



# GovTech App based on an AI-powered low-code platform

Product Overview

May 2024





# We support digital transformation for governments

Kitsoft is a tech company based in Ukraine with a 10-year track record. During this time, we have been at the forefront of developing digital solutions for both central government and cities, benefiting over 20 million users.

**50+**

web-portals for  
government, cities  
and NGO

**150+**

automated  
public services

**10**

years of  
experience

**20M+**

users of  
products

**100**

professionals in  
our team

**120**

integrations with  
other IT-systems

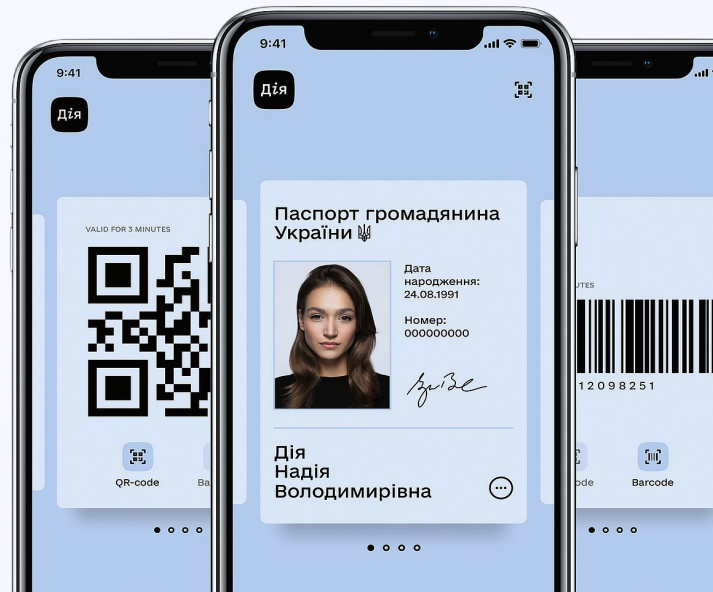
# We are trusted by



Big success story:

# Ukraine Government on the App with 20M users

- ✓ Simple access to all online public services
- ✓ Digital documents with verified sharing
- ✓ International Covid certificate
- ✓ Paying the fines
- ✓ Polls, Petitions, Voting
- ✓ Direct messages from Gov





# 100+ public services

## Social Benefits

Pensions, Unemployment support and others

## eBaby

Combined service (9 in 1) for parents of a newborn

## Residence

Registration and change of residence

## Credentials

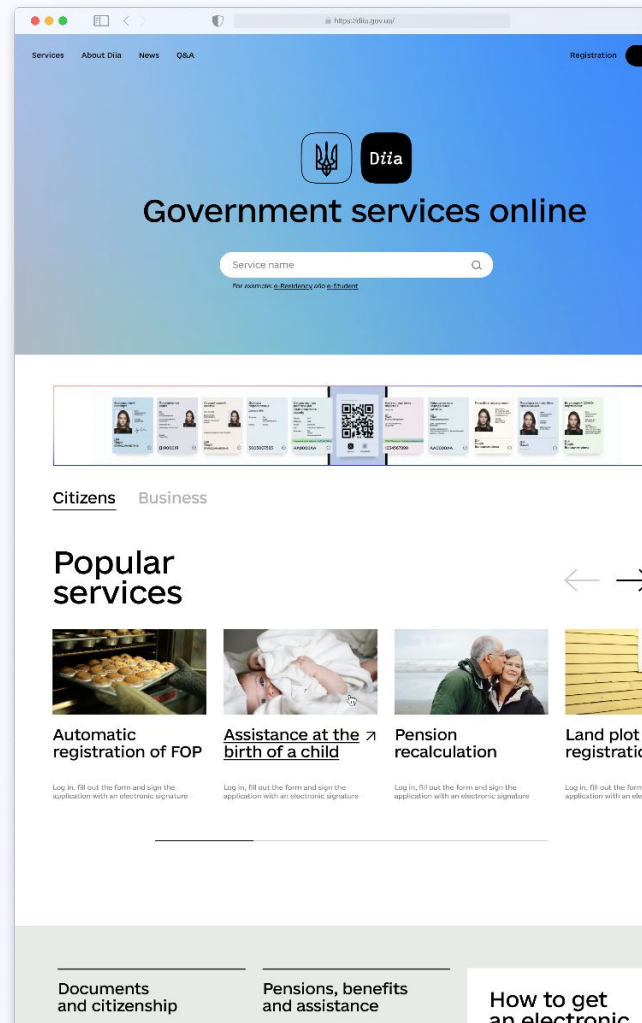
Digital documents, sharing and recovery of the lost one

## Entrepreneurship

Business and tax registration, Grants, Declaration, License

## Construction

Registration and Permits for all stages of construction



Proven case:

# Kyiv City Service with 2M+ users

Mobile App “Kyiv Digital” for residents is simple access to the documents and city services:

Electronic  
democracy: voting  
and petitions

Visit appointments  
to the service-  
centers

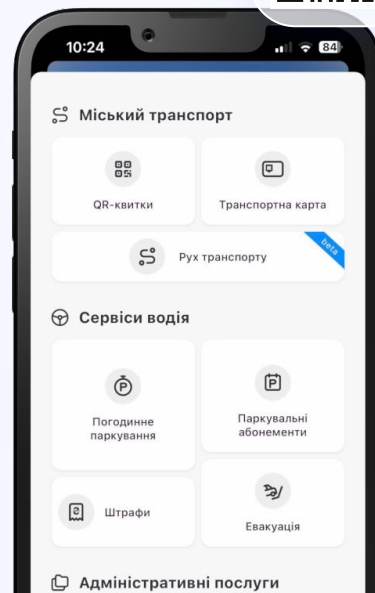
Notification of  
emergency situations  
and others

Transport  
ticket

Parking  
Payment

Paying the  
fines

Map of  
shelters





## Top-3 problem in GovTech



### Most of the public services are not digitized

The government maintains numbers of officers to serve inefficient paperwork and slow bureaucracy.

Residents stand in queues instead of devoting time to themselves, their family or business.



### Available systems are isolated and do not interact

The government doesn't not have a complete data about interests and residents behavior for decision-making.

Residents enter personal data that government already has. They must find each service and explore how it works separately.



### Separate development is too expensive and long

The government has limited time to market to launch new services.

Taxpayers' money can be used more wisely with more impact.

# What we offer

The logo for 'liquio' is displayed in a stylized, lowercase font. The letters 'li' are in a reddish-pink color, while 'quio' is in a purple color. The font is modern and sans-serif.

Digital state in a person's pocket

Produced and supported by  kitsoft

Watch a demo [video → here](#)



# One-stop-shop solution

Liquio is a SuperApp for public services launch  
based on AI-powered low-code platform



Digitalization most of the  
paper-based services



Immediate Polls,  
Petitions, Voting



Digital documents  
and verified sharing



Direct  
communication



Tax and fee collection  
much more efficient



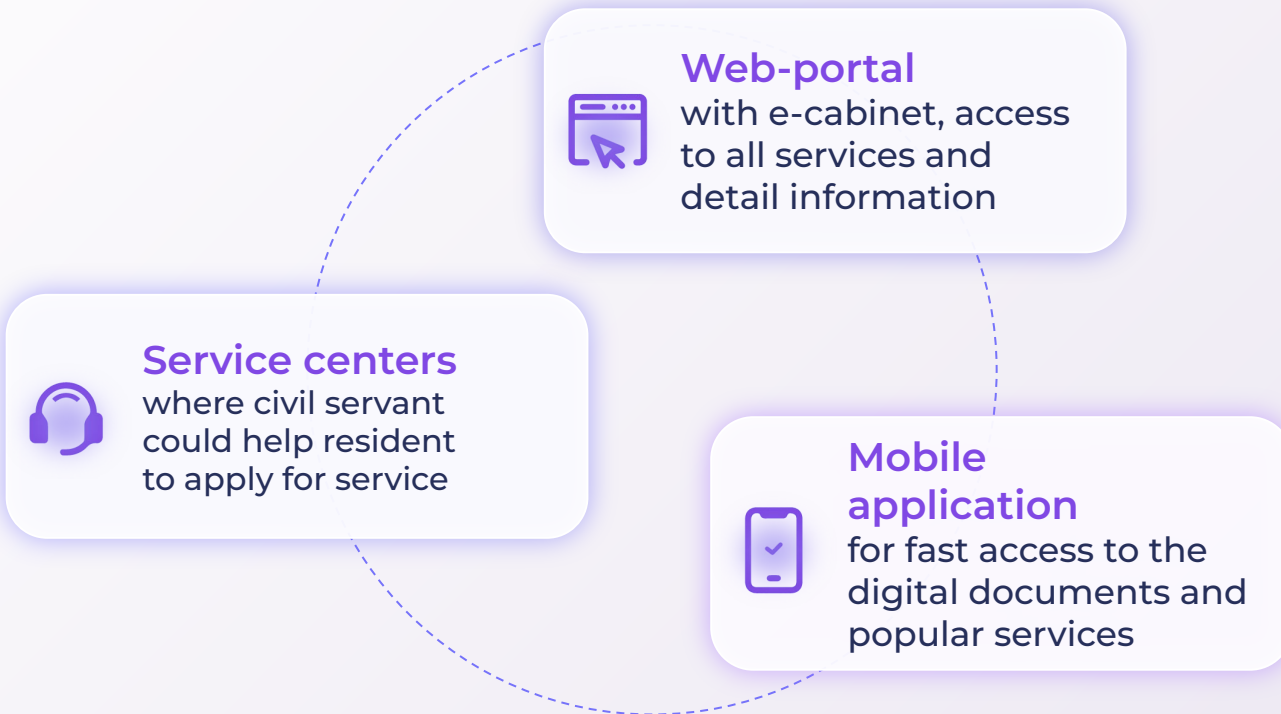
Integration under your  
one brand that ensures  
quality control



Powerful management  
and analytical system

# Digital state ecosystem

3 main channels to apply for public services



# What public services are available

you can launch all or any of them



Digital documents in Smartphone app



Registrations



Social services



Services for business

# Digital documents in Smartphone app



- identity card
- passport
- children's birth certificate
- driver's license
- vaccination certificate
- diploma
- information from the state registers  
(as property rights to real estate, etc).

## Registration

- Birth certificate
- Death certificate
- Marital status
- Change of Residence

## Services for business

- Business registration (small/medium/large)
- Obtaining the licence and permits
- Construction permits
- Tax payment
- Applying for grants

# Social services

Services in this category are aimed at supporting the population under certain life conditions, for example:

- Application for a subsidy
- Child support for single mothers/fathers
- Adoption support
- Support for a person with a disability from childhood and children with a disability
- Support for the care of a sick child, etc.



# Key benefits



## For Residents

- ✓ Direct access to all services online
- ✓ Personal documents in smartphone
- ✓ Fast, familiar and trusted service
- ✓ Accessible for disabled people

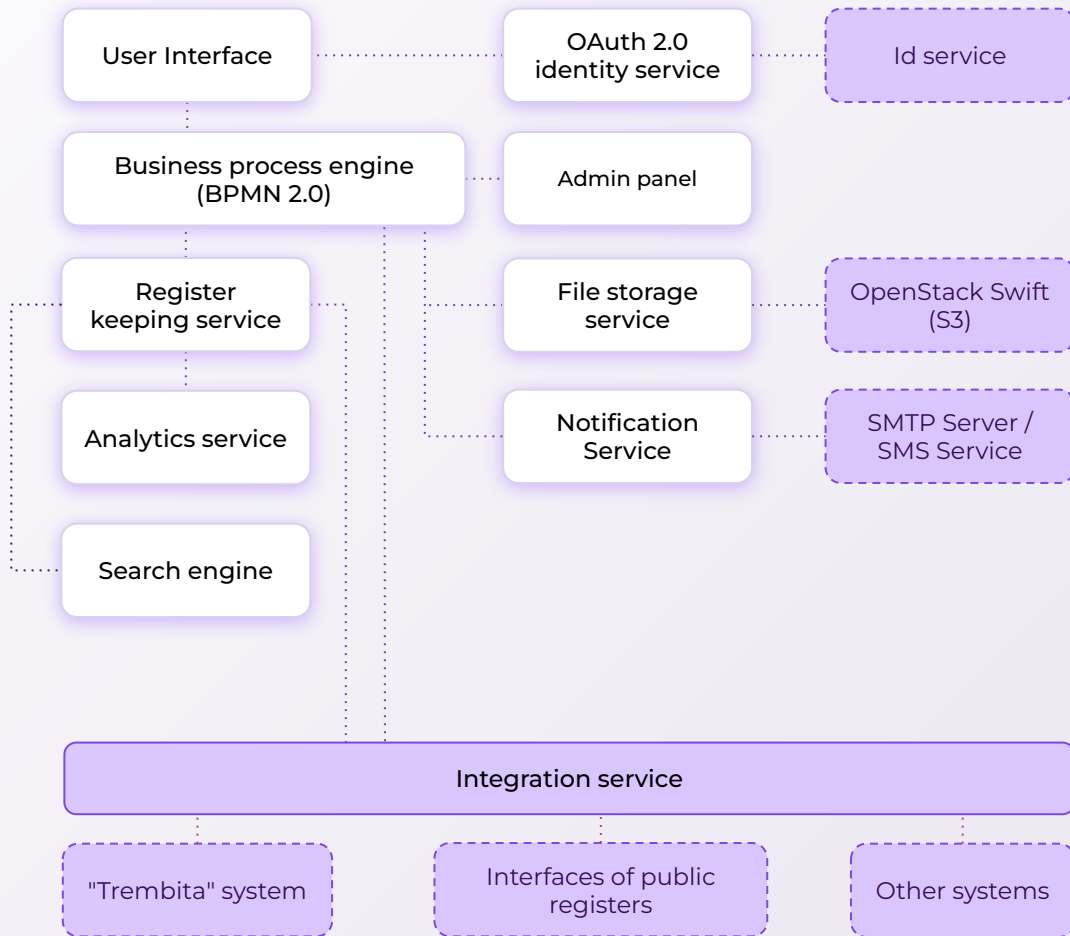


## For government

- ✓ Powerful management and analytical system
- ✓ Reduce costs
- ✓ Increase efficiency and quality control
- ✓ Direct communication channel with people

# Technical architecture

- Microservices
- Scalability
- Security
- Balancing
- Interoperability
- Low-code framework
- Flexibility to change
- Visualization of processes
- Monitoring and analytics
- CI/CD without downtime



# User roles on the platform



For citizens



For service  
designer



For support  
team



For decision  
makers

Authorization

Process  
constructor

Monitoring

Analytics



e-Cabinet

Application  
constructor

Problem solving



Online services

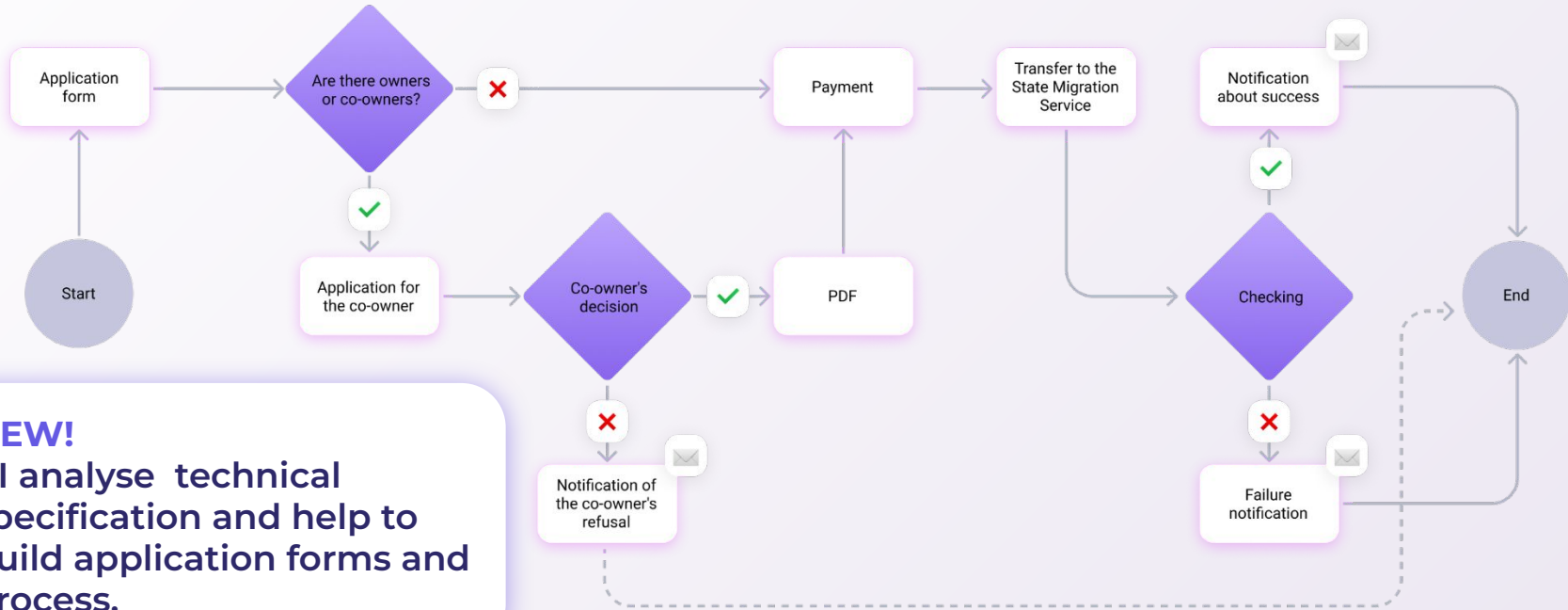
Register  
platform

Access rights

Notify

Integration  
framework

# Service designers can launch public service themselves



**NEW!**

AI analyse technical specification and help to build application forms and process.



# Integrated System Features

- **Process constructor**

Online services can be created and modified by staff without knowledge of programming languages, but business-oriented.

- **Application constructor**

It allows users to create and edit online application forms with service requests by "drag and drop" interface elements in a visual editor.

- **Register platform**

Usually, the result of providing a public service is input some information into the register or changing data in it.

- **Integration framework**

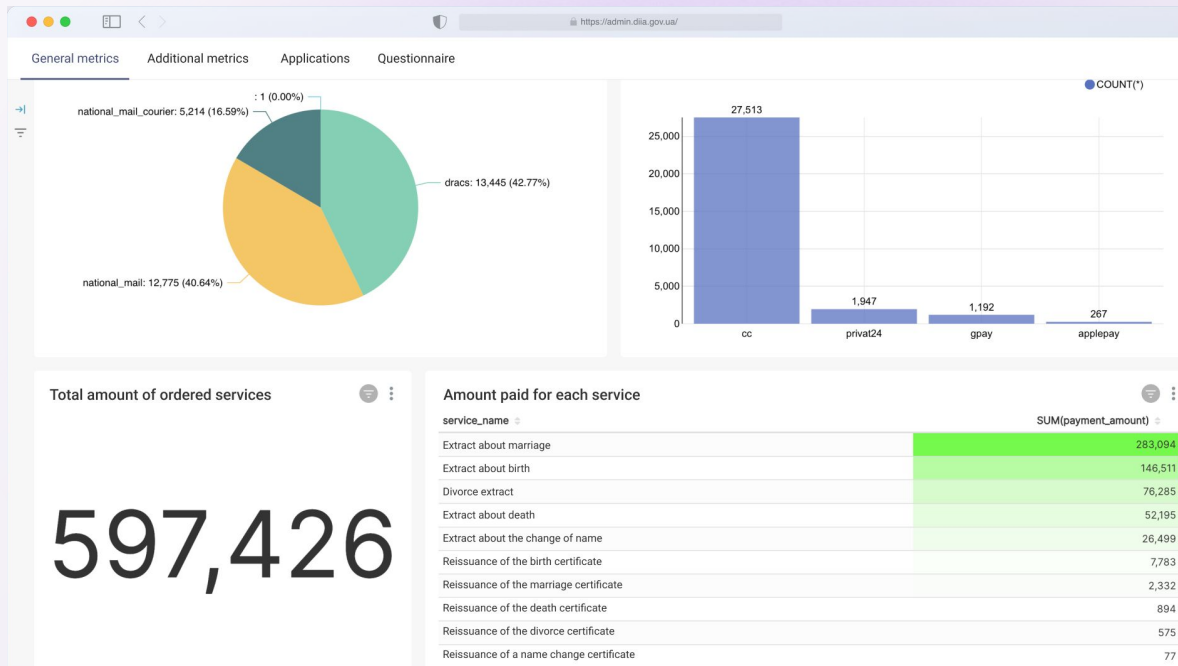
All services could exchange data with other state systems, banks, etc. Integration framework allows to configure interactions and transform data for reading by various external systems.



# Analytics Dashboard

The analytics module collects non-personal data from the results of online services

- Interactive data visualization tools;
- AI tools to analyse and create management solutions on it;
- Reports converting in Excel or other formats;
- Decision making based on data.





# Potential for development

In the future the customer can independently develop their portal and mobile application, easily modify or create new services on it.

## Liquio platform based on the low-code technology:

- ✓ Solution could be easily integrated with existing services and registries;
- ✓ Services can be created by multiple teams simultaneously without affecting the code;

You can launch several services per month moving very fast.

## We train the customer's team how to work with the platform:

- ✓ for technical specialists;
- ✓ for business analysts/service designers;
- ✓ for portal administrators;

We also can train local partners to implement projects together.

# What are additional benefits of this solution?



Solution could be integrated with existing services and registries



With “low-code” approach we can launch several services per month moving very fast



We can train local partners to implement projects together

**“We could learn  
from the  
Ukrainians.  
We need to get  
the Diia producer  
to bid for  
government  
contracts”**

**Bob Seely**

Member of the UK Parliament



# “Diia: Ukraine implements world leading digital government. What can we in Canada learn from Ukraine?”

Colin Deacon

Senate of Canada

[itworldcanada.com](https://itworldcanada.com)



# U.S. wants to export Ukraine's e-governance app to other countries

**Samantha Power**

Administrator of the United States Agency  
for International Development

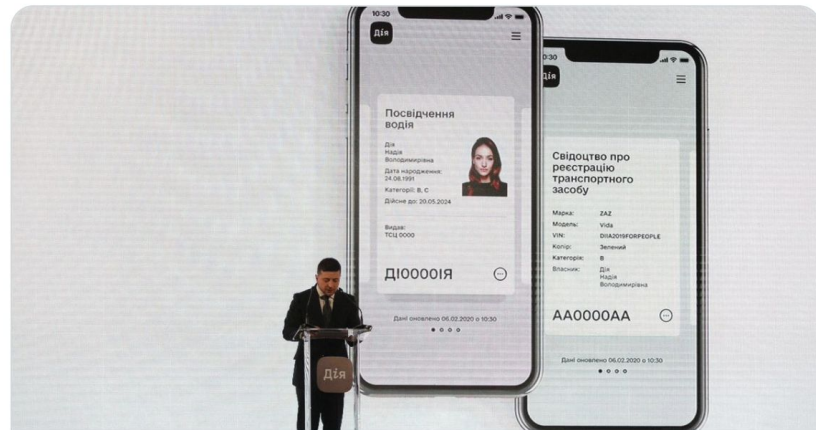
twitter.com



**Samantha Power** ✓  
@PowerUSAID

...

Millions in Ukraine use Diia, an app that provides access to over 100 government services. It's a shining example of Ukrainian ingenuity, and we're partnering with Ukraine on helping countries build apps like it that connect citizens with their government.



axios.com

U.S. wants to help export Ukraine's e-governance app to other countries  
Samantha Power will discuss the plan at Davos.

7:25 AM · Jan 19, 2023 · 527.4K Views

# Diia app is the first step towards building a state-service

**Volodymyr Zelensky**

The President of Ukraine

[president.gov.ua](https://president.gov.ua)





# Resilience through digitalization

Ukraine's 'Kyiv Digital' App  
Collects Top Honors at Mobile  
World Congress' Glomos

**Volodymyr Klychko**

Kyiv major

[itsinternational.com](https://itsinternational.com)



# Media Coverage

IT World Canada



Diia – Ukraine implements world leading digital government in the middle of a war. What's our excuse?

institute.global



How Ukraine's Digital Government Is Supporting Its Citizens During the War

restofworld.org



State in a smartphone: Inside Ukraine's effort to replace bureaucracy with an app

usaid.gov



U.S.-supported E-Government App accelerated the Digital Transformation of Ukraine

financialtime.com



What the digital front lines in Ukraine say about the future of war

facebook.com



Red Dot interface design winner

# Thank you!

## Let's do great things together!



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