Modern Public Administration

Less paperwork. Public services in one place.

The public partner chooses which services to modernise. We propose one place for residents and businesses to manage documents, appointments, obligations and applications. Agencies connect existing records, with advanced AI assisting throughout the process.

Residents and businesses

One sign-in for documents, certificates, change notifications, bookings, obligations and appeals. The personal account shows which facts are already on record, what is missing and when action is due.

Agency operations

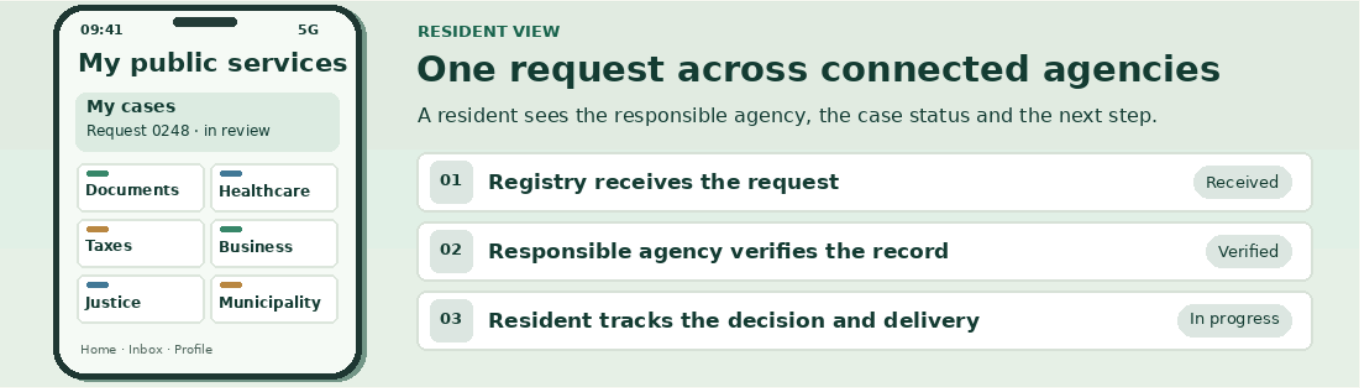
Intake, assignment, corrections and delivery share a case reference. The receiving team acknowledges the handover. Rules trigger routine steps and managers see where work is backing up.

Sectors chosen by the public partner

Modules can cover public payments, business permits, family and social services, health administration and court correspondence. Each authority retains its mandate and approves access.

Software, hardware and assisted access

The same service can be accessed by phone, computer, with staff assistance or at an accessible self-service terminal. We can design software, automation and equipment around the institution’s needs.



Proposed interface | demonstration data

How a permit application would work

Apply without re-entering information

A business applies for a permit. After signing in, it checks the available records and supplies only evidence the authority still needs. It receives a case reference and a list of next steps.

Advanced AI as a caseworker’s assistant

AI identifies the evidence type, flags inconsistencies and suggests the responsible team. Its draft cites the case evidence. An officer confirms or corrects the result.

Rules for routine work, accountability for decisions

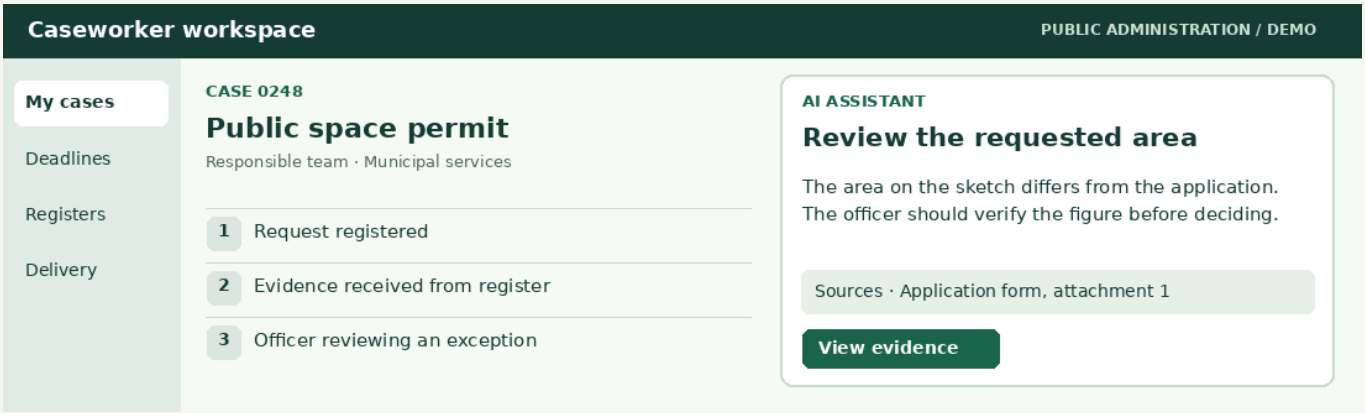
Configured rules calculate deadlines, acknowledge receipt and issue reminders. An authorised officer reviews disputed facts, determines rights and resolves appeals. The record shows who acted, when and on what grounds.

One correction, a visible outcome

If evidence is missing, the applicant gets a specific question. The receiving team sees the answer in the same case. Delivery, payment and challenges are linked according to the procedure’s rules.

What can be reused

The same workflow can support a certificate, grant, municipal charge or correction request. For each module the authority defines rules, permissions, source records and assisted access.



Proposed interface | demonstration data

Where the design comes from

Our research covered ten countries and the European digital identity framework. These examples show how specific design choices were informed. Each heading links to a primary source.

Serbia · ePisarnica

Already supports submissions, corrections and case tracking, with delivery to eSanduče. We propose connecting those steps with work inside and between agencies.

Estonia · X-tee

A data exchange layer links information systems. We propose retrieving authorised data from the responsible register and recording its source.

Singapore · LifeSG

Birth registration brings related family services together. We propose grouping services around the life event that triggers them.

Denmark · Digital Post

A secure mailbox handles correspondence with public authorities. We propose linking each notice, deadline and next step to the same case.

Finland · Suomi.fi

Electronic mandates support acting on someone else’s behalf in participating services. A trusted person could help without sharing login details.

Rwanda · Irembo

For a birth record, an existing registration permits automatic processing, while a missing record requires an official. We use this distinction to design exception handling.

Australia · Robodebt

The inquiry into automated welfare debts illustrates the cost of an unsound rule. Our safeguards include evidence checks, reasoned decisions and a route to challenge them.

What the partner gets and how to measure it

Choose the scope

The public partner selects a frequent service involving two teams. In a working session we map the current steps, remove redundant evidence requests and identify exceptions requiring review.

What GermanPro can deliver

Our software, hardware and automation team can deliver a prototype, staff workflow, applicant view, agreed integrations and performance reporting. Each system owner must approve access.

Set a target and measure it

A proposed target is at least 25% less active staff time per comparable case. Before and after the pilot we also measure waiting time, repeat visits, corrections, errors and completion with staff assistance.

An illustrative annual scenario

120,000 cases × 60% eligible for automation × 20 minutes = 24,000 staff hours a year. Actual budget savings are calculated separately from spending reductions after development, integration and operating costs.

A first working session

Which service frequently requires a second visit and involves two teams? A service name, responsible team and available aggregate figures are enough to start. Pilot results guide the decision to expand.

order@germanpro.net · GermanPro / Modern Public Administration