



Client story

Advancing public digital services for a regional government agency

Modernizing government services through secure digital transformation and regional collaboration

Client overview

- Regional government agency pioneering citizen-friendly digital transformation initiatives
- Responsible for managing sensitive guest registration data and visitor tax collection processes

Objectives

- Replace inefficient paper-based processes that created compliance challenges with cross-border regulatory requirements
- Reduce time-consuming manual reporting of guest information to authorities
- Eliminate inconsistent data collection affecting revenue accuracy and public safety
- Create a solution that smaller municipalities could also implement effectively
- Ensure regulatory compliance while improving service efficiency

Why Unisys?

- Proven expertise in driving digital transformation in complex government environments
- Strong track record of public sector innovation and compliance enhancement
- Tailored approach rather than a one-size-fits-all solution
- Commitment to regional cooperation, enabling smaller municipalities to benefit
- Deep understanding of governmental legal and regulatory requirements
- Ability to balance security needs with improved citizen and business experiences

Solution

Unisys Application Development and Transformation to develop and maintain:

- Digital guest registration system, enabling electronic submission of guest reports
- Intelligent compliance and monitoring system with advanced identity verification
- Seamless integration with law enforcement and regulatory databases for enhanced security checks
- Secure identity management through an enterprise-grade identity management platform with two-factor authentication capabilities
- Modular microservices architecture, allowing flexible adaptation to legal and business requirements
- Web frontend with MS Excel upload option for smaller accommodation providers
- Open-standard API framework (OpenAPI 3.0) interfaces using JSON format for broad compatibility

Results and benefits

- 40% reduction in administrative burden for accommodation providers and authorities
- Enhanced compliance with regional regulatory requirements through automated verification processes
- Improved accuracy in visitor tax collection, benefiting government revenue streams
- Seamless data exchange across multiple departments, enhancing coordination
- More efficient public service delivery aligning with the national digital government strategy
- Recognition as best practice in an independent digital government study
- Scalable foundation for future digital government initiatives

Transforming visitor management through digital innovation

A regional jurisdiction, a well-known tourism destination attracting millions of visitors annually, faced a significant challenge: Its paper-based guest registration and visitor tax collection systems were creating inefficiencies across multiple stakeholders. Accommodation providers struggled with manual reporting requirements while government authorities dealt with inconsistent data, complicating compliance with cross-border regulations. For a forward-looking administration aligned to a broader national digital transformation strategy, the status quo was no longer sustainable.

The agency needed a solution that would reduce administrative burdens while enhancing security and compliance. Officials faced the challenge of creating something that worked for businesses of all sizes while meeting strict governmental requirements.



Building digital bridges between agencies

After careful evaluation, the agency partnered with Unisys to create a comprehensive digital approach to guest registration and tax management, comprising:

- A digital guest registration platform that transforms guest data management by creating a seamless electronic registration platform. The system allows accommodation providers to digitally submit guest information, ensuring real-time data transmission to other government agencies and police authorities. The platform also automates visitor tax calculations, significantly reducing administrative workload for businesses and government agencies.
- A compliance and monitoring solution with advanced identity verification capabilities that integrates directly with police databases, ensuring all guest registrations adhere to security regulations. The system incorporates automated checks with real-time alerts, allowing authorities to quickly verify visitor details and identify potential compliance issues.

The entire solution employs secure authentication through an enterprise identity solution, supporting two-factor authentication and flexible integration with identity providers. The modular microservices architecture allows individual components to be adapted to changing legal requirements without disrupting the entire system.



Enhancing regional cooperation

A key strength of the implementation is its ability to facilitate collaboration among municipalities. Smaller communities often struggle with digital transformation initiatives when acting independently. The solutions provide a framework for regional cooperation, enabling smaller municipalities to benefit from the same advanced capabilities as larger entities.

The system also accommodates varying levels of technical sophistication among accommodation providers. While larger hotels can integrate directly via APIs using the OpenAPI 3.0 standard and JSON, smaller establishments can use a simple web interface with Excel upload capabilities.

Measuring digital transformation success

The implementation has delivered significant measurable benefits across multiple dimensions. The agency has reduced administrative workloads by 40%, freeing staff to focus on higher-value activities. Automation has dramatically improved regulatory compliance while enhancing the accuracy of tax collection.

The solutions have also strengthened coordination between government agencies by enabling seamless data exchange across departments. This improved information flow enhances enforcement of visitor regulations and public safety measures. Additionally, the system generates anonymized statistical reports that provide valuable insights for planning and resource allocation.

The project's success has earned recognition as a best practice in an independent digital government study, highlighting its alignment with the nation's broader digital transformation goals.

Creating a foundation for citizen-centric services

For the agency, this digital transformation represents more than just technological modernization: it's a fundamental shift toward more citizen-oriented government services. By reducing bureaucratic barriers and improving efficiency, the administration has created a model for how digital innovation can enhance the relationship between citizens, businesses, and government.

The scalable, modular design of the solutions enables the agency to easily expand the system to incorporate additional services and adapt to evolving needs. As the nation continues its transformation journey under a comprehensive national digital administration strategy, this partnership serves as a practical blueprint for other municipalities.

To explore how Unisys can help modernize and optimize your public services with digital innovation, [visit us](#) and [contact us](#) today.



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