



Wacom STU-520 at the Høje-Taastrup citizen service

*Peer Anker Hansen,
head of the citizen
service in Høje-
Taastrup: "The STU-
520 is a very good
solution for us. It
allows us to display
all information we
need to show in a
compact way. Thus,
our citizens feel safe
in what we do and
they have very
quickly accepted the
digital process."*

The user:

Høje-Taastrup is a commune located in the vicinity of Copenhagen in Denmark. The citizen service is - among other things - responsible for passport and driving licences. Each year the commune processes more than 10,000 applications in its offices.

The background:

In early 2009, the citizen service has changed its application procedures to digital. This includes both pictures and the signature of the applicant. The idea was to save paper and to make the whole process faster and easier.

The solution:

Wacom's STU-520 LCD signature tablet is installed at the local photographers and at the citizen service. People who need a new passport or driving licence can either have their picture taken at the photographer or at the citizen service. At the citizen service, the STU is integrated into a biometric station developed by ScanTech IT. When somebody prefers to go to the photographer, the photographer takes the picture and displays it to the customer on the full colour LCD display of the STU-520. The customer gives his approval by signing by hand on the tablet so the picture can be directly transmitted to the citizen service. At the service, the applicant again gives his handwritten signature on the tablet and leaves his fingerprints at a special unit that is attached to the STU.

The advantages:

The main advantages of the STU-520 are its compact built and the full-colour LCD display. On a normal computer screen the employees would have to show the full application documents. This would be very confusing as there are parts of the application that are only important for the citizen service as such. All information - including the colour picture of the citizen - is provided at the same time on the STU-520 and citizens feel very confident in signing. With the STU-520 located at the photographer or integrated in the biometric station at the citizen service the whole process is completely digital. For citizens, it is very easy to apply for a new passport or driving license as they don't need to carry papers or pictures around.