

Testimonial—Success Story

2013

The Austrian Environment Agency uses the pure web-application PrimeSign as in-house eSignature solution. Thanks to PrimeSign every employee is able to sign electronic documents without requiring any local application at the desktop. PrimeSign saves the customer the hassle of rolling out and maintaining additional software at every workstation. Furthermore, the customer decided to use PrimeSign as SaaS and thus has no effort regarding operational management and infrastructure.

PrimeSign has been successfully introduced. It is used to apply personal signatures to several electronic documents but also to apply the official electronic seal

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## Our Services and Solutions

- Deployment and licensing the PrimeSign server as SaaS solution  
PrimeSign is operated by Datentechnik Innovation in an exclusive, customer-specific SaaS-environment. (PrimeSign is a product of Datentechnik Innovation: <http://www.prime-sign.com>).
- Provide PDF-conversion through PrimeConvert
- Design of the electronic seal of the environment agency
- Enable signing with the Austrian Citizen Card and cellular phones
- Support and maintenance

## Success Story

Introducing PrimeSign in the Environment Agency was easy and quickly done as PrimeSign does not require to roll out local software. This helped to reduce administrative effort dramatically and was a strong argument for PrimeSign.

Today, users of PrimeSign at the Environment Agency just open the document to be signed in a browser which runs the PrimeSign user-interface, drag the official signet of the Environment Agency to the proper place and sign it with their cellular phone or smartcards. The users are able to choose amongst several e-signing profiles: a generic profile for private e-signatures, an official profile for official personal digital signatures of the Environment Agency, and a profile representing the official electronic seal of the Austrian Environment Agency which is used to sign—for example—certificates.

## About the Customer

With more than 450 experts, the **Austrian Environment Agency** is the largest specialized institution for environmental issues in Austria with headquarters in Vienna and Klagenfurt.

The agency was established based on the Austrian Environmental Control Act. In addition to its official tasks, the Environment Agency acts as a bridge between politics, science and economy and counsels national and international clients in environmental issues.

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