



BEST  
Solutions

# Mobile e-signature - reality in Estonia, future of the World

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# E-Estonia

" Estonia is the leading digital country in the world"  
(2016) Shinzō Abe, Prime Minister of Japan

" Estonia is the best e-Government of the decade"  
United Nations

Because of successful digitization The World Bank  
placed Estonia 12th in the 2017 Ease of Doing  
Business ranking. Compare that to France at 29th,  
and Switzerland at 31st

<https://www.pressreader.com/ukraine/kyiv-post/20161028/281599535047315>

# Estonian World Rankings 2015



Tax Competitiveness

#1



EU Digital Economy and Society Index (Digital Public Services)

#1



E-Government Index

#15



Networked Readiness Index

#22



Internet Freedom

#2



Index of Economic Freedom

#9



Ease of doing business

#16

# Digital signature - reality in Estonia, future of the World

Video

<https://www.ria.ee/x-tee/fact/#eng>

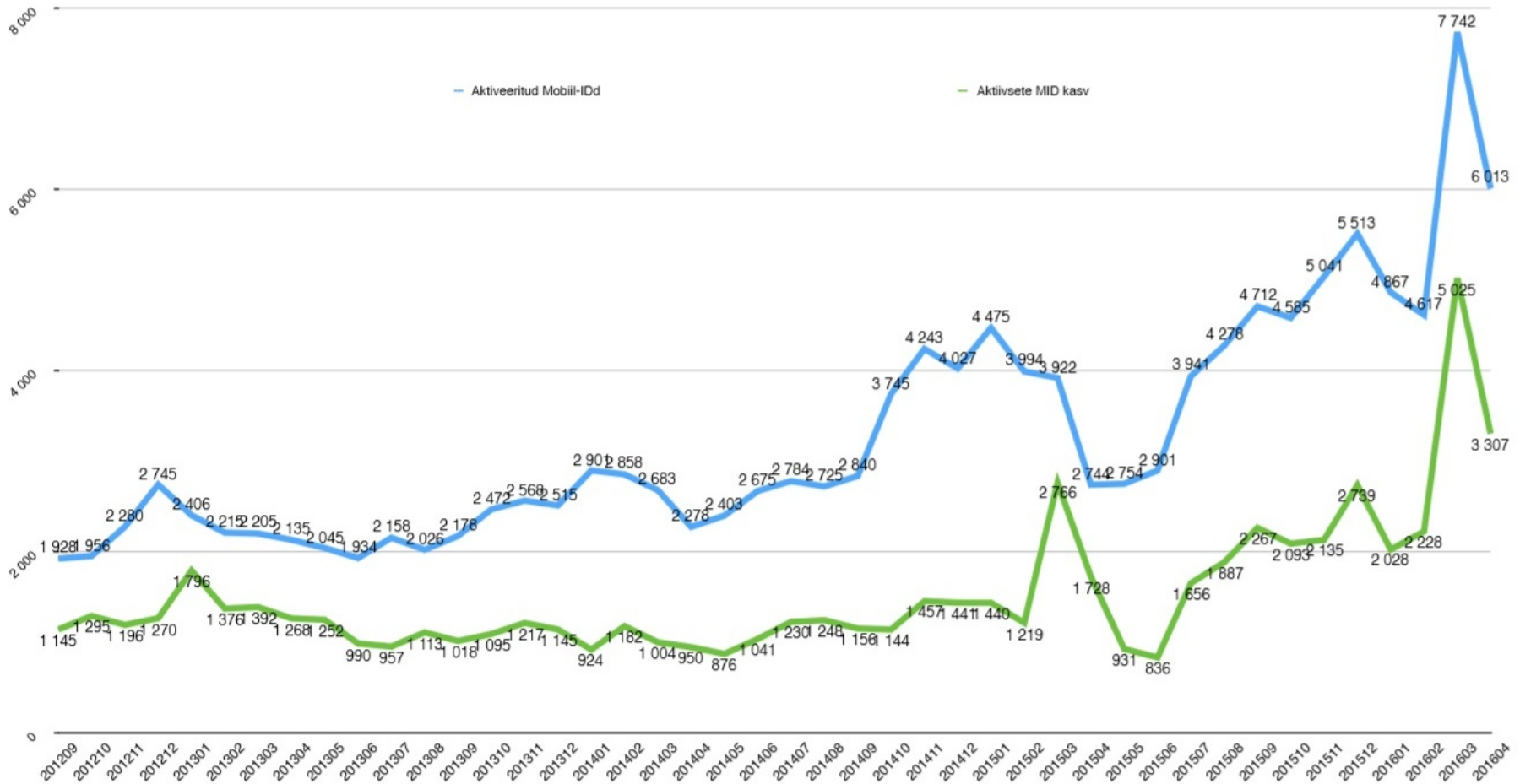
# Social Indicators of Estonia

- ✓ Population 1,3mln
- ✓ Percentage of People using internet regularly 84%
- ✓ Percentage of bank transactions online 98%
- ✓ GDP 20,9 bln euro
- ✓ Saving through paperless government 2% of GDP
- ✓ Numbers of e-services +2500
- ✓ Numbers of digital signatures given 367,736,235

# Launching m-ID in Estonia

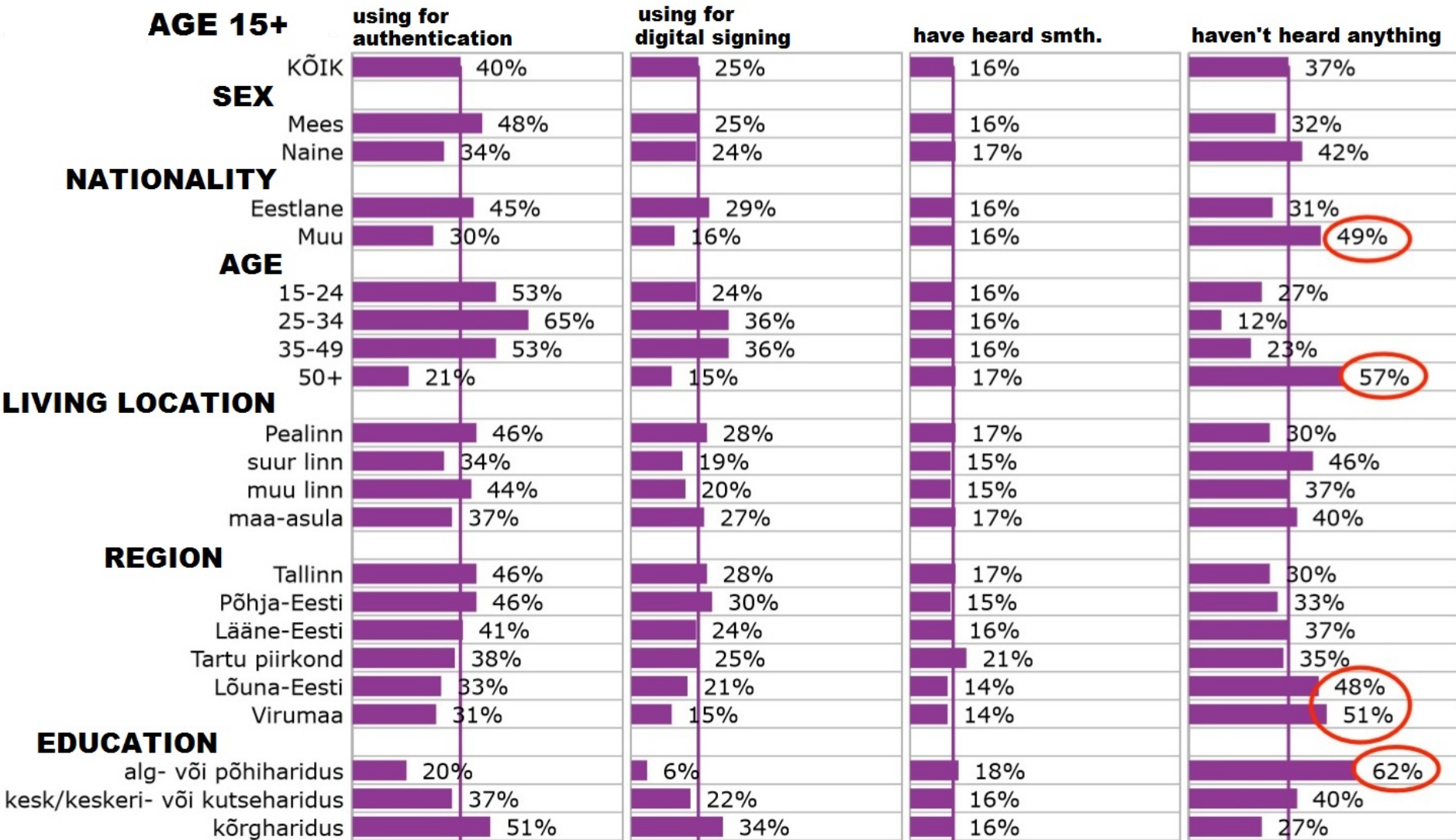
- ✓ In 2007, Estonia introduced Mobile ID service to the world.
- ✓ <130 000 m-ID users in 2017
- ✓ in Telia (MNO) - 75 624 m-ID users are doing 2 907 389 transactions per month
- ✓ m-ID transactions in 2016 January were 1 778 375 and in 2016 December were 2 717 938, almost 50%
- ✓ in 2007 more than 20% of users stopped the m-ID subscription after trial
- ✓ in 2016 9 of 10 m-id users continued to use the service actively.

# Growth of m-ID in Estonia



# m-ID demographics

## AGE 15+





# Self Service with m-ID for MNO's clients less than in 5min

- ✓ m-ID allows to create a new efficient service delivery concept that is simple, fast and streamlined.
- ✓ Accessible 24/7
- ✓ Less paperwork for employees, less queues in branches.
- ✓ 95% of all Estonian MNO's clients services, are done electronically in self service portals.
- ✓ Since launch of self-service, approximately **30%** of branches have been closed, as a result - increased profit by lowering operating costs.

# In less than 5min

- ✓ Adding a new contact person [Video](#)
- ✓ Bank access [Video](#)
- ✓ Changing SIM or m-ID SIM card [Video](#)
- ✓ Invoice payment [Video](#)
- ✓ Managing service for Business client [Video](#)
- ✓ New subscription [Video](#)
- ✓ New Client [Video](#)
- ✓ Ordering itemized invoice [Video](#)
- ✓ Ordering New SIM card [Video](#)
- ✓ Personal data vs E-shop [Video](#)
- ✓ Transferring ownership [Video](#)

**Thank you!**