

Case study– Ministry of Foreign Affairs and Cooperation of Morocco

A complete electronic platform for issuing and managing biometric passports



Context

Launched by the Ministry of Foreign Affairs and Cooperation of Morocco, the project concerns the implementation of a global solution which allows Moroccan citizens, Moroccans living abroad, Moroccan officials and diplomats to have biometric passports.

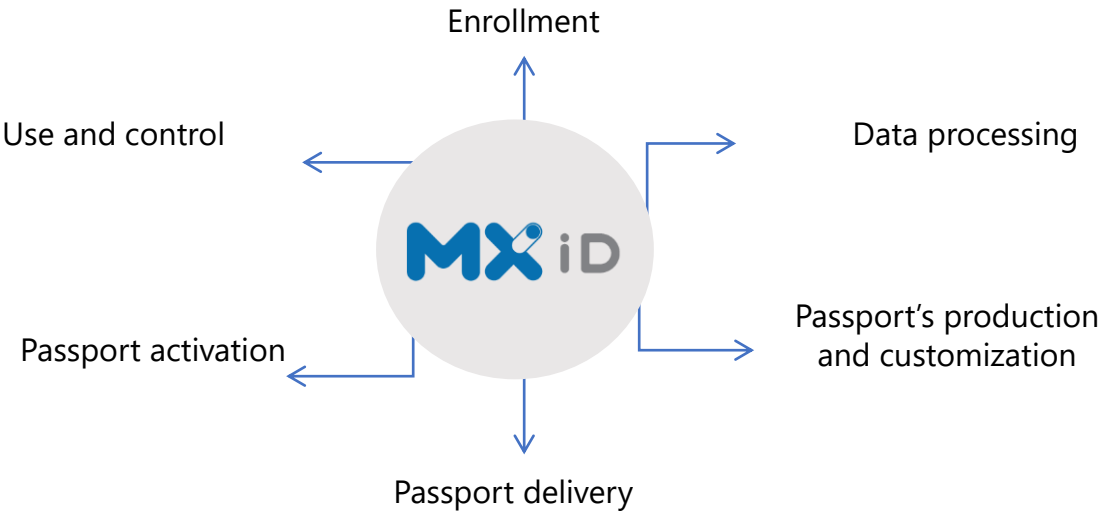
It also manages temporary passports and interfaces with the systems of the Ministry of the Interior and the state printer, Dar As-Sikkah.

Objectives

The government requested to obtain a tool for managing all the services related to passports' issuance through a multi-channel platform available 24 hours a day, as well as enabling the link between all the administrations and ministries by centralizing all citizen information in a secure database.

M2M Group's Response

MX ID™, an electronic platform for issuing and complete management of biometric identity documents, is the he turnkey solution that acts as the single point of entry for all citizen requests, from the passport's issuance to the renewal request, with the latest encryption and authentication technologies.



Benefits for the Moroccan Government

Thanks to the advanced technologies provided by M2M group’s solution, the Moroccan Government has been able to reduce the risk of fraud and dematerialize its administrative processes.

		
IMPROVES QUALITY OF SERVICE	REDUCES RISKS OF FRAUD	INCREASES OPERATIONAL EFFICIENCY
Passport services are accessible via a web portal and secure mobile terminals	Implementation of the latest authentication and encryption technologies	Dematerialization of request services and identification and control processes
<i>Reduced lines</i> <i>24h/24 request services</i> <i>Electronic payment</i> <i>Real-time Multi-channel communication with citizens</i> <i>Real-time equipment monitoring</i> <i>Multiplication of demand points</i> <i>Home delivery</i> <i>ICAO standards</i>	<i>Secure electronic chip card</i> <i>Optimized and tamper-proof mobile control</i> <i>RSA encryption</i> <i>Biometric authentication</i> <i>High, complete traceability of transactions and id documents</i> <i>Blacklist management</i>	<i>Seamless control</i> <i>Exchanges dematerialization</i> <i>Payment’s dematerialization</i> <i>Improvement of processes’ quality and data</i> <i>Dashboard and activity monitoring</i> <i>Ease of deployment in hard-to-reach areas</i>

About M2M Group

At the heart of the evolution of the digital world, M2M Group is a global group operating for over 30 years in the fields of dematerialization and share management, flows and secure electronic services. M2M Group helps banks, governments, transport operators, universities and companies accelerate their digital transformation and offer their customers digital services that combine innovation, conviviality and trust. M2M Group is listed on the Casablanca Stock Exchange.

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