

Netcompany

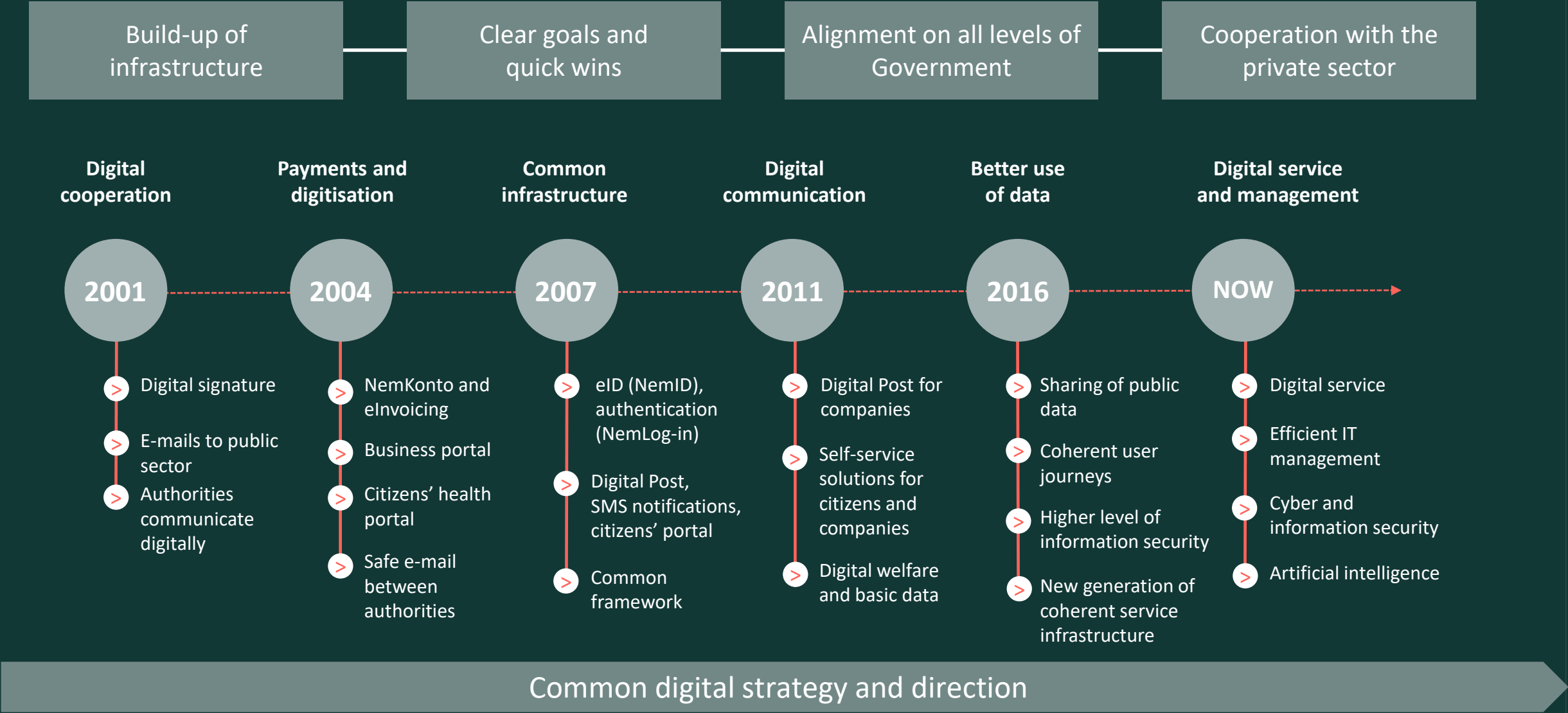
POSY OutputForum

Digitizing Public Sector – Lessons from The Danish Story

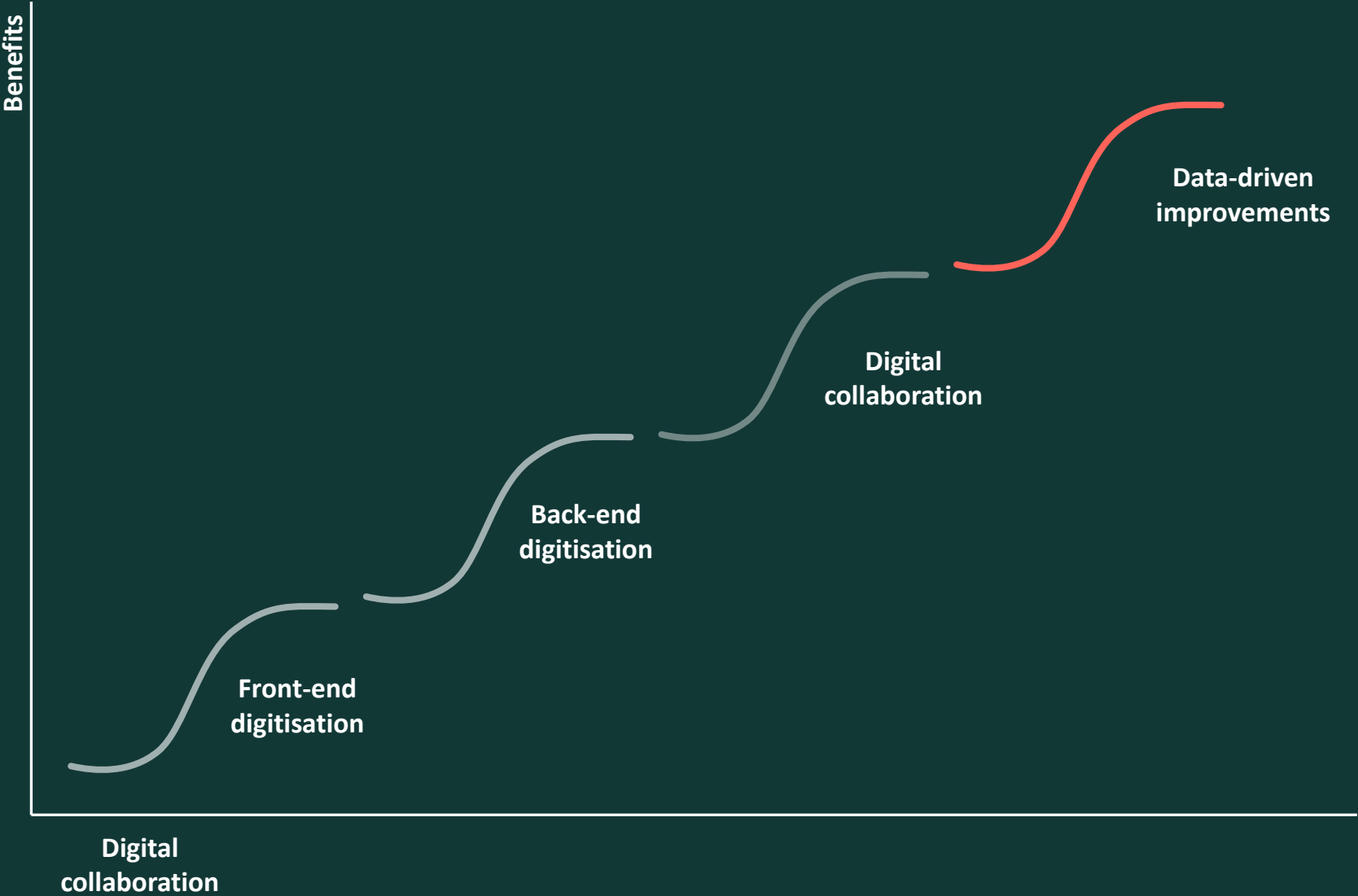
November 5, 2025

The Danish journey

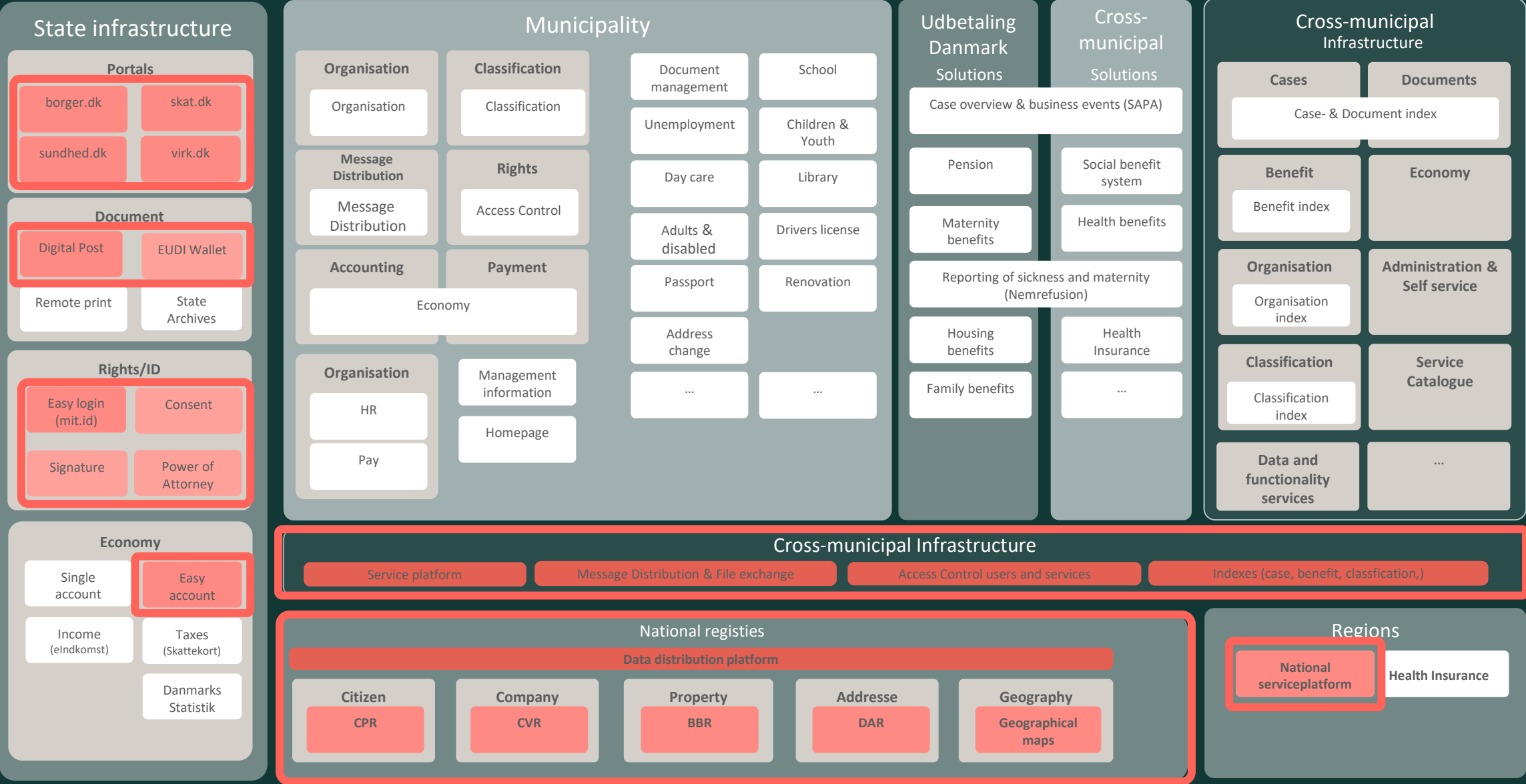
Success factors in the Danish digitisation journey



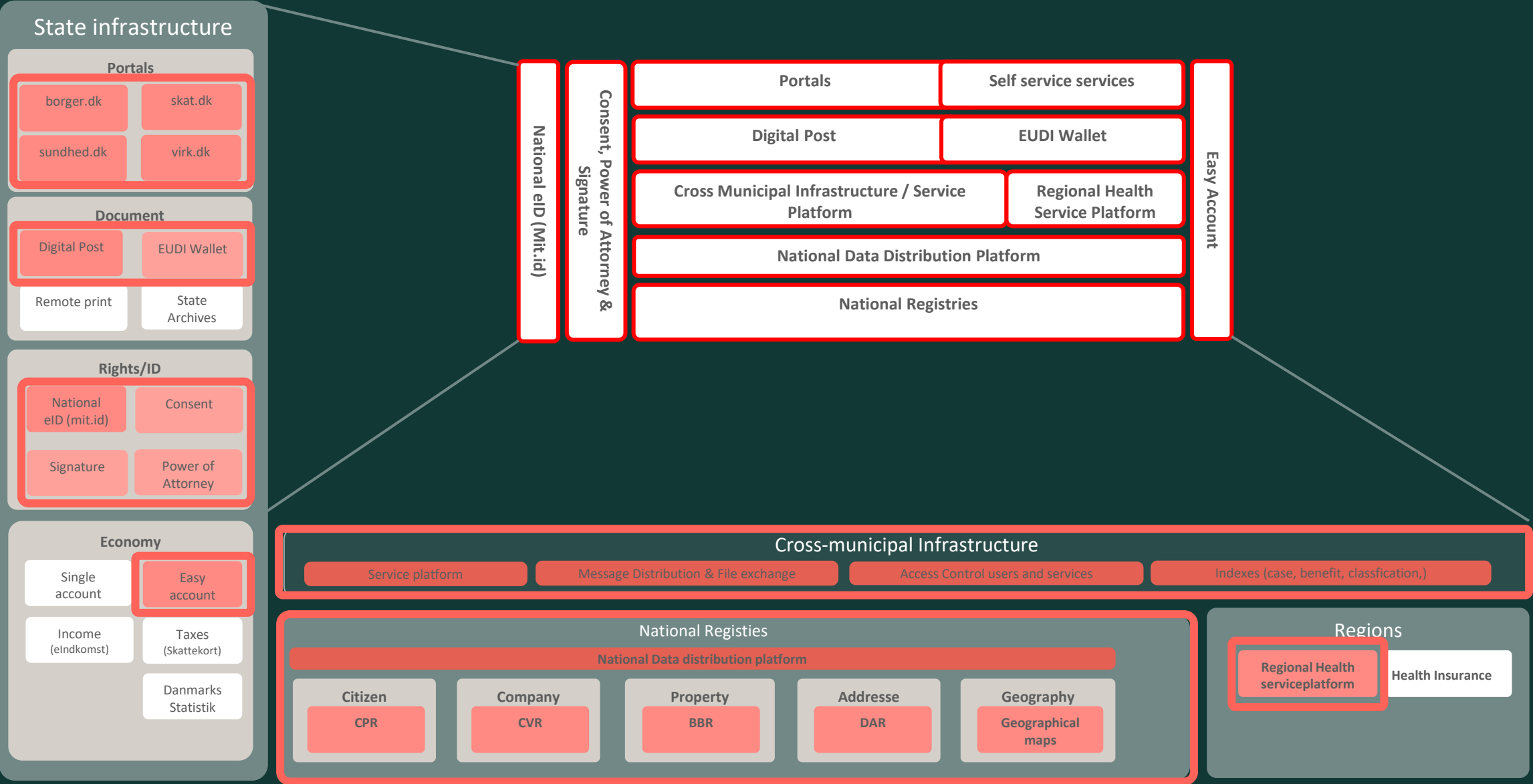
Danish Public Digitalisation S-curves



High level picture of DK Infrastructure



DK-Stack

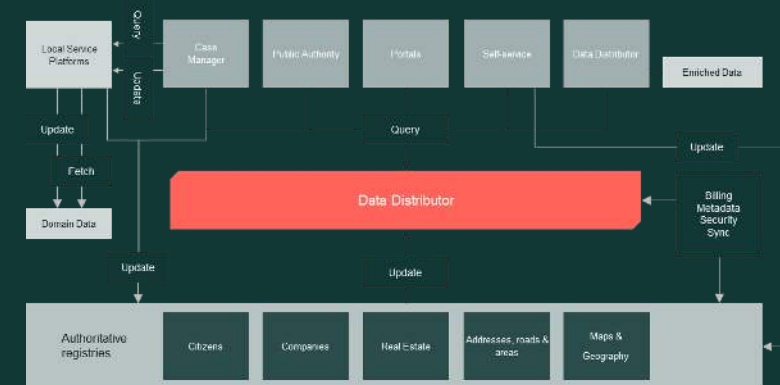
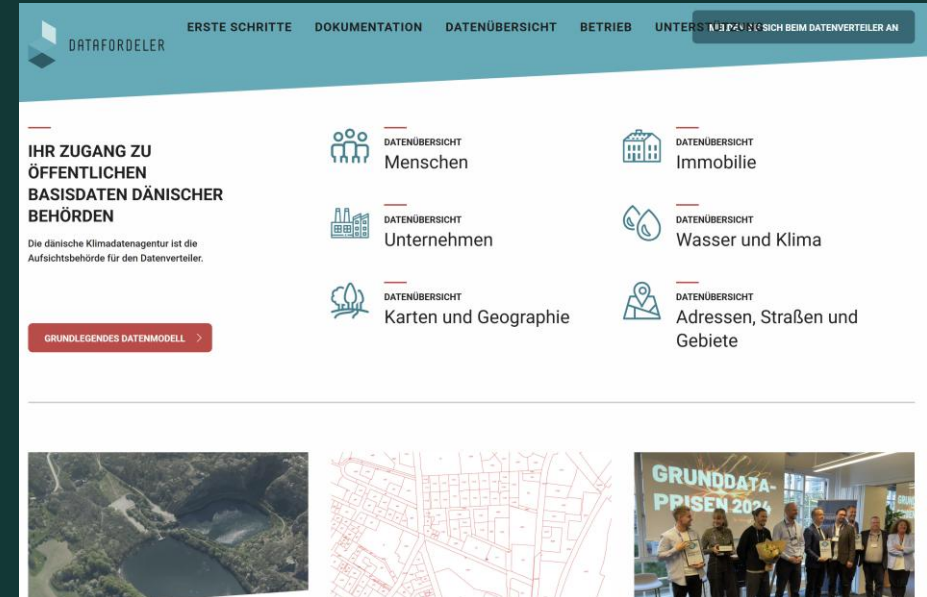


eID and Data is key

eID



Register (modernization)

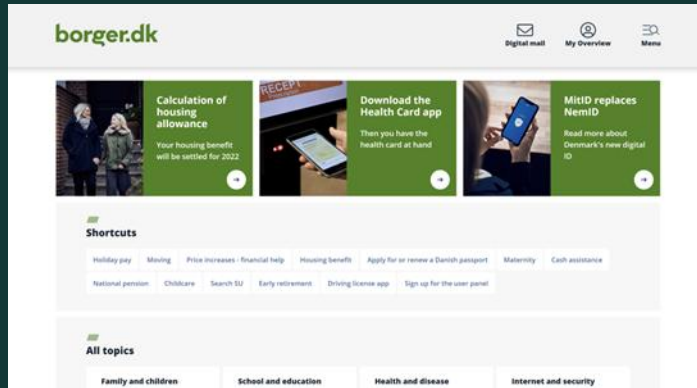


Citizens at the center

Portals

Next generation Digital Post

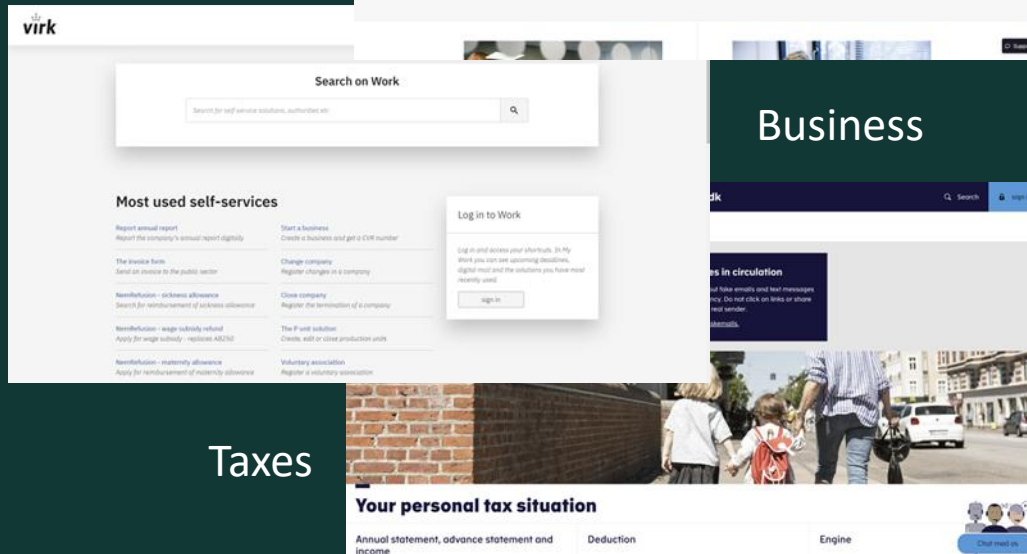
Citizen



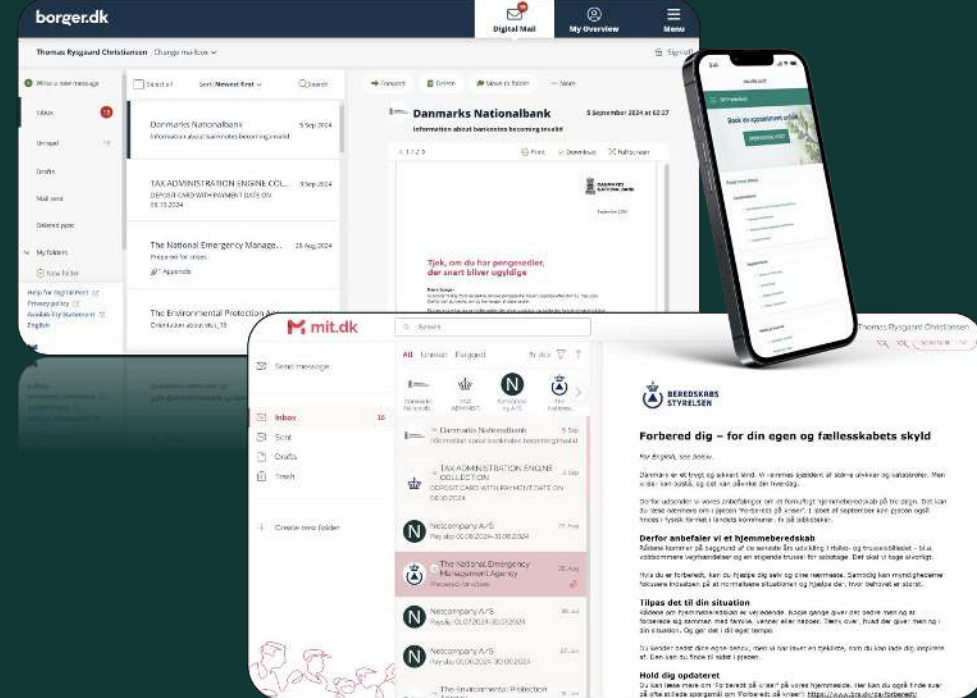
Health



Business



Taxes



1-5 years

2022

2020

2014

2013

2012

2001

Digital Public Services & foundation

Shared digital strategy and direction



Communication

94% uptake
83% satisfaction



MitID

5.5m users
89% satisfaction



Citizens' portal

111m visits annually
91% satisfaction



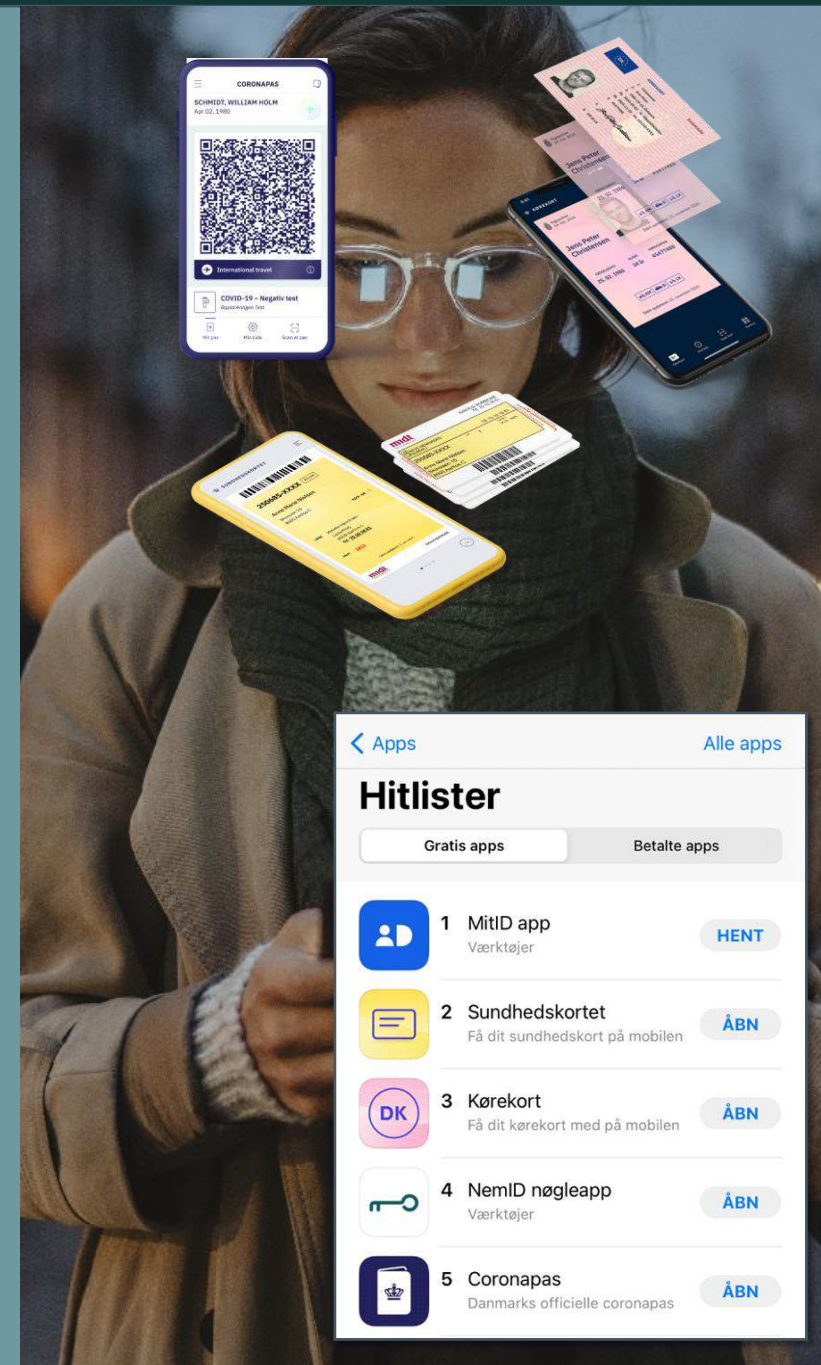
Trust

92% feel safe using solutions
81% trust data handling



Central Data registries

CPR, CVR, BBR, DAR, etc.
+20 Industries
+140 Authorities
+ 640m € in BC savings



The Citizen Portal

borger.dk



Digital Mail



My Overview



Menu

Your digital entrance to the public sector

Search at borger.dk



Shortcuts

Choice of doctor

Holiday pay

Moving

Maternity

Housing benefit

Search SU

Apply for or renew a Danish passport

Student debt

National pension

Childcare

Family benefits

Cash assistance

borger.dk



Digital Post



Min Oversigt



Menu

Din digitale indgang til det offentlige



Søg på borger.dk

Valg af læge

Feriepenge

Flytning

Børnepasning

Boligstøtte

Søg SU

Ansøg om eller forny dansk pas

Studiegæld

Folkepension

Familieydelse

Kontanthjælp

Netcompany

11

[Front](#) / [Help and guidance](#) / Life situations

- > What do you need help with?
- > Contact
- Life situations

Life situations

Get your personal guide to what you need to do and know — where you stand in life

When you have to move



When you move abroad



When you move to Denmark



When you start training



When you get a new job



If you become available



Foreigners in Denmark

Shortcuts for self-service

[Apply for citizenship \(Danish citizenship - by law\)](#)

[Inform the municipality of your new address and choose a doctor](#)

[Apply for proof of Danish citizenship](#)

[Apply for a residence and/or work permit](#)

Danish citizenship

If you have a residence permit in Denmark and want Danish citizenship, you can apply



Residence permit

In order to stay in Denmark, as a third-country national, you must have a residence permit



guide

Was the text clear and understandable?

- > Elderly and housing
- > Home help and elderly care
- Aids, consumer goods and home furnishings
- Identification card
- Web accessibility
- Pensioner abroad and health insurance
- Advice and supervision in the field of the elderly
- Learn more about IT and digitalisation

Older

Shortcuts for self-service

[Apply for mail to the door](#)

[Apply for home help](#)

[Order an EU health insurance card as a pensioner who does not live in Denmark](#)

Home help

If you find it difficult to cope with everyday life at home on your own, you can apply for home help



Housing for the elderly

If you are set on a home for the elderly or something else, you can choose freely among such homes



guide

When a death has occurred

Was the text clear and understandable?

Shared information in views for case workers and citizens

Case worker

SAPA OVERBLIK

Søg

Min side

Allan Korsman
Slagelse Kommune

050210-9242 - Jonna Frydendal

PERSON

Opret tværgående bemærkning

Tilføj til foretrukne

Kopier

Opret påmindelse

Overblik

Ydelsesoverblik

Adressehistorik

Familie- og bopælsamling

Bopæls- og familiesamlinger Visuel

Søg

Persondetaljer

Adresse :
Skovbrynet 38, 2800 Kgs. Lyngby

Statsborgerskab :
Danmark Se historik

Civilstand :
Ugift

Børn under 18 år :
0

Alder :
13

Tilmeldt digital post :
Nej

Kommune :
173 - Lyngby-Taarbæk Kommune

Indrejsedato :
-

Sognedistrikt :
Kgs Lyngby-Lyngby-T

Skoledistrikt :
Kongevejens Skole, Trøngårdsskolen

Sager

Vis sager hvor parten er :

Primær part

KLE-emne

Her er ingen information

SAPA

Allan Korsman
Slagelse Kommune

Advisgrupper

ADVISGRUPPER

Adressefritagelser

En advisgruppe er et regelsæt for, hvornår og til hvem der skal oprettes et advis.

Målgrupper

[Alle elementer] Her vises advisgrupperne i kommunen. Advisgrupperne er grupperet efter hændelsesområde.

Påmindelsestitler

[Aktive] Her vises de aktive advisgrupper i kommunen.
[Passive] Her vises de passive advisgrupper i kommunen.

Fællessegninger

Journalnotater

Advisoprydning

Revisionslog

Afregningslog

Sessionstider

Alle elementer

Aktive

Passive

Titel

Handlinger

Arbejdsskadehændelser (1)

Folkeregister (3)

Sagshændelser (1)

Sundhed og helbred (1)

Opret ny

Citizen

borger.dk

Digital mail

My Overview

Menu

Thomas Rysgaard Christiansen

Logout

My Overview

PERSONAL INFORMATION

Information about CPR, address, marital status, citizenship, children etc.

INCOME AND TAX

Income, tax card and annual statement.

FINANCIAL SERVICES

Payments of educational assistance, cash assistance, sick pay, unemployment benefits, etc.

DEBT

Debt to Udbetaling Danmark, e.g. pension, housing benefit, maternity, family benefits etc.

CASES

Status of cases and applications regarding educational assistance, employment matters etc.

PAYMENTS

Payments to the municipality, e.g. library fines and repayment of cash benefits.

SERVICES AND AIDS

Granted cleaning, home help, canes, wheelchair, walker etc.

AGREEMENTS AND DEADLINES

Have you been summoned to Defense Day (session) and conscription? See meeting times and deadlines

borger.dk

Digital Mail

My Overview

Menu

Thomas Rysgaard Christiansen

Sign off

My Overview

Personal information

What information can you see here?

Residence

See information about your place of residence. If you own one or more homes, you can see information about them here.

Personal information

Name, CPR number, marital status, etc.

Health

Journal from hospital, medicine card, laboratory results, etc.

Training

Education and place of education, contact information and Youth Card

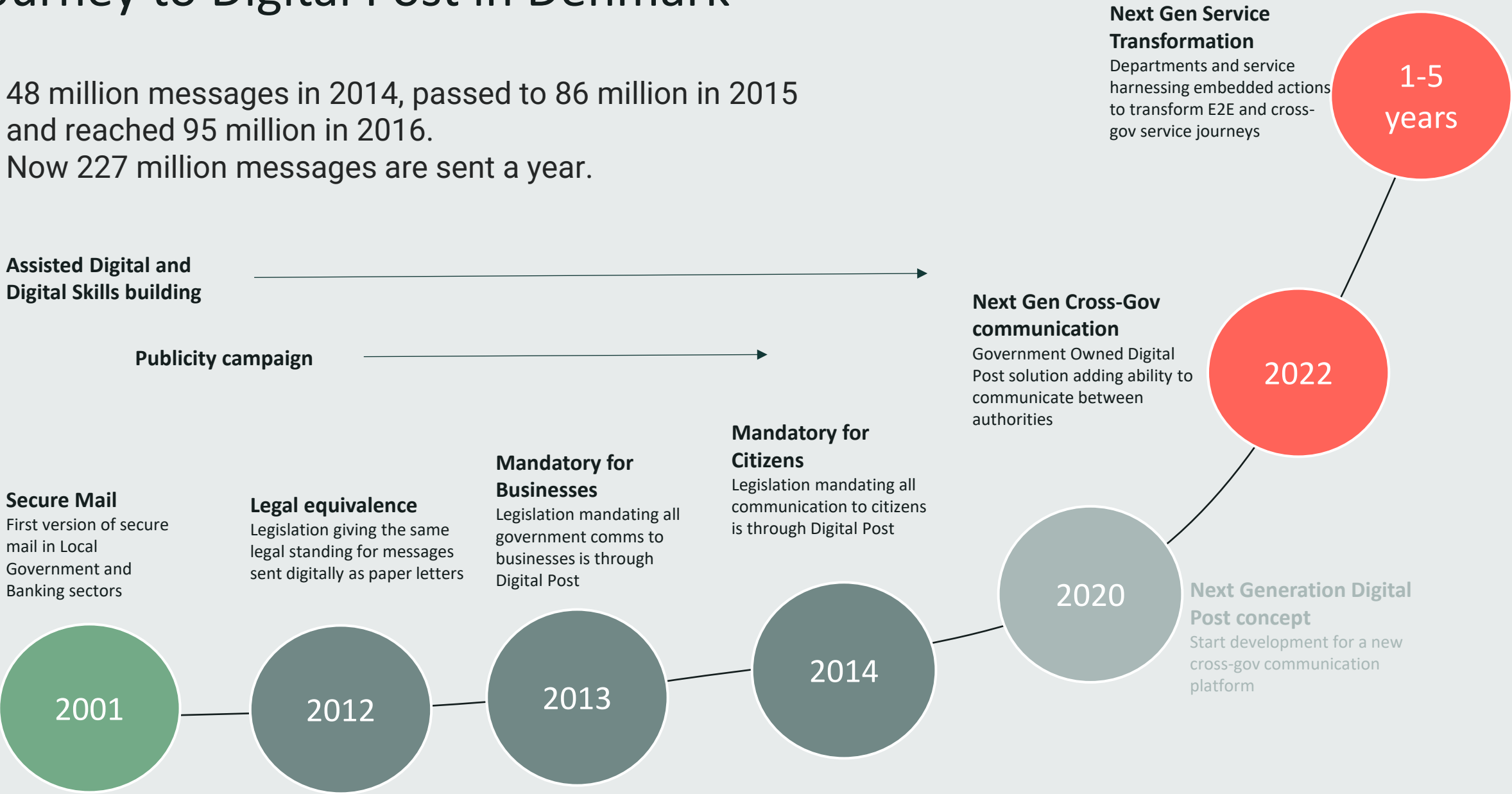
Evidence

Driver's license and approvals as professionally responsible in e.g. electricity, sewage or plumbing

Enhanced Communication Infrastructure

Journey to Digital Post in Denmark

48 million messages in 2014, passed to 86 million in 2015 and reached 95 million in 2016.
Now 227 million messages are sent a year.



Digital Post (NgDP) has become one of the most critical infrastructures in Denmark

- Digital Post is mandatory for Danish citizens and companies
- **94% of citizens (4.8M – from age 15) and 100% of all companies** are using digital post as their communication form with the authorities
- More than **252 milion messages** are sent a year (2024)
- Digital Post integrates to more than **15000 systems(!)**
- **Built and delivered by Netcompany for the Agency of Digitization**
- **In Denmark, Commercial Sector Digital Post is separate but Commmercial Viewclients have access to Public Sector Digital Post. mit.dk is an example (owned by Netcompany)**

borger.dk

Thomas Rysgaard Christiansen Change mailbox

Write a new message

Select all Sort: Newest first Search

Inbox 15

Unread 15

Drafts

Mail sent

Deleted post

My folders

New folder

Help for Digital Post

Privacy policy

Availability Statement

English

Danmarks Nationalbank 5 Sep 2024

Information about banknotes becoming invalid

TAX ADMINISTRATION ENGINE COLLECTION 3 Sep 2024

DEPOSIT CARD WITH PAYMENT DATE ON 08.10.2024

The National Emergency Management Agency 28 Aug 2024

Prepared for crises

Appendix

The Environmental Protection Agency

Orientation about visit_15

Danmarks Nationalbank 5 September 2024 at 02:27

Information about banknotes becoming invalid

1 / 2

Print Download Full screen

Tjek, om du har pengesedler, der snart bliver ugyldige

Kære borger

Vi skriver til dig, fordi en række danske pengesedler bliver ugyldige efter den 31. maj 2025. Derfor har du fået en seddel, som du har brug for at se på. Du kan se, hvilke sedler der bliver ugyldige, og hvilke der fortsat er gyldige.

mit.dk

Send message

Inbox 15

Sent

Drafts

Trash

Create new folder

All Unread Flagged By date

Danmarks Nationalbank 5 Sep

Information about banknotes becoming invalid

TAX ADMINISTRATION ENGINE COLLECTION 3 Sep

DEPOSIT CARD WITH PAYMENT DATE ON 08.10.2024

Netcompany A/S 29 Aug

Pay slip 01.08.2024-31.08.2024

The National Emergency Management Agency 28 Aug

Prepared for crises

Netcompany A/S 30 Jul

Payslip 01.07.2024-31.07.2024

Netcompany A/S 27 Jun

Pay slip 01.06.2024-30.06.2024

The Environmental Protection Agency 18 Jun

Orientation about visit_15

BEREDSKABS STYRELSEN

Forbered dig – for din egen og fællesskabets skyld

For English, see below.

Danmark er et trygt og sikkert land. Vi rammes sjældent af større ulykker og katastrofer. Men kriser kan opstå, og det kan påvirke din hverdag.

Derfor udsender vi vores anbefalinger om et fornuftigt hjemmeberedskab på tre døgns. Det kan du læse nærmere om i pjecen "Forberedt på kriser". I løbet af september kan pjecen også findes i fysisk format i landets kommuner, fx på biblioteker.

Derfor anbefaler vi et hjemmeberedskab

Rådene kommer på baggrund af de seneste års udvikling i risiko- og trusselsbilledet - bl.a. voldsommere vejrhændelser og en stigende trussel for sabotage. Det skal vi tage alvorligt.

Hvis du er forberedt, kan du hjælpe dig selv og dine nærmeste. Samtidig kan myndighederne fokusere indsatsen på at normalisere situationen og hjælpe dér, hvor behovet er størst.

Tilpas det til din situation

Rådene om hjemmeberedskab er vejledende. Nogle gange giver det bedre mening at forberede sig sammen med familie, venner eller naboer. Tænk over, hvad der giver mening i din situation. Og gør det i dit eget tempo.

Du kender bedst dine egne behov, men vi har lavet en tjekliste, som du kan lade dig inspirere af. Den kan du finde til sidst i pjecen.

Hold dig opdateret

Du kan læse mere om "Forberedt på kriser" på vores hjemmeside. Her kan du også finde svar på ofte stillede spørgsmål om "Forberedt på kriser": <https://www.brs.dk/da/forberedt/>

MeMo format with embedded actions enable outcomes...



Read

Modern Digital Post based on the "MeMo" format. Define actions, links and meta data around every messages



Pay

Citizens and companies can pay fees easily directly from messages including recurring payments



Forms

Fetch specific and structured information from Citizens through a secure and transparent channel.



Sign

Citizens can sign documents both in mit.dk and in company self service



Book

Let your Citizens book meeting with the authorities



Consent

Request consent from your Citizens for various business processes



System integration

Direct integration with case management and call centre systems to remove rekeying and enable automation



Connect

Flow orchestration framework to knit together actions, triggered by a MeMo or through links for "Connected flows".



View clients

API architecture enables multiple view clients so authorities can show Citizens' mail in their own Apps.

Interoperability at it's core



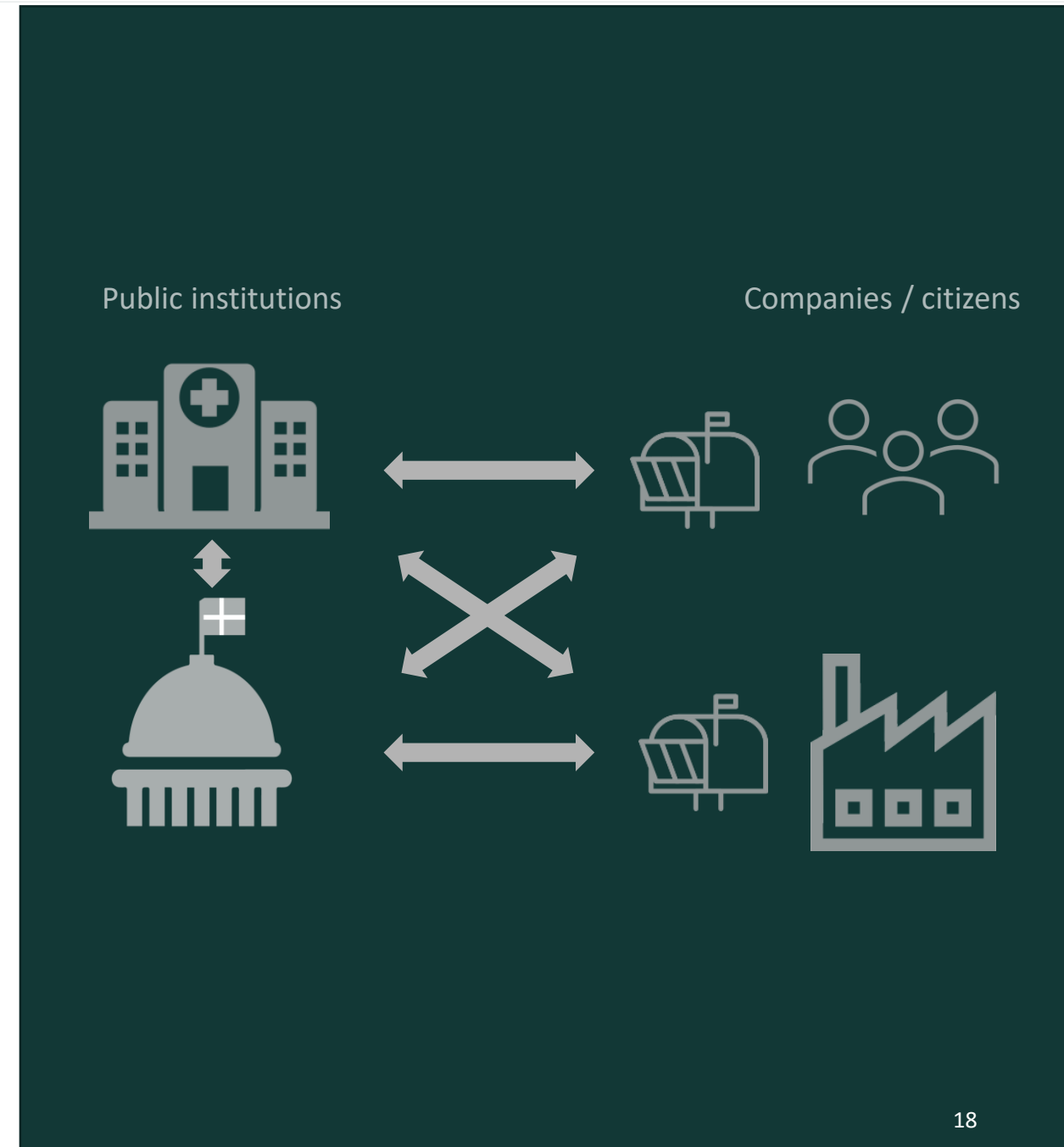
- Who is it for and who is the Sender? Is the Sender allowed to send to the recipient?



- How is the Letter classified, and what (domain) is it about? What Recipient System should it be delivered to? Is it part of an existing thread? Does it have a Case Id attached to ease Case management in Authority?



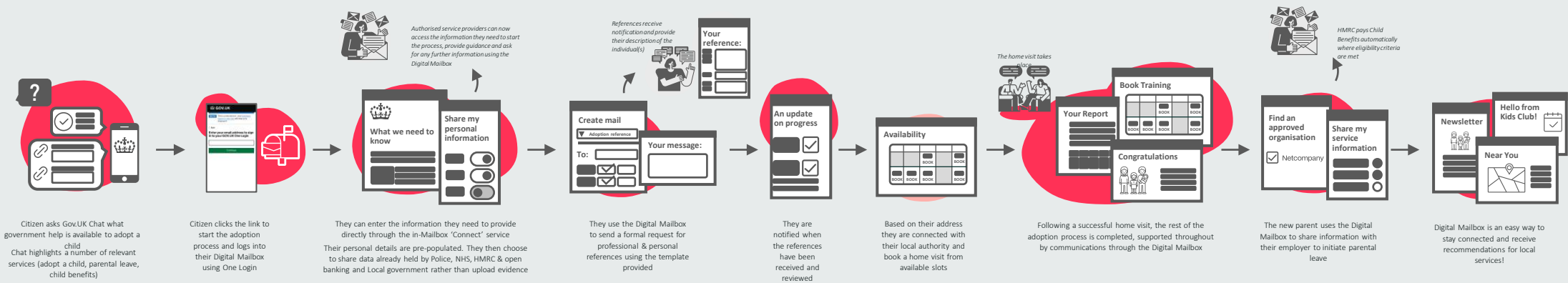
- Let the right Recipient read the content – Metadata allows organizations to make sure not only the right Authority get's the message, but also the right department and even the right Employee/Caseworker to receive data in the correct System.



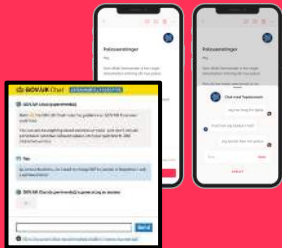
Case: Providing coherency and vision for citizen journeys

Digital Post

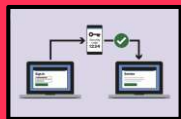
ILLUSTRATION OF POSSIBLE CHILD ADOPTION USER JOURNEY



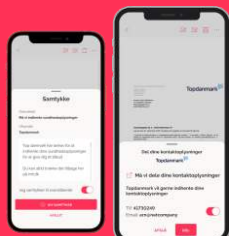
THE EXISTING MITT.DK (DIGITAL POST) AND GOV.UK SERVICES SUPPORTING THIS USER JOURNEY



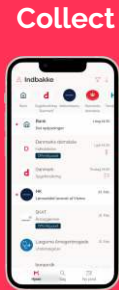
Chat



OneLogin



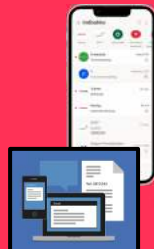
Consent



Collect



Share



Notify



Book



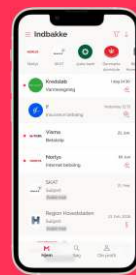
Pay



Connect



Sign



Interact

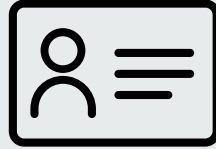
Netcompany

The Communication Infrastructure & EUDI Wallet

Every EU citizen and resident in the Union will be able to use a personal digital wallet

European Digital Identity (EUDI) is a framework for exchanging verified small datasets based on templates, typically tied to an identity

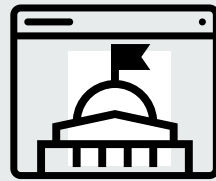
These datasets can be stored in the EU wallet



Identify yourself

Prove your age

Prove right to reside, to work, or to study



Open a bank account

Access public services

File tax returns



Use a medical prescription anywhere in Europe

Rent a car using a digital driving licence



Check-in to a hotel

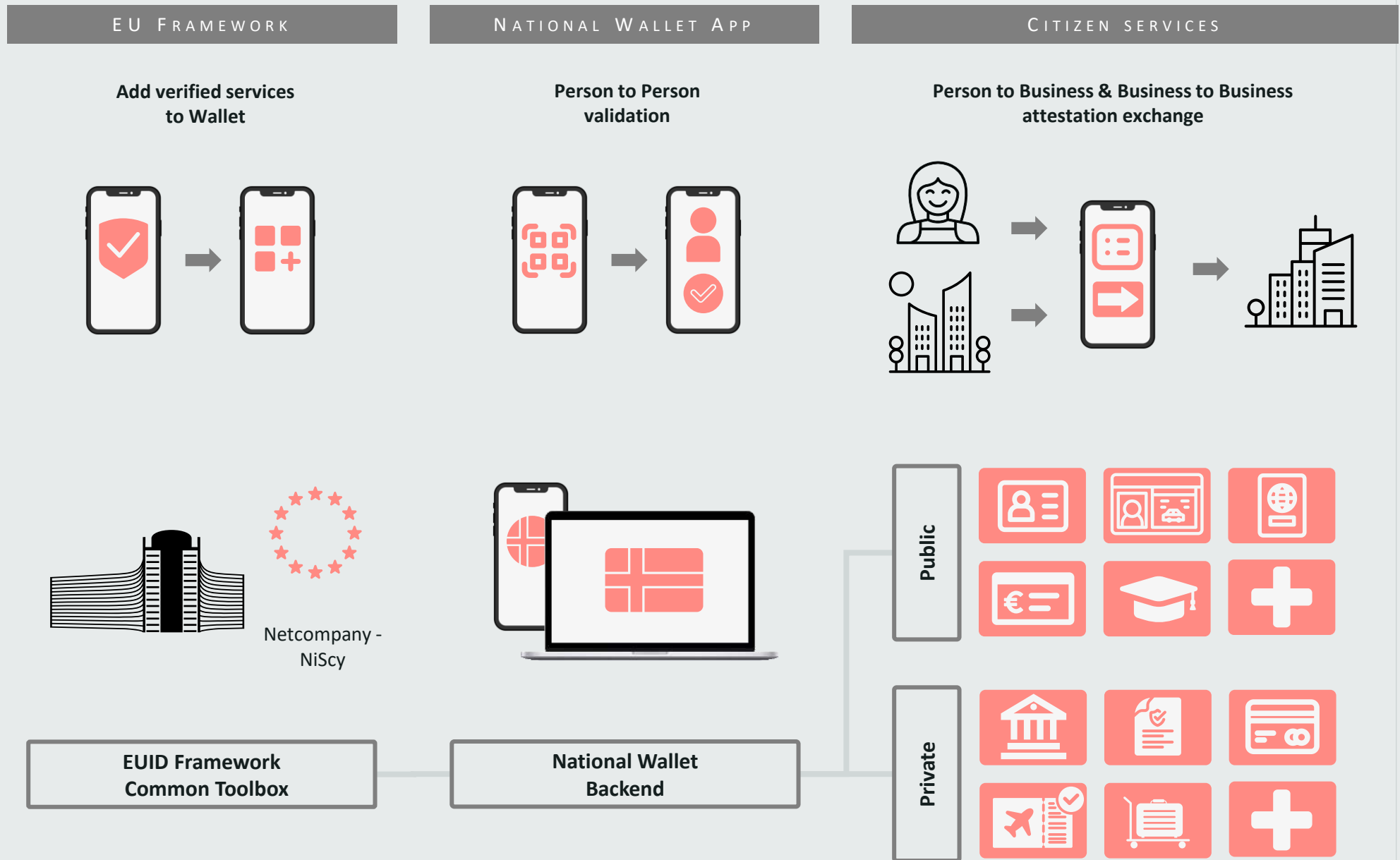
Every time an App or website asks us to create a new digital identity or to easily log on via a big platform, we have no idea what happens to our data in reality. That is why the Commission will propose a secure European e-identity. One that we trust and that any citizen can use anywhere in Europe to do anything from paying your taxes to renting a bicycle. A technology where we can control ourselves what data is used and how.

Ursula von der Leyen, President of the European Commission

September 2020



EUDI wallet service overview



Permission sharing amongst private and govt' stakeholders

Your medicine is ready to pick up...here's your doctor's permission

**PHARMACY**

NAME

MARGOT FONTEYN

ADDRESS

GLÖCKSWEG 44
12322 MUNICH

SOCIAL SECURITY #

3432667



Sec. no. 0031 LH2442

Buy online

Your ticket is ready for the concert. Just show it at the entrance

UNITED TICKETS

SEAT

N/A

ROW

N/A

EVENT

LENNY KRAVITZ

1 TICKET

DATE

START

#193421

27OCT24

19:45

NAME OF PASSENGER

GROUP

SARA LUNDELL

FLOOR



Sec. no. 0031 LH2442

Deutsche Bank is requesting ID in relation to you loan application. Do you allow sharing this?

**EU ID**

IDENTIFICATION No

1345231435

NAME

ADAM DAVIDSEN

BORN

CITY

NATIONALITY

1009:1975

ODENSE

DK

GENDER

M



Share

Sixt is requesting a valid drivers' licence for your car rental request.

POLITI

LICENCE

DRIVERS LICENCE

DENMARK

MORTEN GRAULUND

DATE OF BIRTH

AGE

EXPIRES

10.09.1975

49 YEARS

10.09.2035

PERMISSIONS

CARD NUMBER

B | B+ | C1

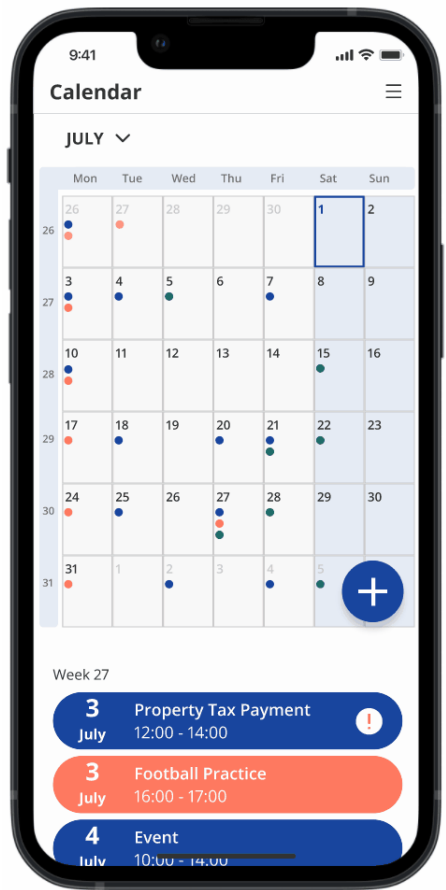
22335232



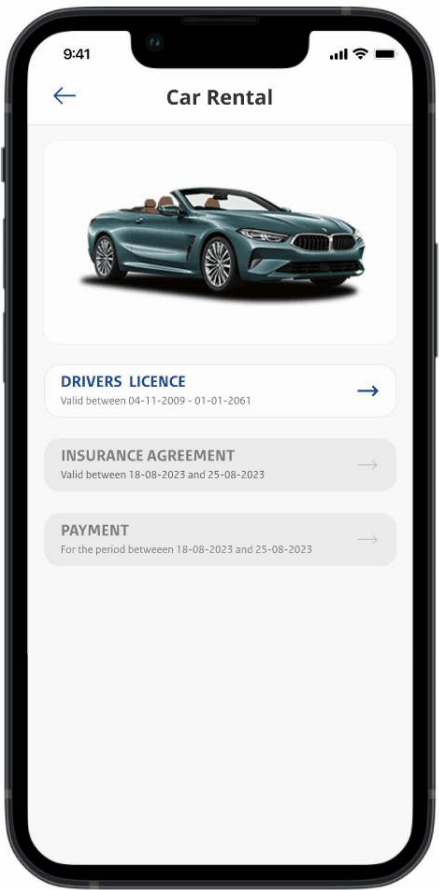
Share

National wallet
services and
business
applications

PAYMENT



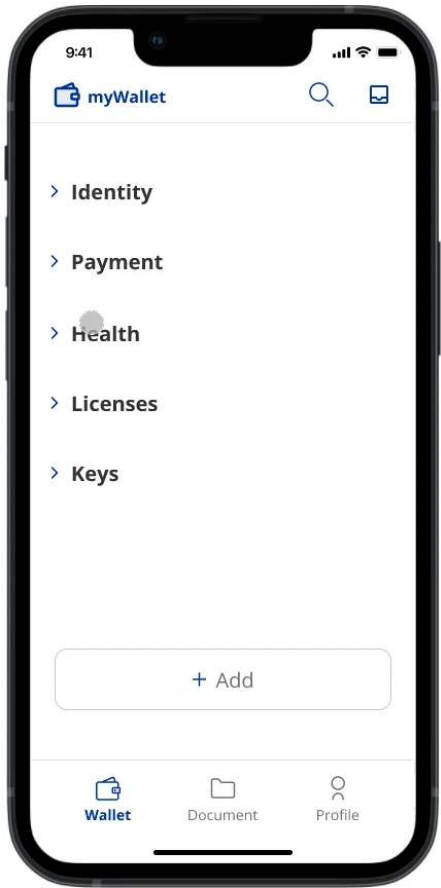
CAR RENTAL



National wallet

Health data

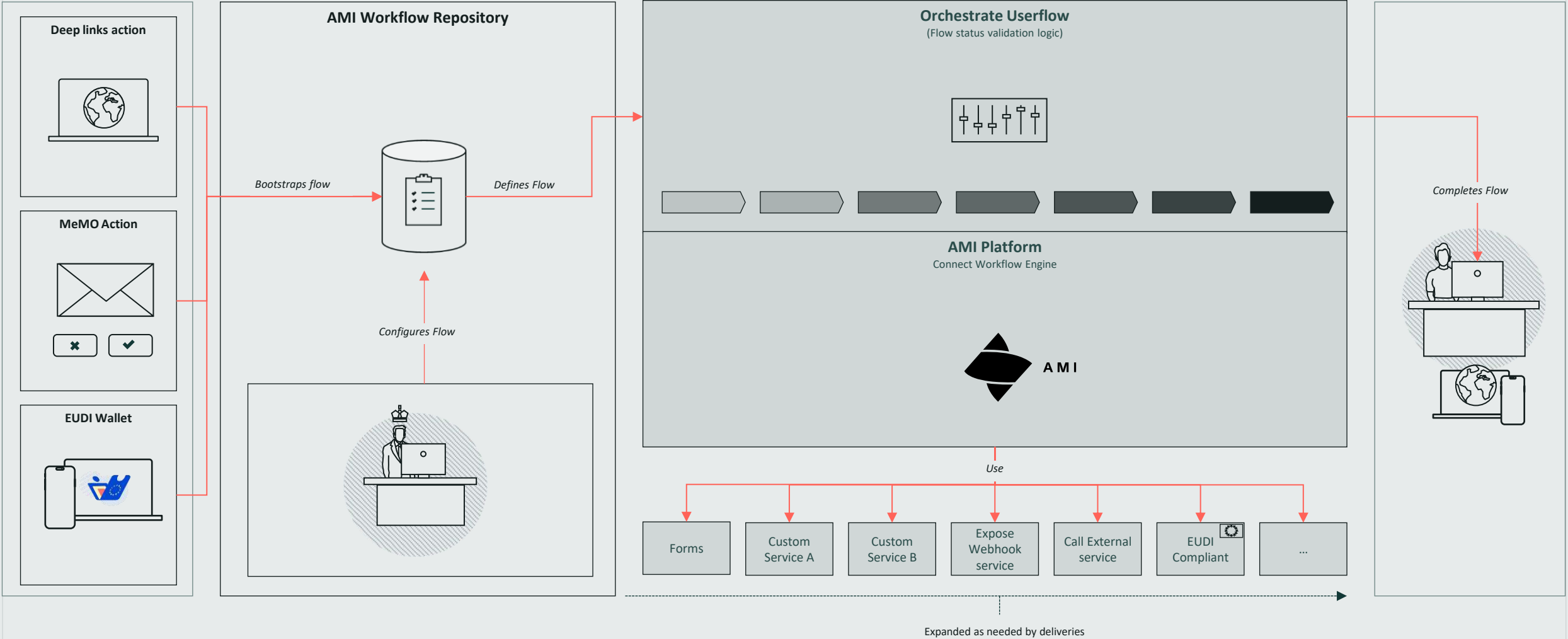
HEALTH DATA



MEDICAL FORMS



Future vision: Digital Post as an accelerator for Secure communication



Where are we taking service
delivering with AI

Why a Cross-Government AI service



Burden Reduction

Better and shared use of data and services

Benefits

- Reducing frontline staff asks
- Reducing decentralized infrastructure
- Centralizing policy fulfillment



Authoritative Information

Governance of information across government services and portals

Benefits

- Ensuring governance of information offered to the public
- Ability to manage outdated and erroneous information



Personalised User Journeys

User centric journeys using personal and contextual information

Benefits

- Ensuring privacy preserving personalized user experiences
- Ability to precisely address complex life situations based on personal data
- Automating personalized user journeys meeting individual citizen needs



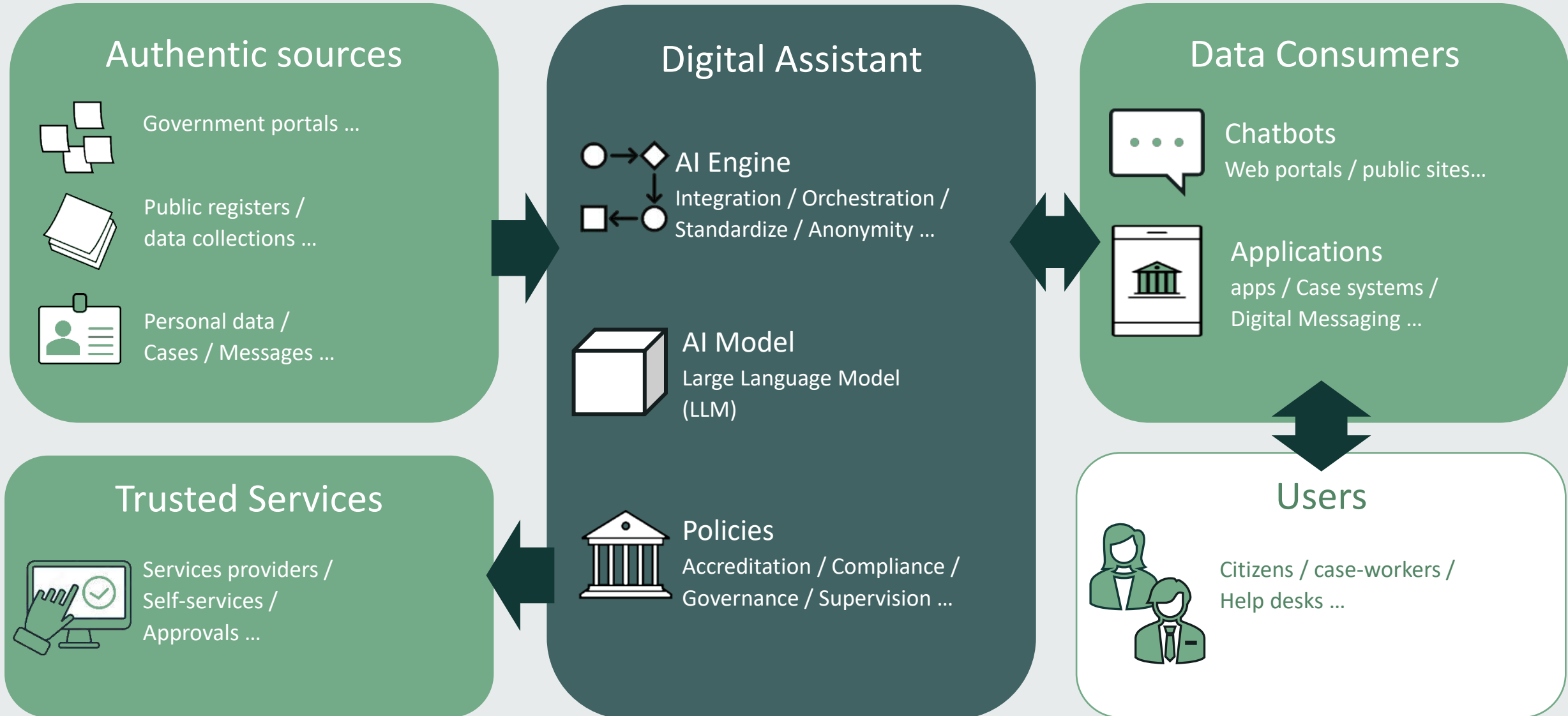
Better Public Services

Improving cross government services

Benefits

- Ensuring uniform recognizable services cross government
- Intelligent user centric journeys crossing organizational service offerings
- Ability for citizens to simplify complex tasks in one user journey
- Digital inclusion and accessibility

Key elements of a cross-government AI service



Capabilities of the Digital Assistant

Web portals



Crawl websites

Public registers



Push curated data

Public Announcement outlets



Query realtime data

Private data registers & communication infrastructure



Query as authenticated citizen

Service providers

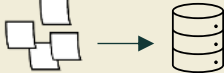


Action as authenticated citizen

Digital Assistant

Information

Unstructured



[Raw data]

Curated



[Structured data]

Realtime



[Dynamic data]

Agent2Agent



[Personal data]



[Service Providers]

Exposure

Chatbot



< User Input >

Control

Governance



[Audited sources]

Privacy



[No data-sharing]

Sovereignty



[Closed ecosystem]

Chatbot
via public front door (Web
Portals)

Combined information



Personal context
Tailored information



Updated information



Personal health info
Hospital messages



Book appointments
Report illness



Personal AI Agents

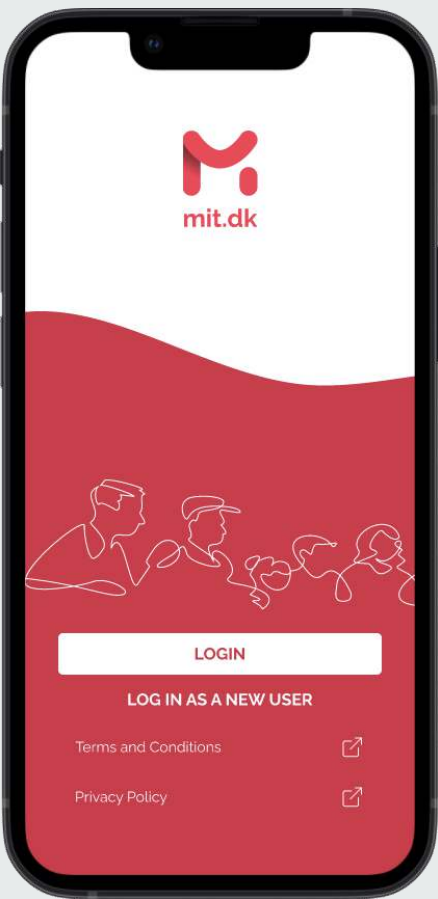
AI will take the user experience in mit.dk even further, enabling users to gain enhanced insights into all the messages stored on the platform.

This use-cases listed are only the tip of the iceberg, and more use-cases will develop as the users get more accustomed to using the AI tool.

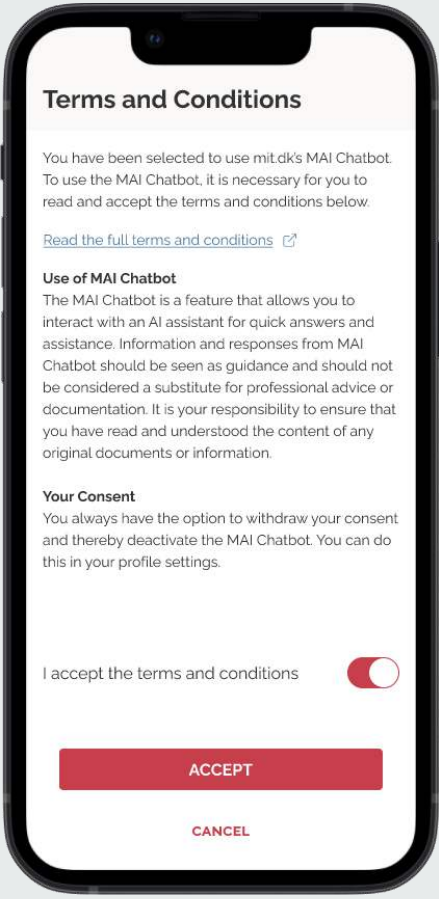
The AI engine, will not only benefit the end-users, but also the organizations' sending messages through reduction of support questions the receivers could have answered themselves, freeing up time and resources focusing on increasing service value instead.



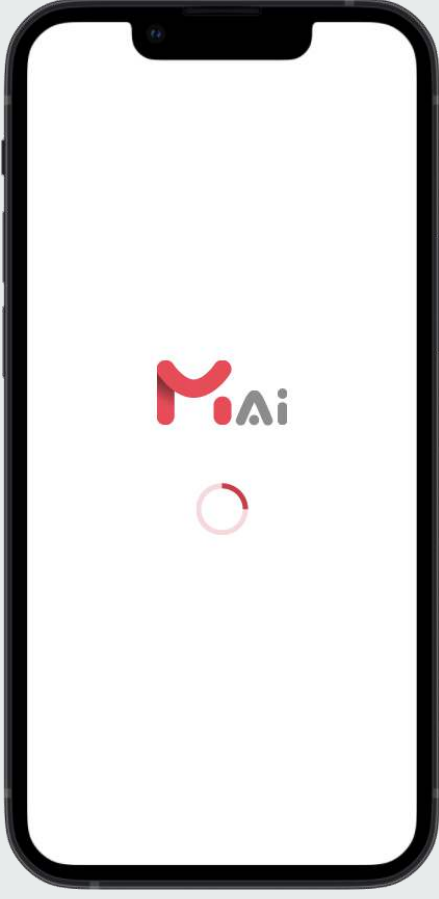
Onboarding mit.dk AI Chatbot



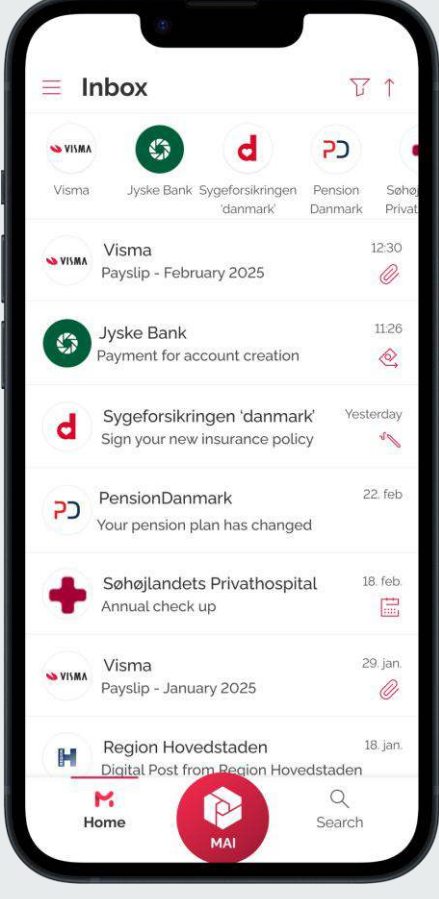
1
Login



2
Accept terms & conditions

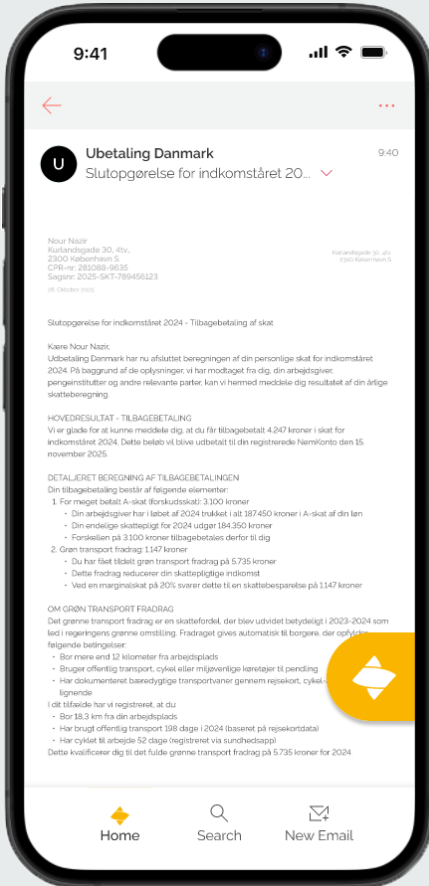


3
MAI loading



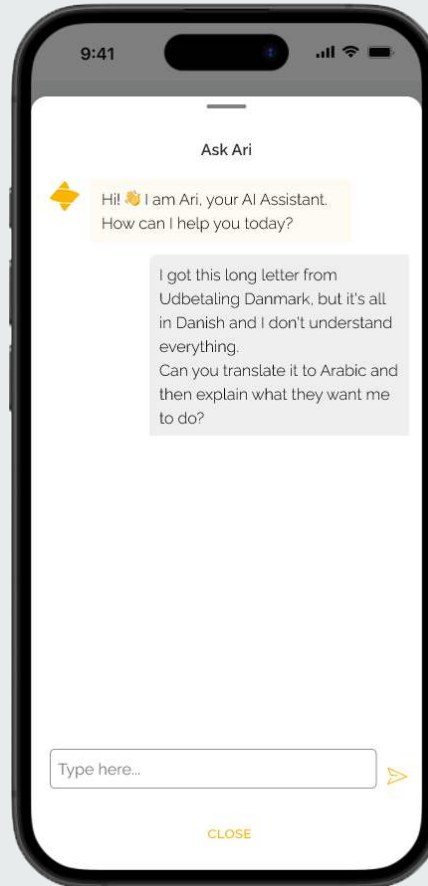
4
MAI visible in inbox

What is this letter about and what do I need to do?



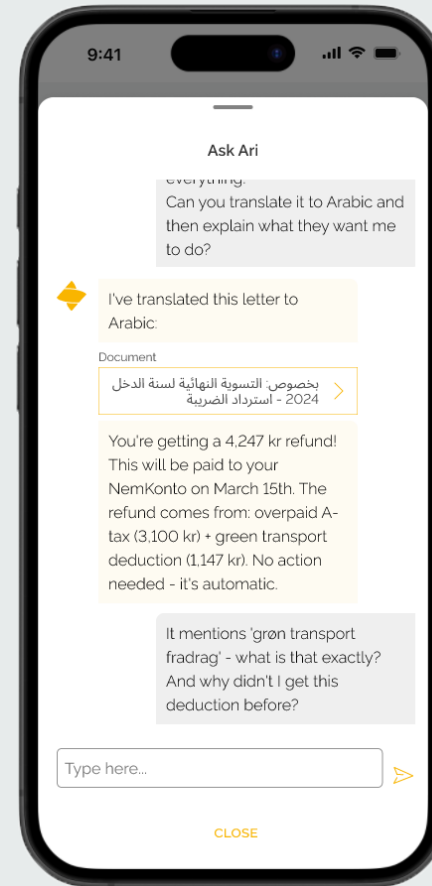
1

Open letter



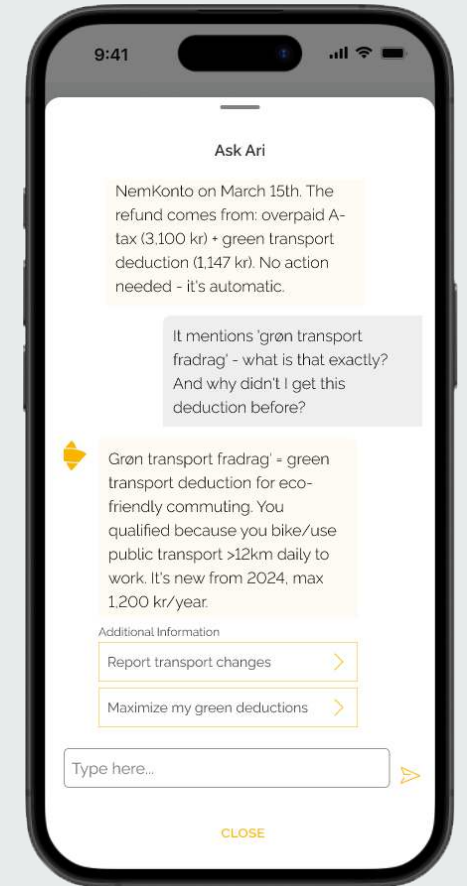
2

Ask Ari to translate and what letter is about



3

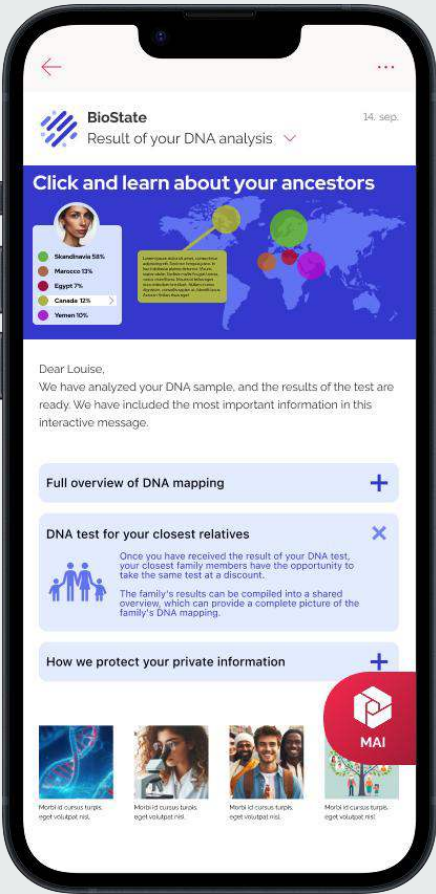
Ask more specific questions



4

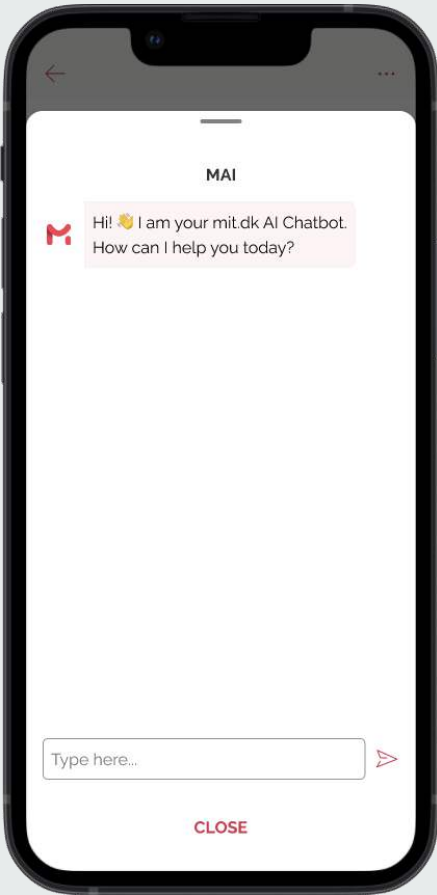
Get answers and options to respond

Analyse Content



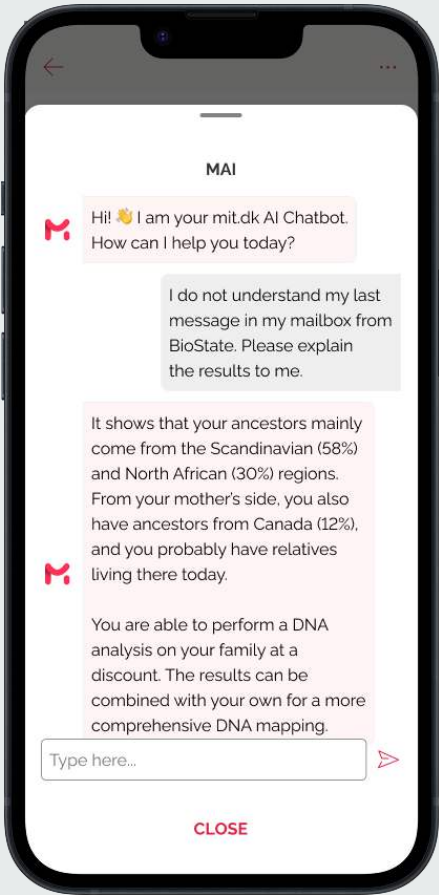
1

Advanced message



2

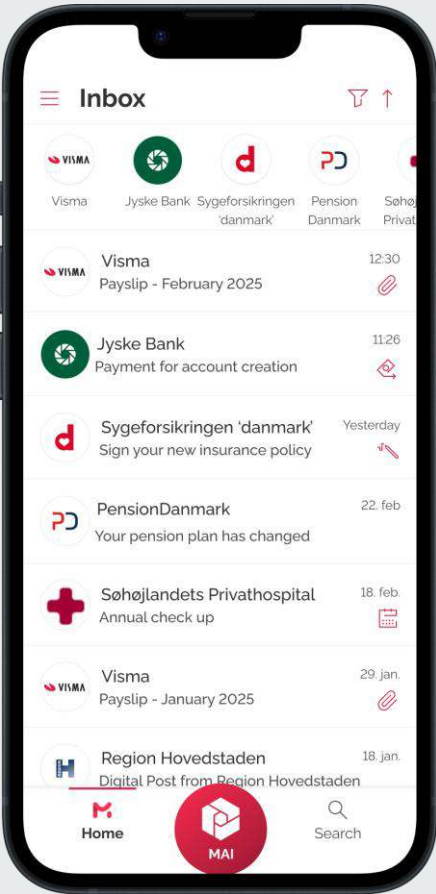
Chatbot opened



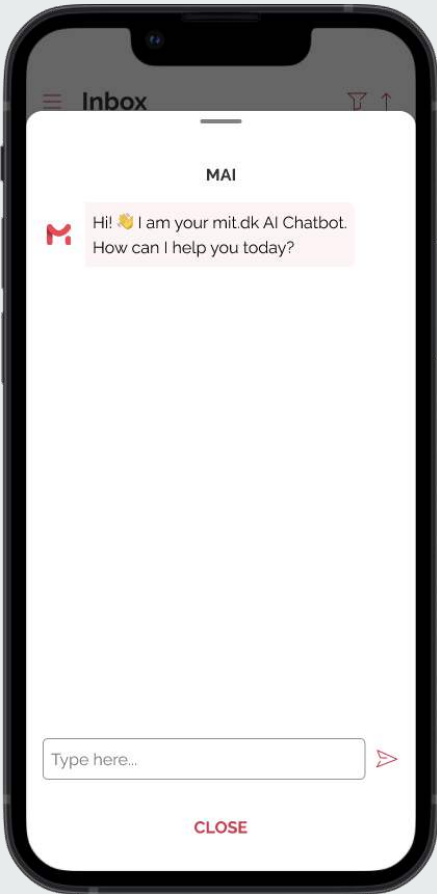
3

Ask to analyse content

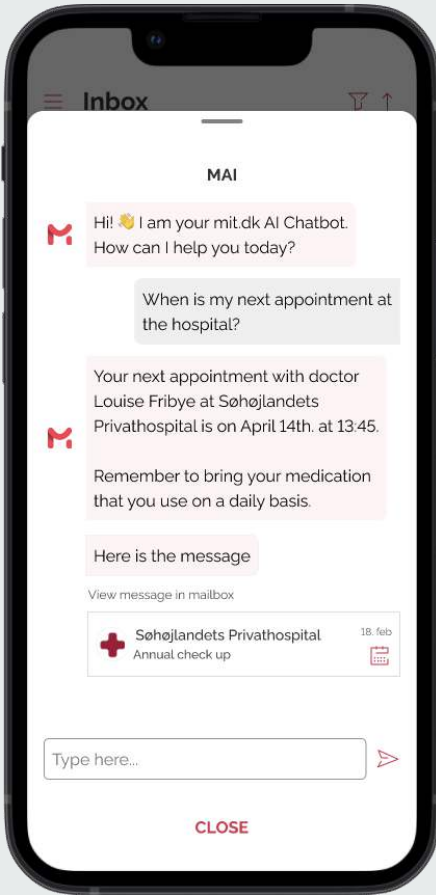
Ask Questions



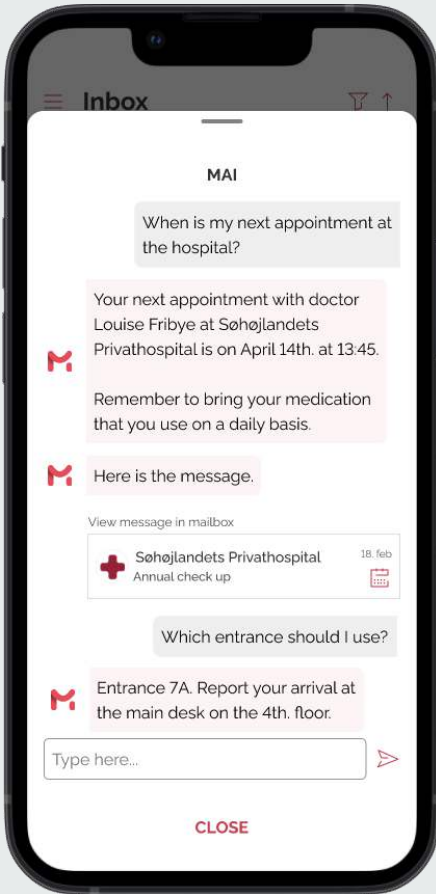
1
Inbox



2
Chatbot opened

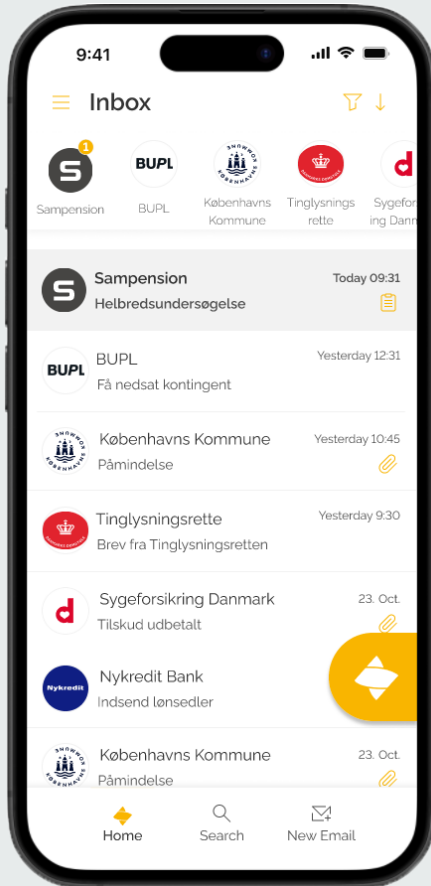


3
Ask question



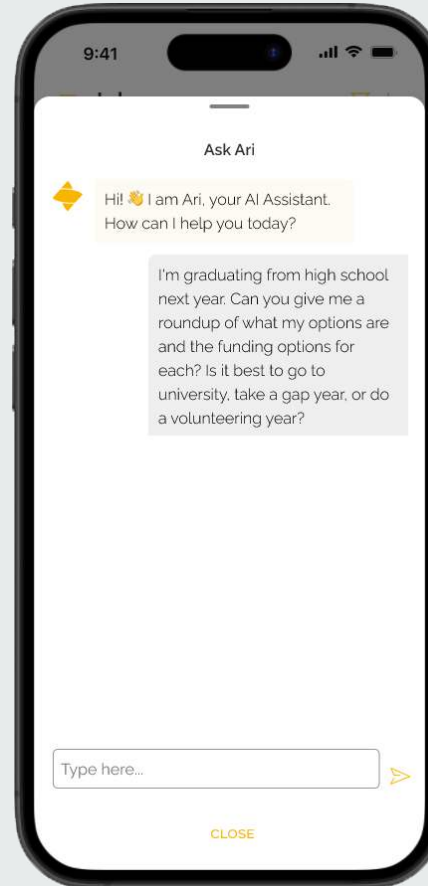
4
Ask follow-up questions

I am graduating from high school, what are my options?



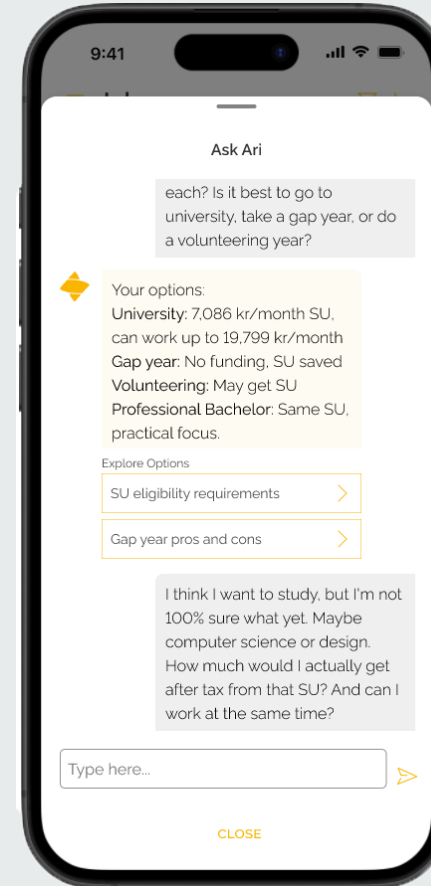
1

Open mailbox



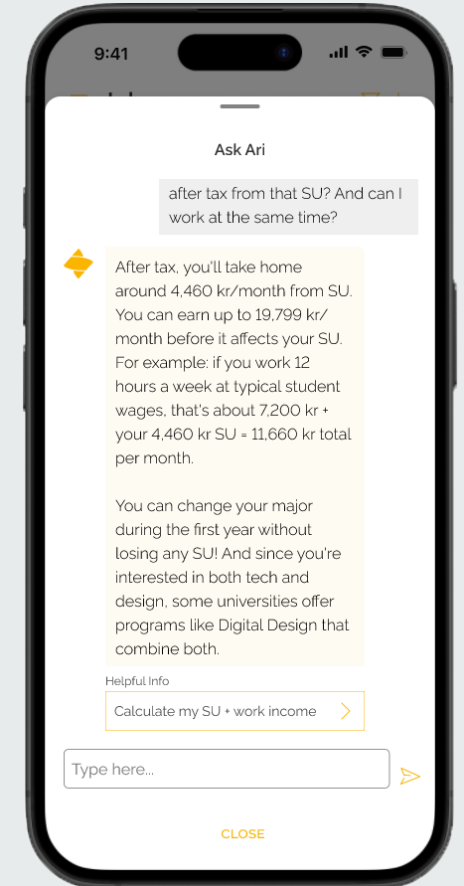
2

Ask question



3

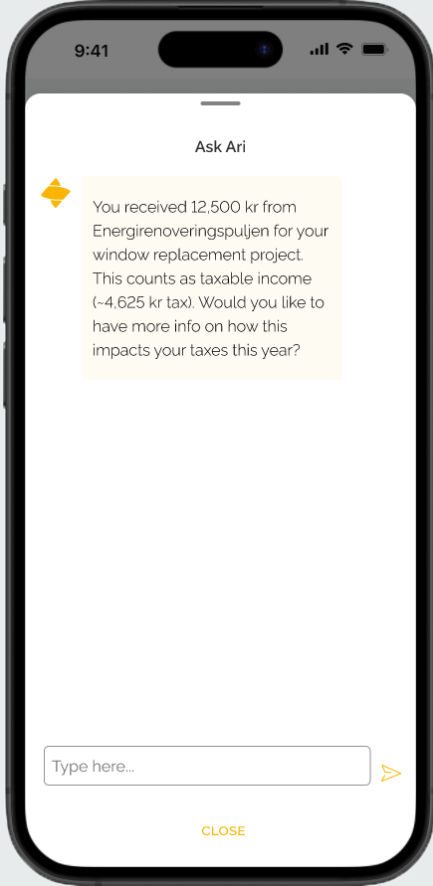
Ask more specific questions



4

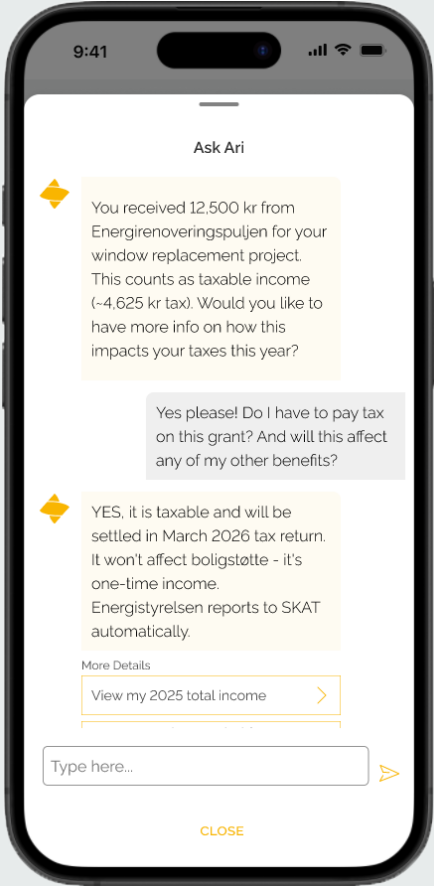
Get answers and options

You've got a grant – need help with tax reporting?



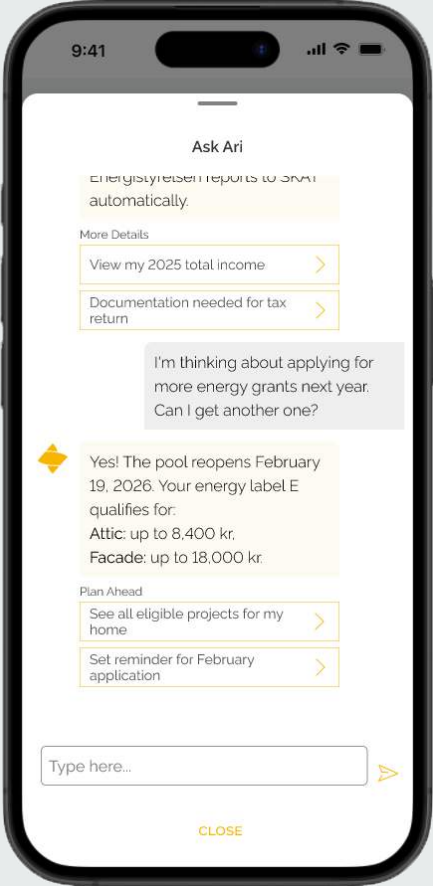
1

Ari let's you know you received a grant



2

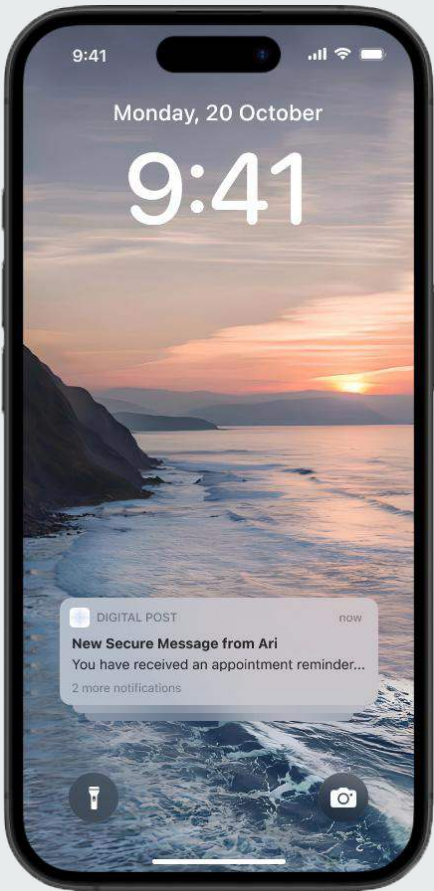
You response yes to have taxes calculated



3

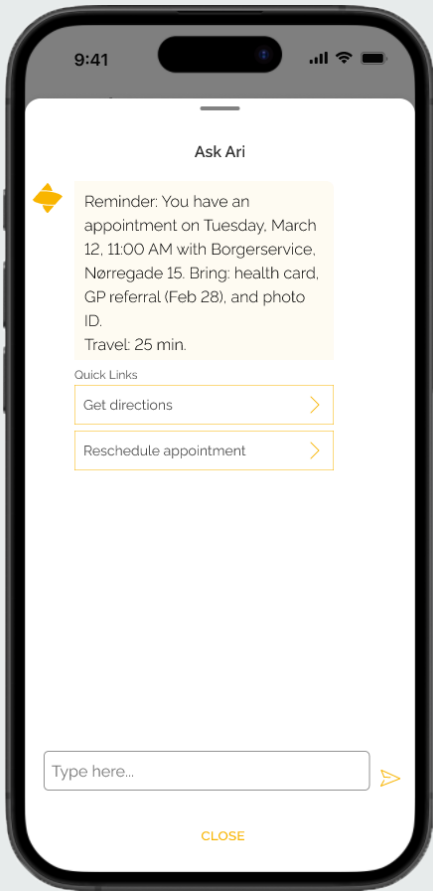
Ask about other grants

Remember your appointment!



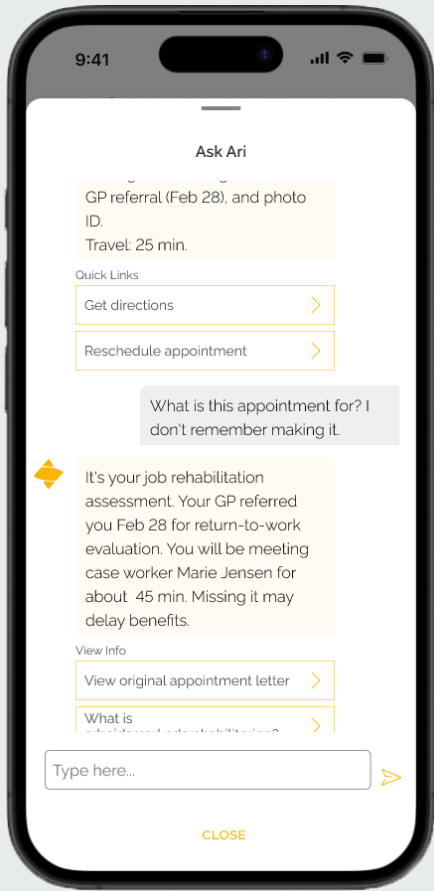
1

Reminder of an appointment



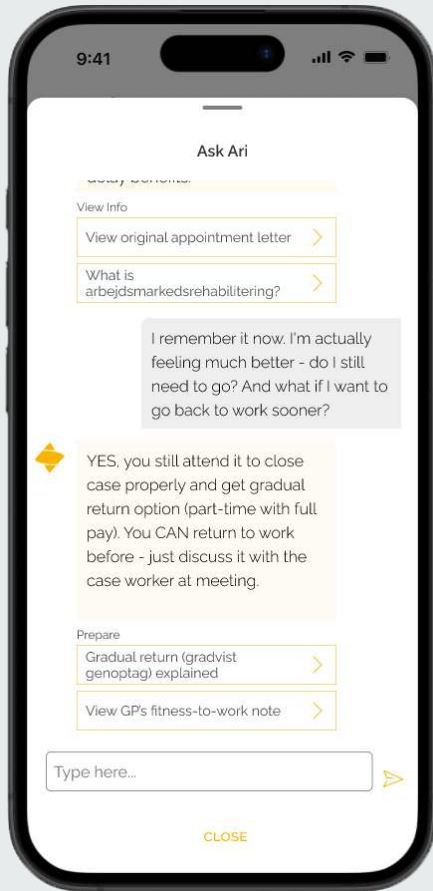
2

Reminder what you need to bring and travel time



3

Ask questions about the appointment



4

Get answers and options

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