

**Company**

Improvement Service

**Industry**

Government

**Solution**

Yoti Digital ID

**Implementation**

Web SDK

The Improvement Service is the 'go to' organisation for local government improvement in Scotland. Their purpose is to help councils and their partners to improve the health, quality of life and opportunities of all people in the geographic area, through community leadership, strong local governance and the delivery of high quality, efficient local services.

How the Improvement Services is digitising public services with Yoti

Challenge

In 2014, the Improvement Service launched myaccount, a single sign-on portal that gives citizens access to different online public sector services with one username and password. Citizens could create an account to do things such as pay council tax, request a parking permit or pay for school meals. However, to carry out services that required a higher level of identity assurance, citizens had to attend an office with ID documents to prove their identity in person.

Building upon the foundations they had built, the Improvement Service wanted a way that citizens could prove their identity from within the myaccount and securely re-authenticate themselves to access services from multiple service providers.



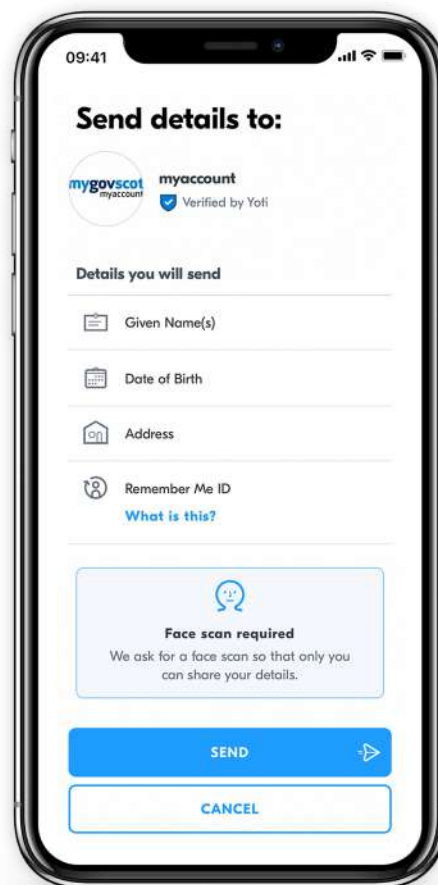
"Yoti ticks all the boxes when it comes to delivering digital public services. Their app is easy to use and equips citizens with a secure way of proving who they are to gain access to the services that they're eligible for."

Andrew Campbell - Programme Manager, Digital Public Services at the Improvement Service

Solution

Following a competitive procurement process, Yoti was chosen as the official digital identity provider for the Improvement Service. They selected our digital identity app for its seamless digital experience and reusability across platforms and services.

They added Yoti as a second registration method on the myaccount portal. This allows users to verify their identity by scanning a QR code with their Yoti Digital ID. They can use this same method to authenticate themselves when signing back into the platform, sharing a unique identifier and a biometric face scan.



Results

With Yoti embedded into the myaccount portal, people no longer need to go into an office to verify their identity in person. Instead, they can prove who they are digitally during the registration process.

This seamless digital experience reduces the account creation steps from five to two, and removes the need for manual data entry. The user shares identity details from their Yoti Digital ID which are populated on the myaccount registration screen.

Using Yoti to sign in to myaccount offers a high level of security that protects accounts with 2FA biometric authentication rather than username and password. Citizens can use their Yoti Digital ID to securely authenticate themselves online to

gain access to other services, such as the National Entitlement Card (NEC).

With myaccount growing to over 1.1 million users, we're excited to help the Improvement Service deliver more online services to make life easier for citizens and local councils alike.

Contact us at yoti.com/business