



CEF eDelivery AS4 Success Stories

October 2018

DIGIT
Directorate-General
for Informatics

DG Connect
Directorate-General for Communications
Networks, Content and Technology

eDelivery onboarding-race



PHASE

PROSPECTING

ELICIT requirements

COMMITMENT GATE

DESIGN

eDelivery infrastructure

SET UP

SELECT

eDelivery solutions

DEPLOY

eDelivery solutions

OPERATE

eDelivery solutions

CEF
DSIs

CyberSec
DG CNECT
ePayments
ECB

eHealth (AS4)
DG SANTE

eTranslation / ELRC
DGT

eHealth (SMP)
DG SANTE
EESSI
DG EMPL

ODR
DG JUST
eProcurement (*)
GROW | DIGIT
BRIS
DG JUST

EU-CEG
DG SANTE
PNR (*regulated*)
DG HOME
e-Justice | eCodex
DG JUST

Other
Policy
Projects

Customs Single Window
DG TAXUD
ECRIS
DG JUST
Maritime Single Window
DG MOVE
Central Clearance
Import **DG TAXUD**
IRMA
DG HOME
e-enforcement academy
DG JUST
IMI
DG GROW
Inland Waterway
Transport **DG MOVE**

CISE
DG MARE
eTransport Docs
DG MOVE

TACHonet
DG MOVE
eEvidence
DG JUST
EUDAMED 3
DG GROW
IRI
DG JUST

ICS2
DG TAXUD

DECIDE (upgrade)
SG
EPREL
DG ENER

NEW

Member
State
led projects
(including
CEF grants)

Utdataprojektet
DIGG

TOOP (once-only)
Development of NL
eDelivery gateway
Logius.nl

e-Impact
(CEF Transport)
**e-Boks
Nets and PostNord**

NOBLE project
(Postal Services)

Slovenia Supreme
Court's communications
Laurentius

Other
institutions

European Data
Protection Supervisor
European Aviation
Safety Agency
European Anti-Fraud
Office

Parliamentary Q +
Trialogue + OP
Parliament

European Citizens'
Initiative
European Union
Agency for Railways
European Chemicals
Agency

CiXP
The European Council
eDocX2017
DG HOME (EMCDDA)

ENTSO
(Gas operators)

NEW

(*) Also part of PEPPOL

A Connecting Europe Success Story

European e-Justice Portal

A Connecting Europe Success Story

European e-Justice Portal

CHALLENGE

10 million Europeans are involved in cross-border judicial procedures each year.

DG Just was charged with delivering a **one-stop-shop** for citizens, businesses and legal professionals across Europe.

WHO ARE WE CONNECTING



+



Courts in 24
European
Countries

European
Commission

BENEFICIARIES



Citizens can access cross-border legal services



Businesses can access cross-border legal services



Legal professionals can tackle cross-border cases digitally

BUILDING BLOCKS USED



POWERED BY THE CEF BUILDING BLOCKS

[eID](#) [eDelivery](#) [eInvoicing](#) [eSignature](#) [eTranslation](#)

European e-Justice Portal

USER NEED



A prosecutor in Amsterdam needs to acquire evidence from a judge in Luxembourg



1. Prosecutor and judge can securely login with their national [eID](#)
2. Legal documents are securely exchanged between different IT systems using [eDelivery](#)
3. Both parties handle case in their own language using [eTranslation](#)
4. Judge can electronically sign request for evidence using [eSignature](#)

KEY TAKEAWAY



Bogdan Dumitriu
IT Policy Officer at DG JUST

“ The fact that the **CEF building blocks** handle the development, maintenance, infrastructure and support of these key functionalities of our system is great, we can focus on where we can add the most value, dealing with issues relating to the justice domain. ”

A Connecting Europe Success Story

***Business Register
Interconnection System***

Business Register Interconnection System

CHALLENGE

Businesses are expanding beyond national borders thanks to the digital single market. This has led to an **increasing demand for information on companies** in a cross-border context.

DIGIT was challenged to build a system to connect 35 business registers across the EEA and provide a single point of access.

WHO ARE WE CONNECTING



+



Business
Registers in 31
European
Countries

European
Commission

BENEFICIARIES



Citizens: Increased consumer confidence in cross border commerce

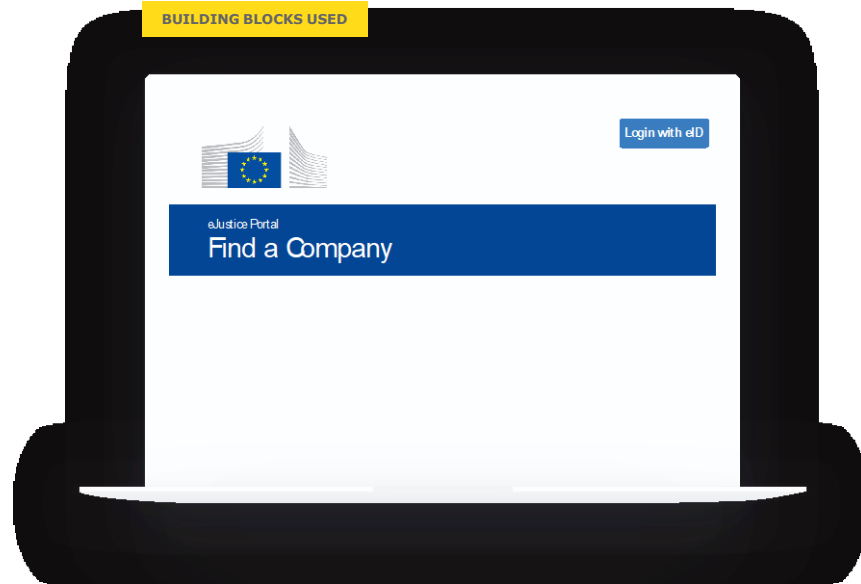


Businesses: reduced administrative burden for cross-border obligations



Public Administrations: increased legal certainty and faster cross-border procedures

BUILDING BLOCKS USED



POWERED BY THE CEF BUILDING BLOCKS

[eID](#) [eDelivery](#) [eInvoicing](#) [eSignature](#) [eTranslation](#)

Business Register Interconnection System

USER NEED



Cross-border businesses need to update their company information in all Member States registries in which they do business. This is costly and time consuming.



1. Businesses only need to register company information changes on their national platform
2. Messages are securely exchanged between the business registers of all 31 participating countries using [eDelivery](#) ensuring system records are up to date
3. Businesses, citizens and Public Administrations can search for company information in their own language thanks to [eTranslation](#)
4. Users can login to the European e-Justice Portal and save searches using their national [eID](#)

KEY TAKEAWAY



Vincent Dijkstra
Project Lead at DIGIT

“ CEF offers real value by offering a set of standards that projects can use to deliver a secure end-to-end solution.

Without the dedicated eDelivery support team we could never have delivered the project within the tight two year deadline.

A Connecting Europe Success Story

Online Dispute Resolution

A Connecting Europe Success Story

Online Dispute Resolution

CHALLENGE

Online shopping cross borders has the potential to **save consumers 11.7 billion** each year but increases the potential for misunderstanding and disagreement.

DG JUST was tasked with developing a user friendly, multi-lingual platform that connects consumers, traders and ADR entities.

WHO ARE WE CONNECTING



+



ADRs in 24
European
Countries

European
Commission

BENEFICIARIES



Consumers resolve disputes relating to cross-border purchases quickly and cheaply

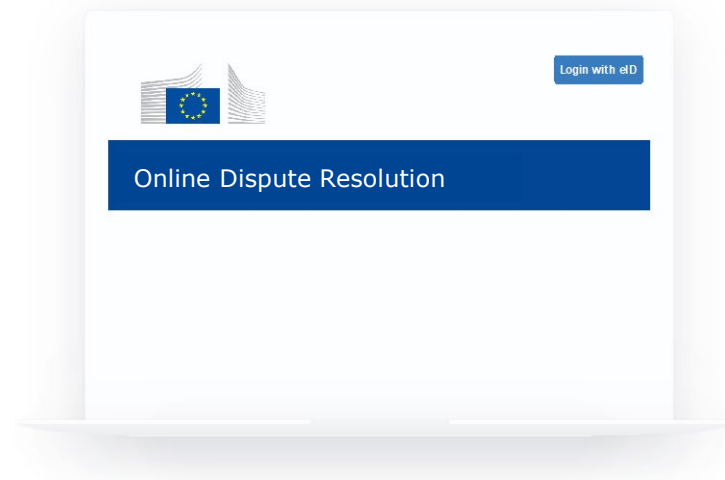


Cross-border traders can resolve online disputes effectively, securely & cheaply



Alternative Dispute Resolution bodies are more efficient at dealing with cross-border disputes

BUILDING BLOCKS USED



POWERED BY THE CEF BUILDING BLOCKS

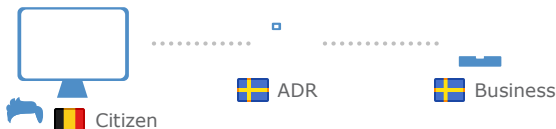
[eID](#) [eDelivery](#) [eInvoicing](#) [eSignature](#) [eTranslation](#)

Online Dispute Resolution

USER NEED



A consumer needs a quick and easy way to file a complaint about an e-commerce purchase without the time and expense of going to court



1. Consumers and traders can securely login with their national [eID](#)
2. Information is securely exchanged between different parties using [eDelivery](#)
3. Each party handles case in their own language thanks to [eTranslation](#)
4. All parties are connected and can interact with user friendly and multi-lingual platform

KEY TAKEAWAY



Xenos Xenophontos
Policy Officer DG Justice

“ Using the CEF building blocks simply made sense, they fulfilled the requirements of the project and contributed to the successful launch of the platform. ”

A Connecting Europe Success Story

***European Network of Transmission
System Operators for Gas (ENTSOG)***

A Connecting Europe Success Story

ENTSOG

European Network of Transmission System Operators for Gas (ENTSOG)

CHALLENGE

Electronic delivery is used to implement data exchange solutions to enhance communication between European gas operators. The aim is to strengthen the internal gas market.

WHO ARE WE CONNECTING



Gas Suppliers
and operators

+



Across the EU
Member
States

BENEFICIARIES



Increased transparency in (gas) retail markets and greater supplier competition lead to lower gas prices



Fairer access to gas markets across Europe, increased opportunities for cross-border trade and security of supply



Standardised legislation will enable a more open and liquid European gas market

BUILDING BLOCKS USED



eID eDelivery eInvoicing eSignature eTranslation

A Connecting Europe Success Story

ENTSOG

European Network of Transmission System Operators for Gas (ENTSOG)

USER NEED



ENTSOG is a non-profit association responsible for regulatory tasks on behalf of Europe's gas Transmission System Operators (TSO).



1. ENTSOG connects different TSO's by standardizing technical, operational and communication flows
2. Applicability Statement 4, AS4, is data exchange solution that enables secure Business-2-Business exchange
3. ENTSOG and CEF collaborated to make the ENTSOG system available for CEF eDelivery and share their best practice with fellow users

KEY TAKEAWAY



Jan Ingwersen
General Manager, ENTSOG

“ Collaboration with CEF has helped to promote ENTSOG's AS4 tool for effective, secure and reliable data exchange between many different TSOs. ”

A Connecting Europe Success Story

Laurentius

A Connecting Europe Success Story

Laurentius

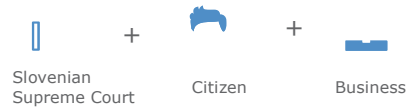
Slovenian Supreme Court and CEF

CHALLENGE




Electronic delivery enabled the Slovenian court to notify individuals and businesses of court notices and stop using registered mail.

Laurentius realized that a common European standard, like AS4, would have far reaching benefits.

WHO ARE WE CONNECTING



BENEFICIARIES

-  CEF eSignature ensures a high level of quality and reduces development costs
-  CEF eSignature DSS library enables reuse of existing software
-  Laurentius sped up the Slovenian judicial process through digitization, and thereby decreasing administrative tasks and paper

BUILDING BLOCKS USED



A Connecting Europe Success Story

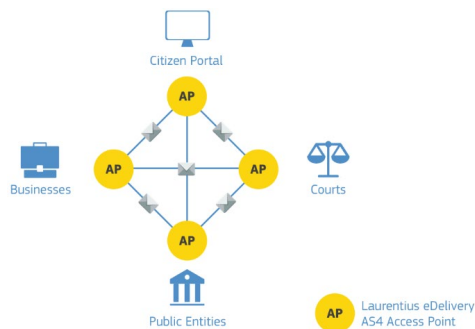
Laurentius

Slovenian Supreme Court and CEF

USER NEED



Laurentius required a digital program that would speed up the national judicial process while simultaneously ensuring cross-border communication with other European judicial systems.



KEY TAKEAWAY

“ You [CEF] have a great platform for testing if a solution is compliant to technical standards. ”

Jože Tihtaršič
Technical Lead at the
Supreme Court in Slovenia

1. Laurentius saved staff from mundane tasks and generated savings of over €4.5M per year.
2. CEF's eDelivery service offering canvas served as a model for Laurentius

A Connecting Europe Success Story

eBoks

A Connecting Europe Success Story

eBoks

CHALLENGE

Digital post such as email is not a secure method of delivering sensitive information and documents

eBoks is a mandatory Digital Post in Denmark, where authorities send secure electronic messages to citizens and businesses

WHO ARE WE CONNECTING



BENEFICIARIES



Secure electronic messaging to all citizens and businesses



Digital Post has 15 million users with over 400 million transactions per annum



The main users are in Denmark, Sweden, Norway but also in Finland, the United Kingdom, Luxembourg and Ireland

BUILDING BLOCKS USED



POWERED BY THE CEF BUILDING BLOCKS

eID eDelivery eInvoicing eSignature eTranslation

eBoks

USER NEED



Secure and efficient communication between public authorities, to send for example pay slips, and citizens and businesses is very important. The Danish authorities needed a standardised system that would enable this as well as cross-border communication. CEF and AS4 provided this.



KEY TAKEAWAY

“ We want to future-proof our products by integrating this new infrastructure. As CEF eDelivery is based on open standards for data exchange across the borders, we can provide better and cheaper services to new and existing customers. ”

Ulrik Falkner Thagesen,
CEO, e-Boks

1. E-Boks choose CEF's eDelivery to securely send digital mail by implementing AS4 within the OpenPEPPOL network.
2. The standardised AS4 system supports the secure exchange of tender information between the different eProcurement systems
3. E-Boks will have fully integrated CEF eDelivery by the end of 2018 meaning that e-Boks documents will then be exchangeable with all other CEF eDelivery systems across the EU

A Connecting Europe Success Story

***Improving cross-border cooperation
with The Once-Only Principle***

A Connecting Europe Success Story

Improving cross-border cooperation with The Once-Only Principle

CHALLENGE

How can businesses, citizens and public entities share data securely and only-once across European borders?

This initiative is driven by the once-only principle (TOOP)

WHO ARE WE CONNECTING

This initiative connects European citizens, businesses and public authorities.

BENEFICIARIES



European citizens and businesses

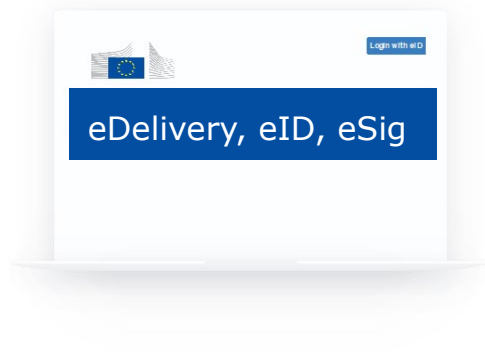


European public administrations and entities



EU's eGovernment Action Plan

BUILDING BLOCKS USED



POWERED BY THE CEF BUILDING BLOCKS

[eID](#) [eDelivery](#) [eInvoicing](#) [eSignature](#) [eTranslation](#)

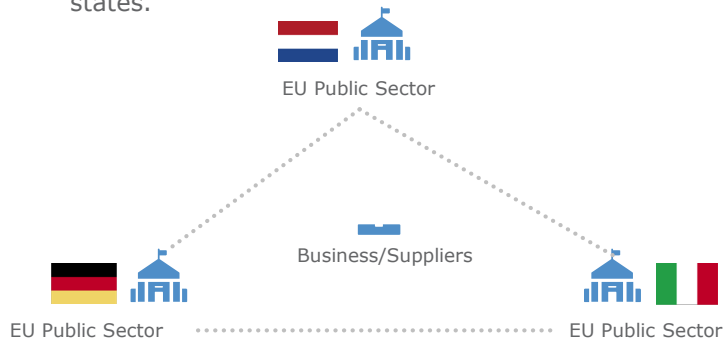
Improving cross-border cooperation with The Once-Only Principle

USER NEED



The Single Market, and especially the Digital Single Market, enable EU citizens and businesses to move across European border fluidly. However, registering in every EU member state can be a tedious process.

The Once-Only Principle envisions that citizens and businesses data is shared interoperable between governments to enhance mobility, reduce administrative overhead, and create transparency between member states.



KEY TAKEAWAY

- Project pilots have been selected based on their cross-border relevance, potential to reduce administrative burden, and feasibility of implementation
- Reusing TOOP's architecture will reduce costs for future eGovernment applications and service implementation for all Member States
- TOOP is a continuous project, that is still running various pilot projects to test and optimize the system.

A Connecting Europe Success Story

***AS4 supports law-enforcement
to fight terrorism***

A Connecting Europe Success Story

AS4 supports law-enforcement to fight terrorism

CHALLENGE

The atrocious terrorist attacks in Paris on 13 November 2015 and Brussels on 22 March 2016 showed that Europe needed to scale up its common response to terrorism.

One step towards the fight against terrorism is to transmit passenger data to law enforcement authorities. The Council adopted the EU Passenger Name Record (PNR) Directive.

WHO ARE WE CONNECTING

This initiative connects European law enforcement authorities with airlines to transmit passenger data to law enforcement authorities for all international flights to and from the EU.

BENEFICIARIES



European law enforcement authorities

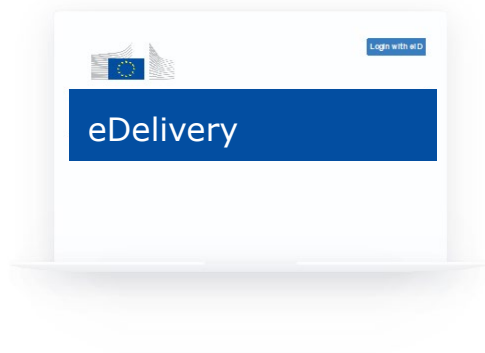


European public administrations



European citizens and airlines

BUILDING BLOCKS USED



POWERED BY THE CEF BUILDING BLOCKS

eID eDelivery eInvoicing eSignature eTranslation

AS4 supports law-enforcement to fight terrorism

USER NEED



Criminals and terrorists increasingly operate across borders and their activities often involve international travel. The **EU Passenger Name Record (PNR) Directive** helps EU law enforcement units receive passenger data by requiring airlines to transmit passenger data to law enforcement authorities for all international flights to and from the EU.

The **AS4 technical specification** offers a secure exchange protocol for Member States and businesses. The PNR promotes the use of AS4 as a secure exchange protocol to airlines.

KEY TAKEAWAY

- While the EU cannot mandate technical specifications, the PNR Directive does encourage AS4. Specifically it states:
“Industry and Member States should be encouraged to take the necessary measures so that AS4 becomes in the following years the reference protocol for the transmission of PNR data by air carriers to Member States’ PIUs.”
- The CEF eDelivery team offers training sessions and deployment support of the CEF eDelivery components to public authorities

Want to know more?

Read all the Connecting Europe Success Stories on CEF Digital

Yes Please!