

eGovernment Benchmark – Switzerland



Agenda

- 01 Introduction, context and method
- 02 Findings
- 03 Recommendations
- 04 Good practices
- 05 Factsheets



Introduction, context and method

The Confederation, cantons, cities and communes are jointly advancing the digital transformation of public services

Digital Public Services Switzerland (DPSS) aims to ensure effective strategic steering and coordination of federal, cantonal and communal digitalization activities. With the [Digital Public Services Switzerland Strategy for 2024-2027](#), the Confederation, cantons, cities and communes have jointly defined how the digital transformation of public services will be advanced in the federal context.

- The cooperative strategy defines which **areas for action** are prioritized at all three federal levels and jointly. A rolling implementation plan covers operational activities.
- The public, businesses and other stakeholders will be able to digitally interact with the public administration in an effective, transparent and secure manner. The federal, cantonal, city and communal administrations will provide **end-to-end digital public services**.
- The public authorities are guided by **common principles**: user-centered and inclusive; digital first and digital only; interoperability and multiple use; security, trust and transparency; holistic approach and sustainability.
- Priorities, to be **achieved jointly** are: jointly expand digital public services throughout Switzerland; implement one-stop government; introduce a state e-ID; facilitate cloud-enabled government; promote value-adding data use; act as a networked overall system.

With its [monitoring system](#), Digital Public Services Switzerland obtains an overview of eGovernment progress in Switzerland and peer countries.

- **National and international studies** include the National eGovernment Study (*Digital Public Services Switzerland and State Secretariat for Economic Affairs*), eGovernment Monitor Study (*Initiative D21 and the Technical University of Munich*) and eGovernment Survey (*United Nations*).
- The **eGovernment Benchmark** at hand offers detailed insights into the extent to which digital ambitions are being realized. By conducting an annual measurement, progress in the digital domain can be tracked against European peer countries and targeted improvements can be initiated.





The European Commission's eGovernment Benchmark measures the digital transformation of the public sector

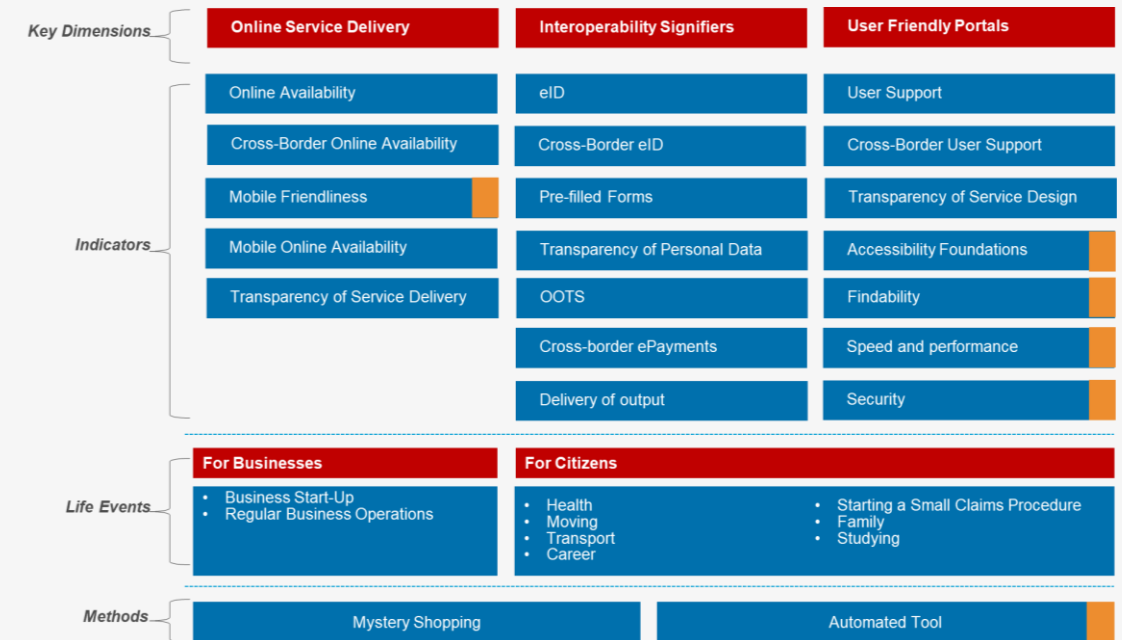
The [eGovernment Benchmark](#) is the European Commission's annual monitoring instrument for the digital transformation of the public sector and has been conducted for Switzerland since 2012.*

- The study provides insights into **19 indicators** on key technological developments relevant to the delivery of government services to citizens and businesses.
- The digitalization of public services is measured from the perspective of Swiss users. An analyst acted as a user via an online 'Mystery Shopping' technique, visiting and evaluating **98 services related to 9 life events** using a structured questionnaire.
- Only the Mobile Friendliness, Accessibility Foundation, Findability, Speed and performance and Security indicators were tested with **online tools**.

Next to federal authorities, the following Swiss cantons, cities and communes, universities, and hospitals were analyzed:

- For cantons: all 26 canton administrations
- For cities and communes: all capital cities of the 26 cantons
- For universities: University of Zurich, Federal Polytechnic School of Zurich, University of Geneva, University of Bern, University of Basel, University of Lausanne, Federal Polytechnic School of Lausanne, University of St Gallen, University of Fribourg, University of Neuchâtel, University of Italian Swiss, University of Luzern
- For hospitals: Universtätsspital Bern, Universtätsspital Basel, Centre Hospitalier Universitaire Vaudois Lausanne, Hôpitaux Universitaires de Geneve, Universtätsspital Zürich

* This study follows the European Commission's eGovernment Benchmark [methodology](#). Yet, Swiss scores cannot be fully compared with EU Member States (e.g. services are provided by other administrative levels or are inapplicable in Switzerland). As for Switzerland, the EU comparative numbers were collected in autumn 2024, published in June 2025. Moreover, historical numbers not entirely match current ones due to methodological updates (e.g. introducing additional services and indicators in line with the [Digital Decade Policy Programme 2030](#)).





Findings – Overall performance

Overall performance

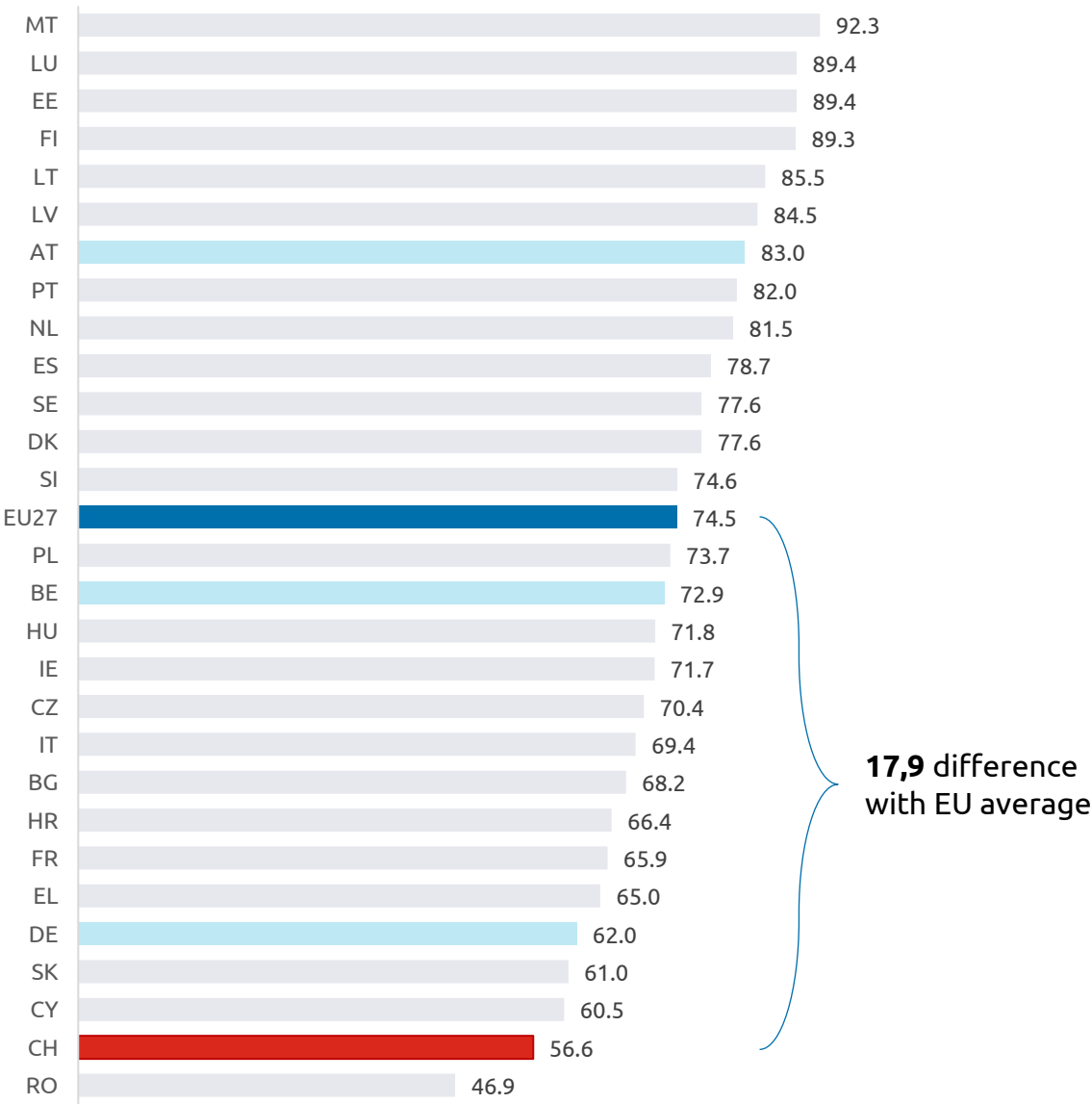
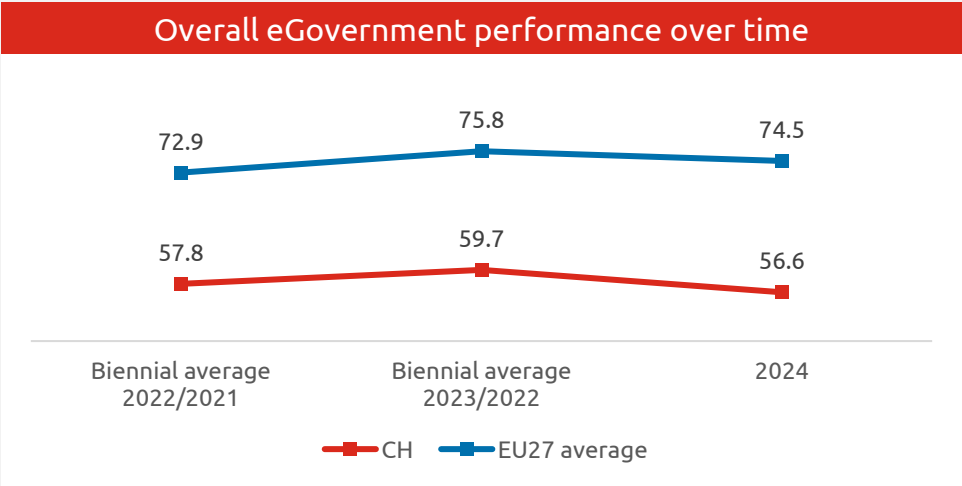
Life events

Government levels



Switzerland needs improvements to bridge the gap with EU average

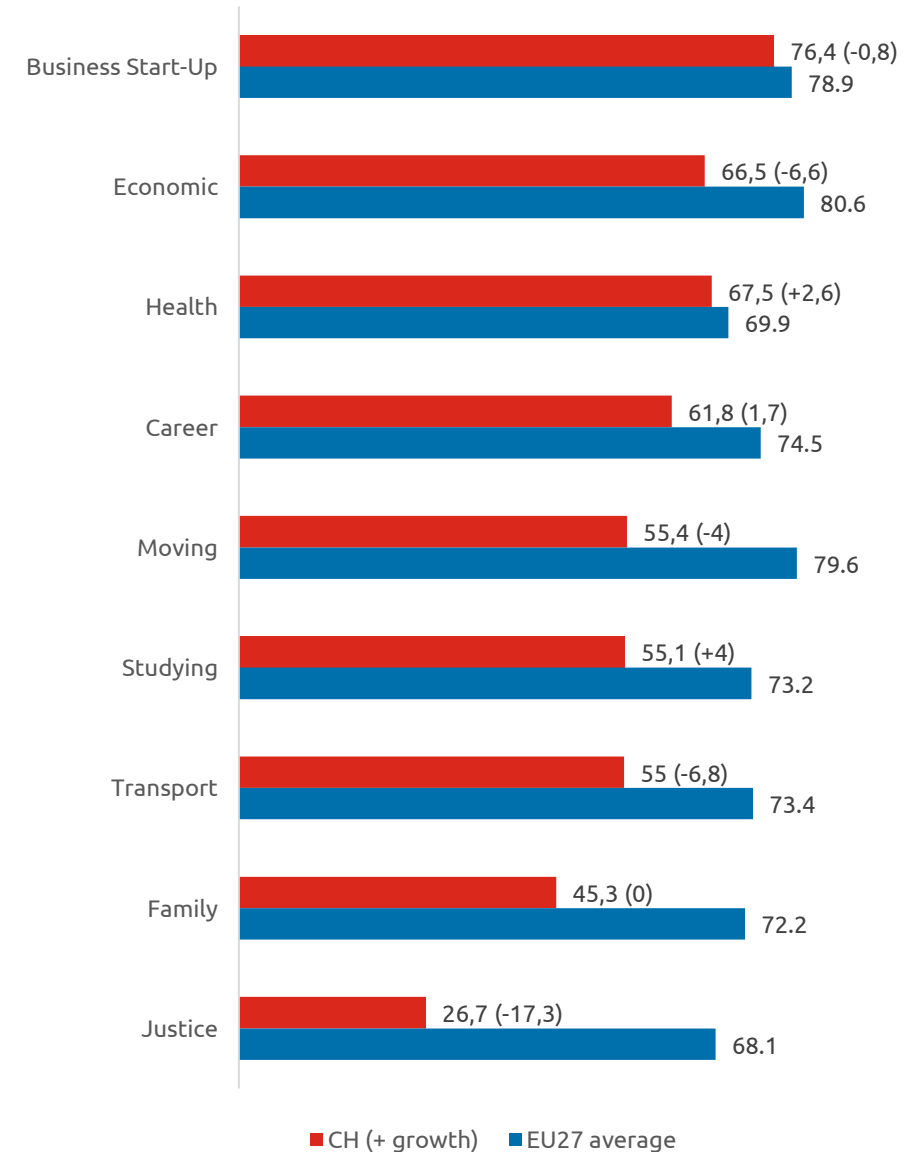
- **Overall performance score is 57**, a decline of 3 points compared to last year, while the ranking remains #27.
- **Indicators with the largest improvements** include mobile online availability, transparency of service delivery, and eID.
- **Indicators with the largest decreases** include cross-border online availability, cross-border eID, and transparency of personal data. The decrease is mainly due to renewed URLs lacking required information and some services being no longer proactively delivered.
- **The gap with the EU average is 17,9**, indicating the need for targeted measures to improve Switzerland's performance.
- **Among peer federal state countries**, Austria (#7) and Belgium #15) are widening the gap while Germany (#24) scores similarly to Switzerland.





Public services for entrepreneurs outperform public services for citizens

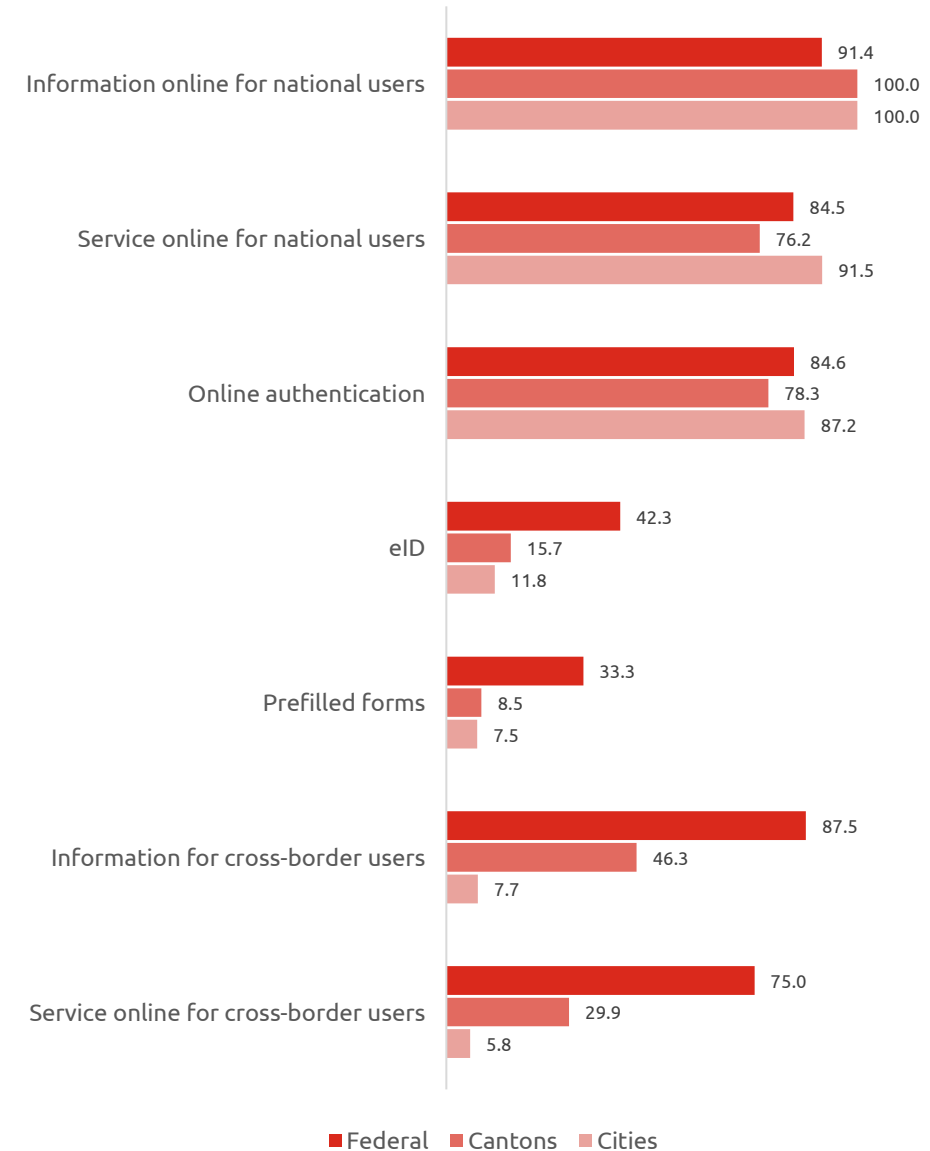
- **Business-related life events perform relatively well**, with an average score of **71.5**. Within this category, **Business Start-Up** stands out as the best-performing life event at **76.4**, indicating a solid digital ecosystem for entrepreneurs in Switzerland.
- **Citizen life events score an average of 52.4**, indicating that services for individuals require improvements to ensure better availability and quality of digitalised public services.
- **Studying, Health, and Career** show modest improvements, while most others have declined slightly.
- **Justice is the weakest life event**, with a score of **26.7**. Many services are now provided through a centralized portal, while cantons are responsible for enforcement. Upon reassessment, the data shows that the cantons do not provide many of the services or their information.
- **Career (61.8)** and **Health (67.5)** remain the strongest citizen life events and can pave the way for enhancing other government areas.





Federal services ahead of cantonal and local counterparts

- All 26 cantons were assessed for this evaluation. Information and service provision for national users score similar to the European averages, while the other topics score below the EU27 average.
- Cantonal and local governments lag behind the central service provisioning in various areas.
- Results show that many users can identify online, through for example authentication measures provided by cantons. However, improvements can be made in the area of eID (e.g. by further rolling out SwissID or AGOV).
- Over last year, the central service provisioning saw an improvement on the score Pre-filled Forms indicator (+8 p.p.). There is still much room for improvement in this area by automatically filling forms through base registry.
- The service provisioning for cross-border users through central bodies scores better than the European average. However, the same indicator is lagging for regional and local services, as language translations are often scarce.



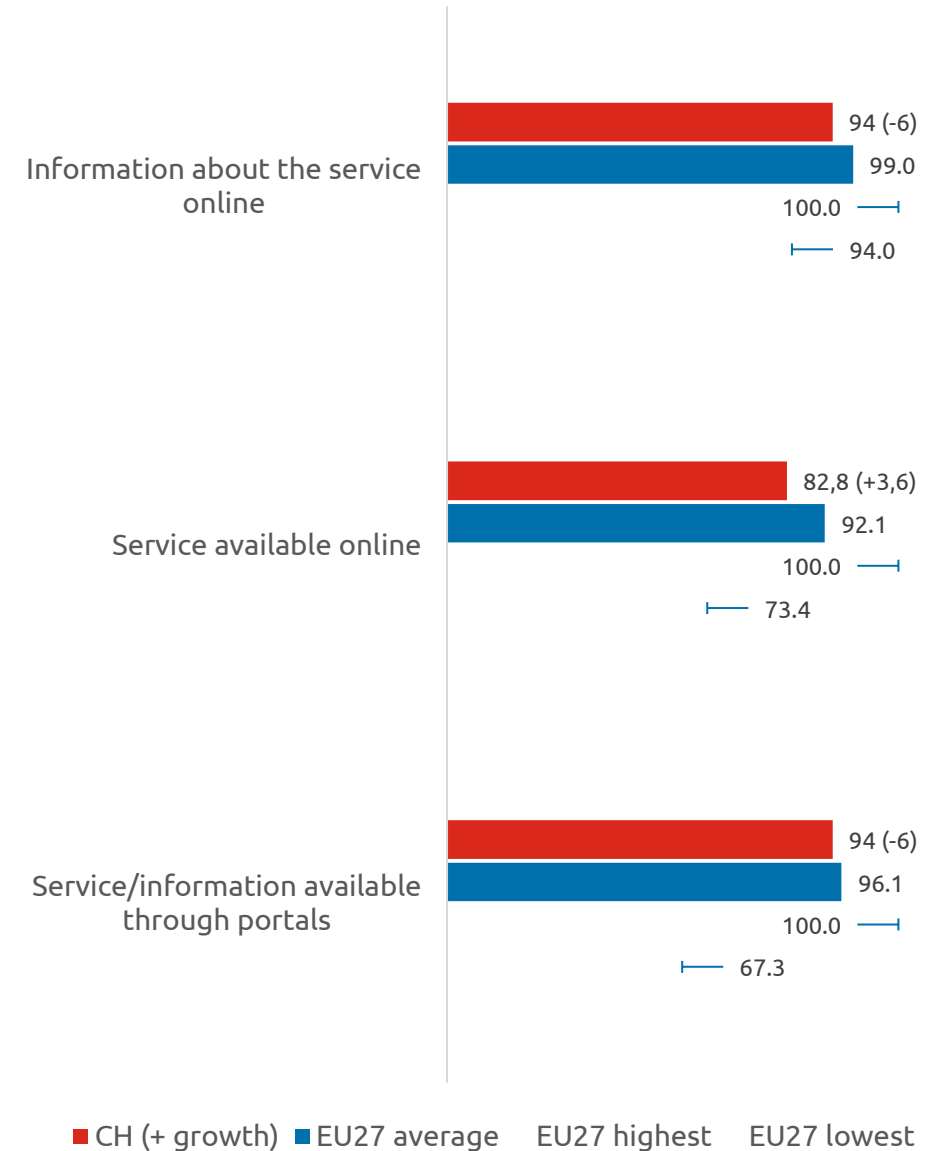


Findings – Online Service Delivery

Online Availability of Services
Cross-border Online Availability
Mobile Online Availability
Transparency of Service Delivery

Online availability of national services

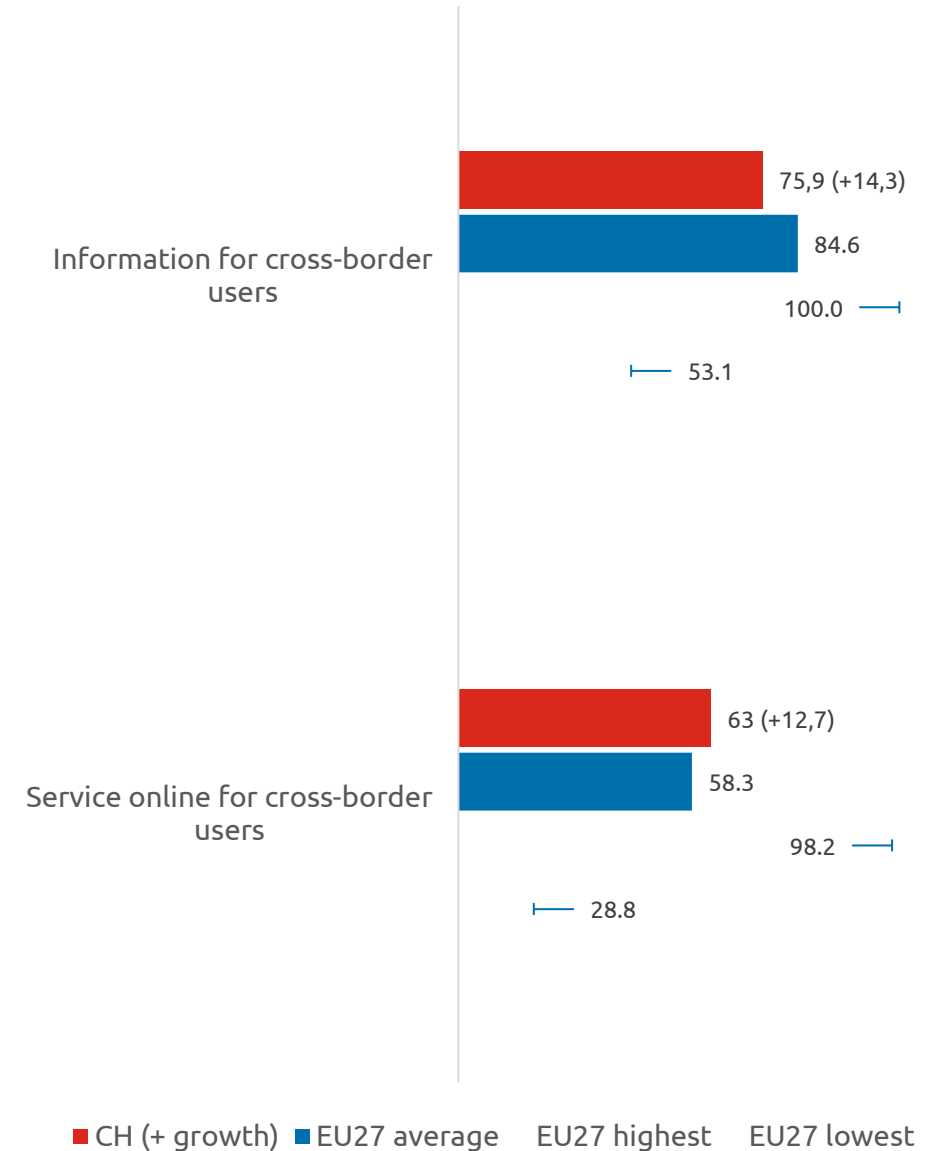
- Switzerland provides information for almost all of the evaluated services (94%).
- Almost 83% of services are now available online compared to 79% in the previous measurement. Particularly justice related services are in need for improvement.
- All evaluated digital services can be found through Swiss eGovernment portals, ensuring a centralised entry point for users.





Cross-border online availability

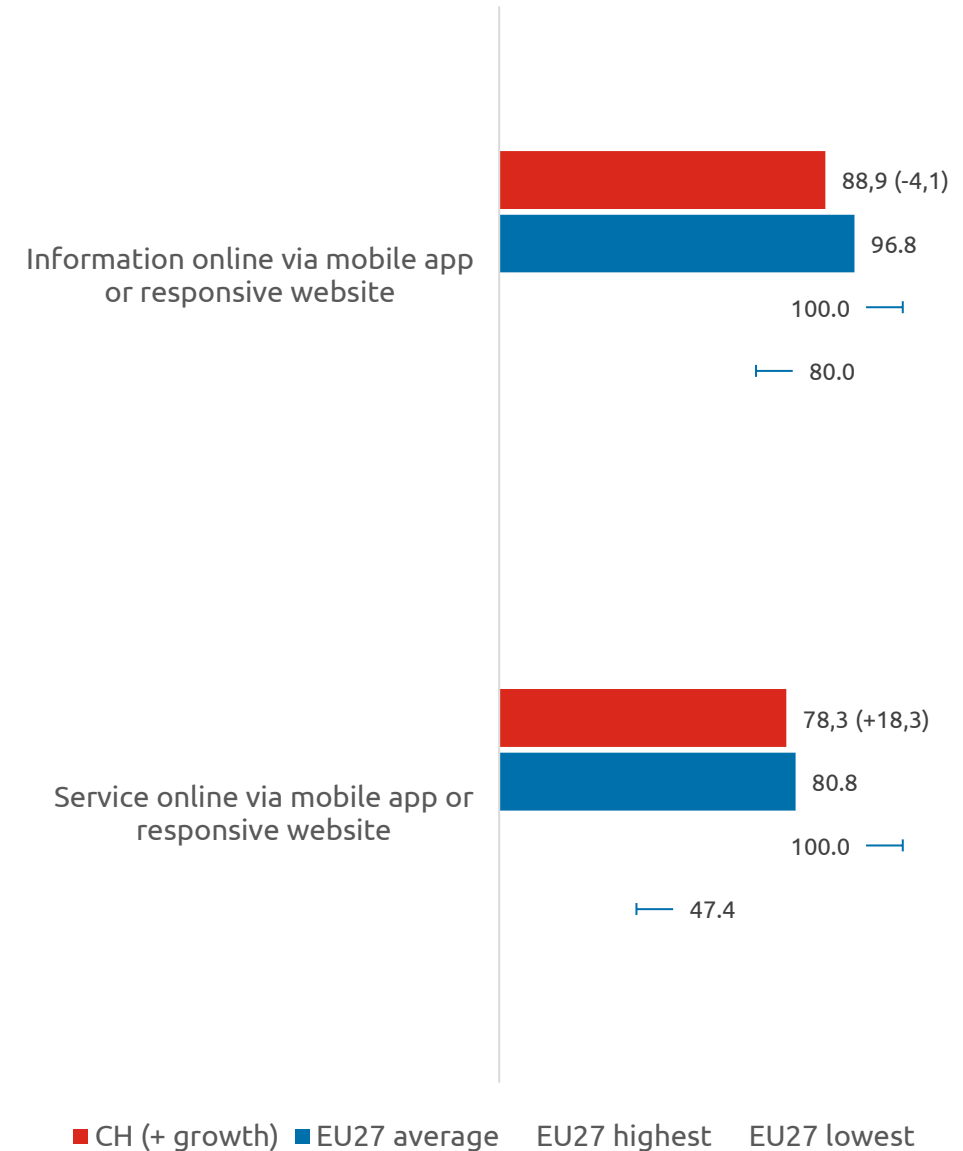
- Switzerland made progress in cross-border availability, yet improvements are needed to ensure a smooth service delivery for foreigners.
- Three out of four services now provide cross-border information online (76%), up from 61% in the previous measurement.
- Switzerland improved cross-border online service availability (63%), surpassing the EU average of 58%.





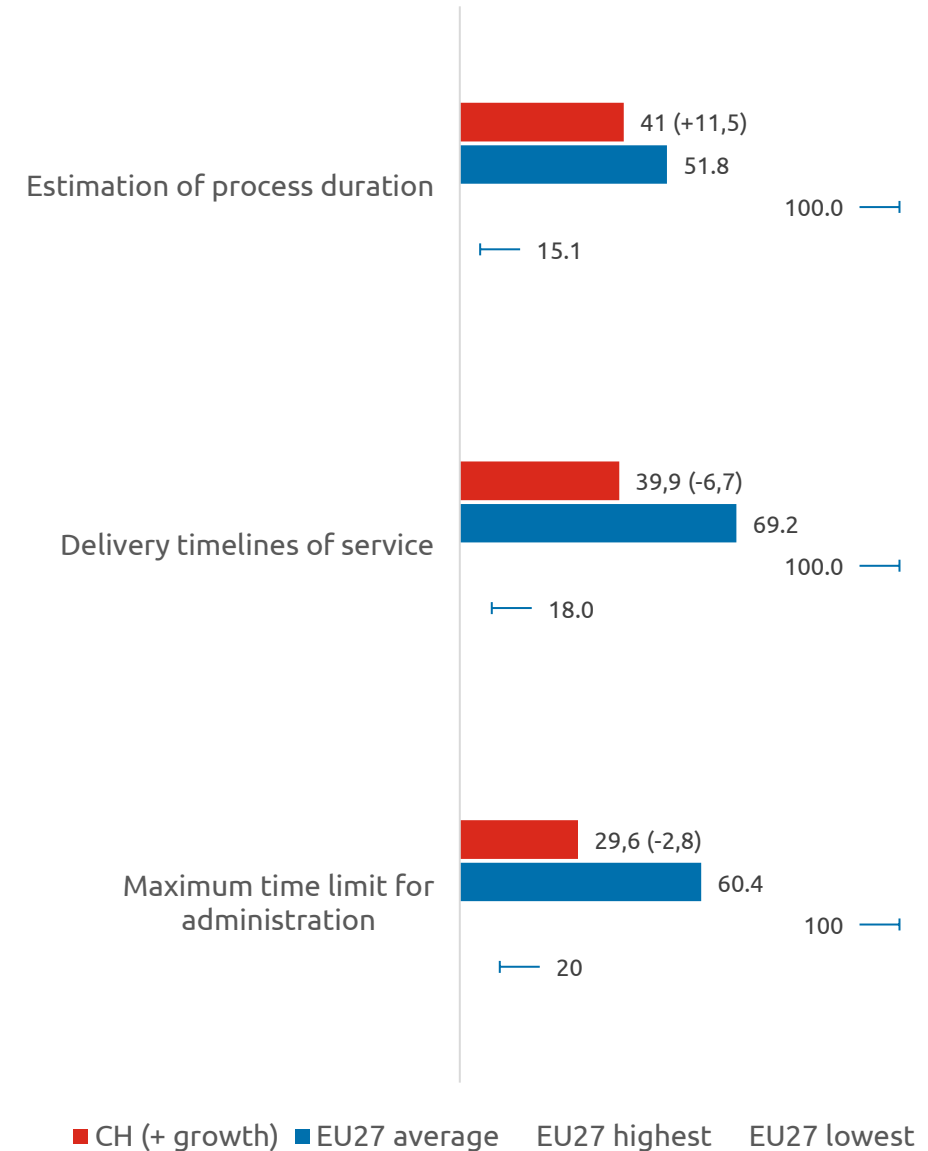
Mobile online availability

- 89% of Swiss services provide mobile-friendly information, versus 97% in the EU, indicating strong responsiveness but room for optimization.
- Justice and Transport related services pull down the average for mobile online availability, as many of these services are still not reso on mobile devices.



Transparency of service delivery

- Transparency of service delivery remains a major challenge across most life events, leaving users without clear view on duration and delivery of services.
- Switzerland lags behind the EU average in showing how long a process will take.
- Just 40% of services disclose delivery timelines, creating uncertainty for users.
- Maximum time limits for administrations are disclosed in just 30% of services, versus 60% in the EU, showing significant room for improvement.





Findings – Interoperability Signifiers

eID

Cross-Borders eID

Pre-filled Forms

Transparency of Personal Data

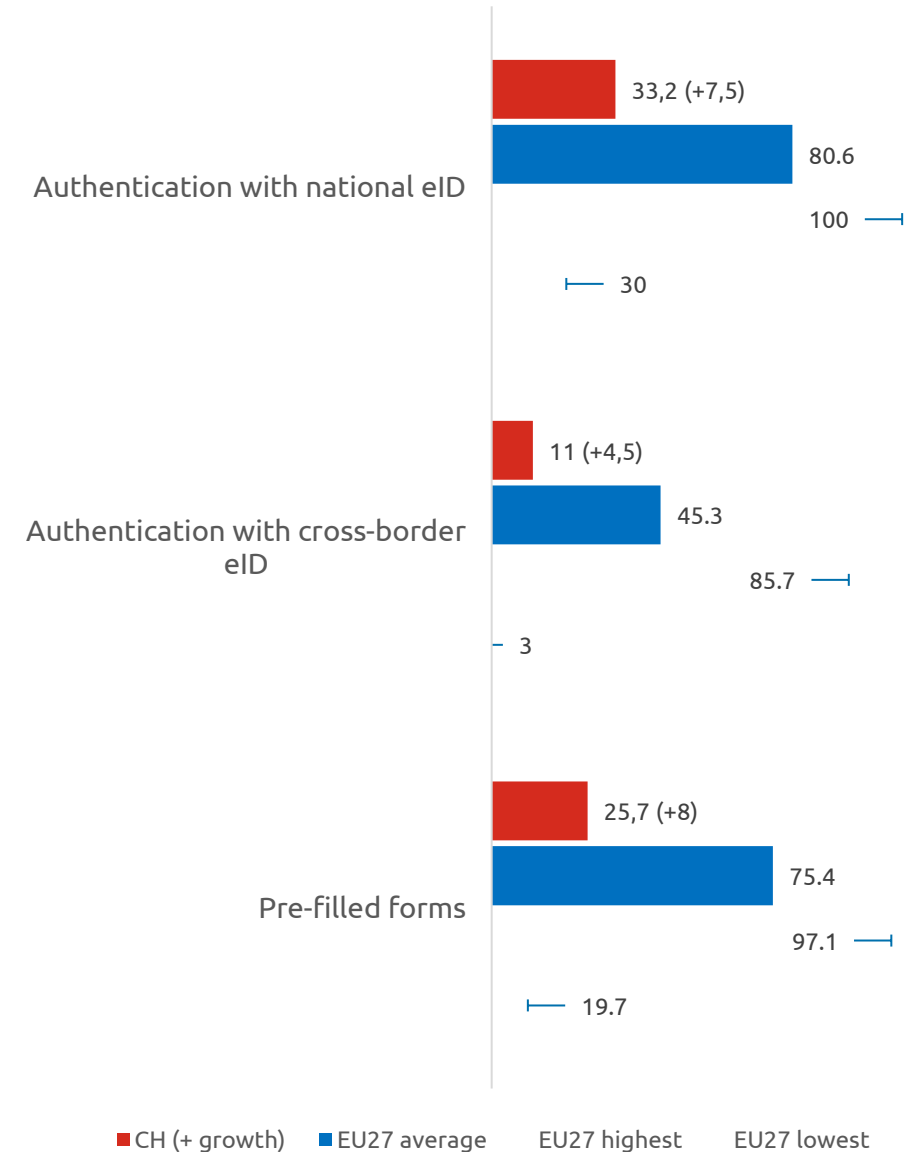
Cross-border ePayments

Delivery of output



eID & Pre-filled forms

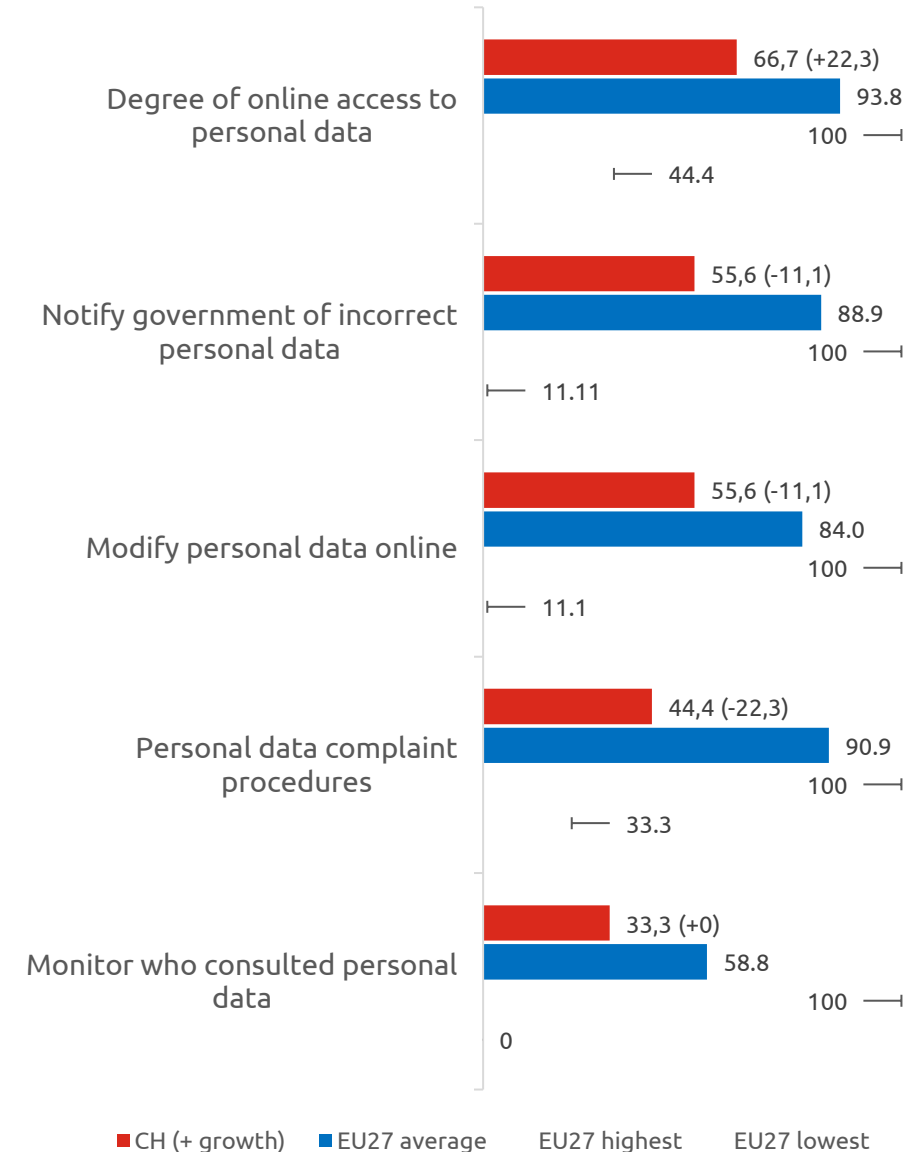
- At 33%, Switzerland's adoption of generic eID is less than half that of the EU27.
- Career, Family, and Transport related services are particularly under performing enabling users to authenticate with a generic eID.
- Cross-border eID usage is lagging (11%), suggesting limited interoperability with other countries.
- Less than one-third (26%) of Swiss services prefill personal information for users.





Transparency of personal data

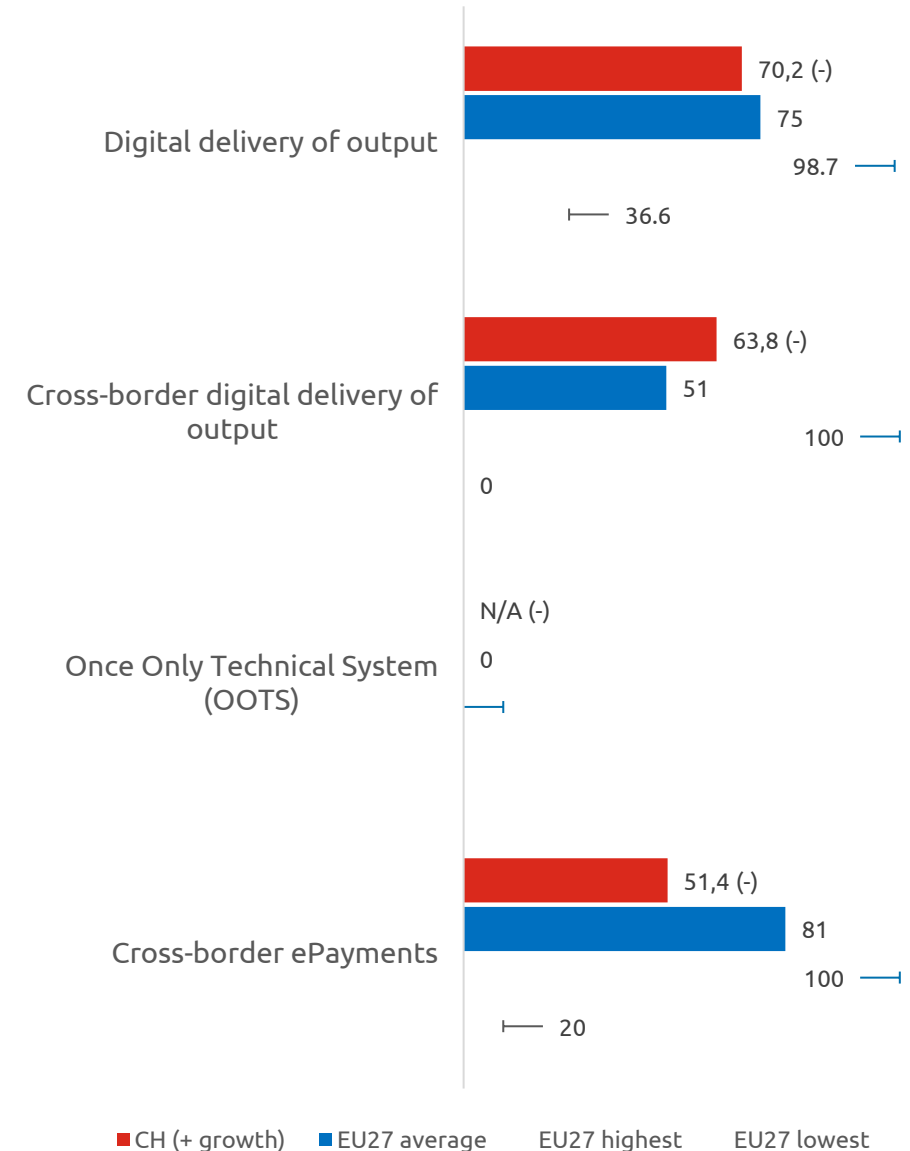
- Two-thirds of Swiss portals provide visibility into users' stored personal information on demand.
- Just 44% of the Swiss portals have complaint procedures available for citizen/businesses as it regards their data.
- Portals in the Transport, Family and Studying life events leave much room for improvement in transparency of personal data.
- Swiss government portals for business services are far more transparent about personal data than citizen-focused ones.





Single Digital Gateway Regulation (SDGR) related indicators

- Just 3 out of 5 national and cross-border Swiss services deliver the output of a request in a fully digital format (e.g., email).
- Swiss Cross-border Delivery of Output capabilities are particularly strong in the Transport and Career life events.
- 67% of services where payment is required offer the option to pay via a widely available cross-border payment service.
- There are no occurrences of Once Only Technical System (OOTS) implementations in the EU, meaning citizens and businesses cannot automatically retrieve required documents from other EU countries. This indicator is not applicable to Switzerland.





Findings – User Friendly Portals

User support

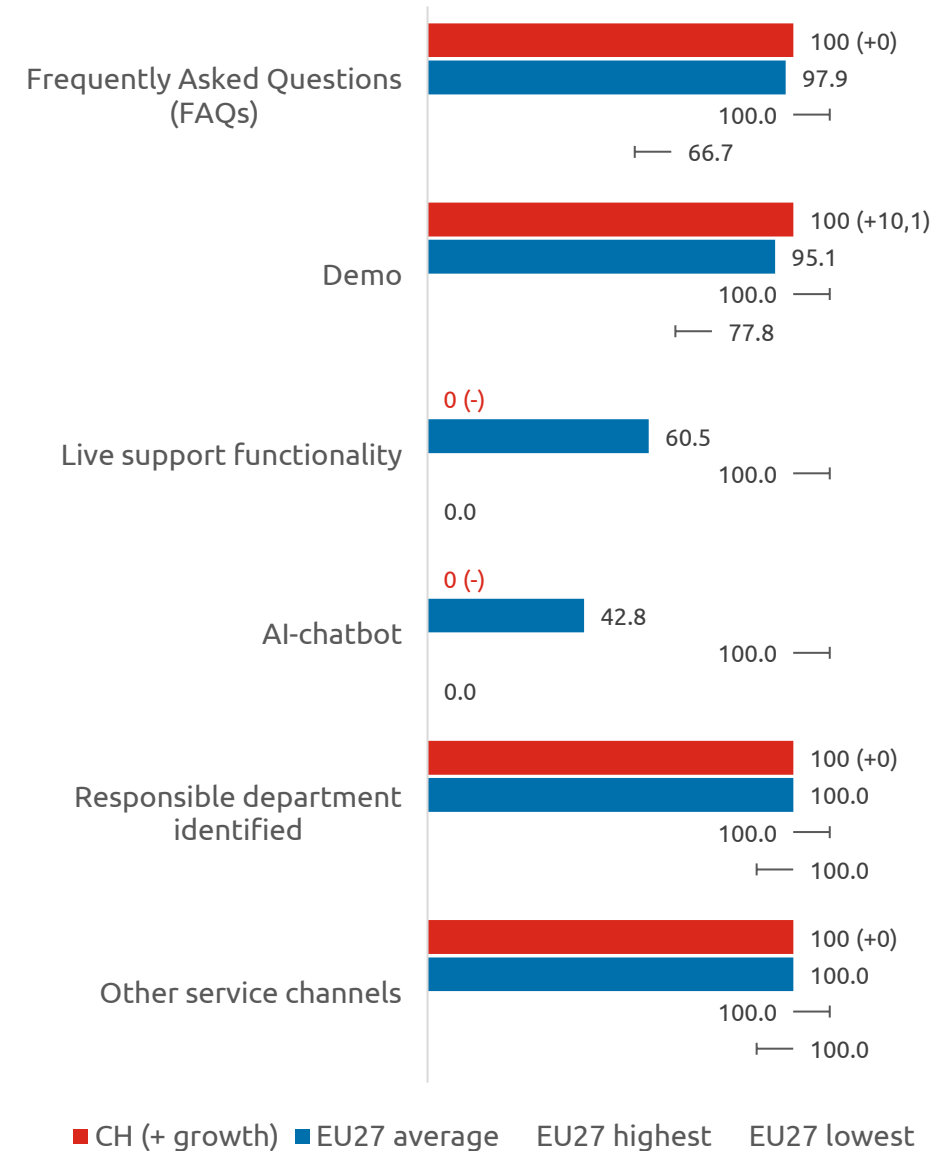
Cross-border User Support

Transparency of Service Design



User support

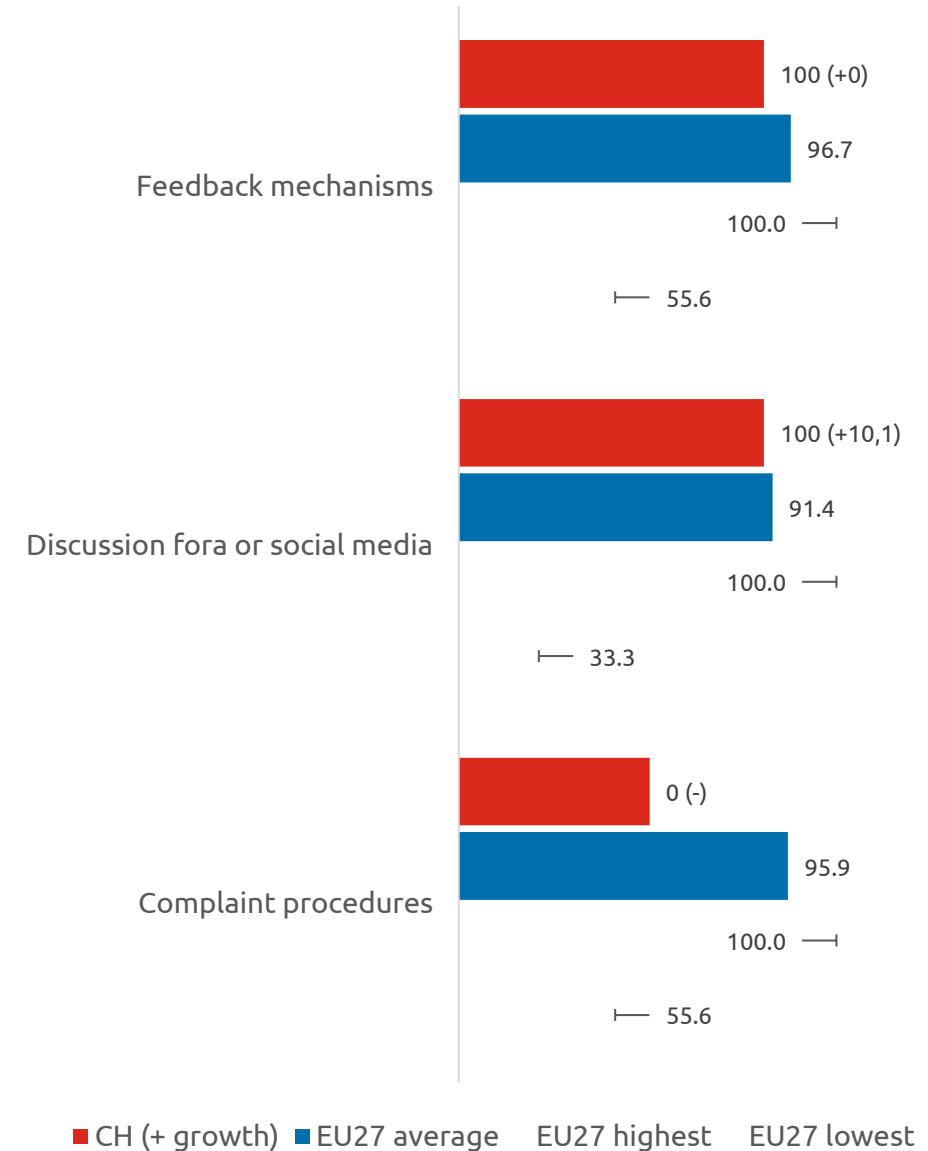
- All Swiss eGovernment portals provide FAQ sections and demos, showing availability of basic user support features.
- Live support functionalities and AI chatbots are absent on all of the Swiss eGovernment portals.





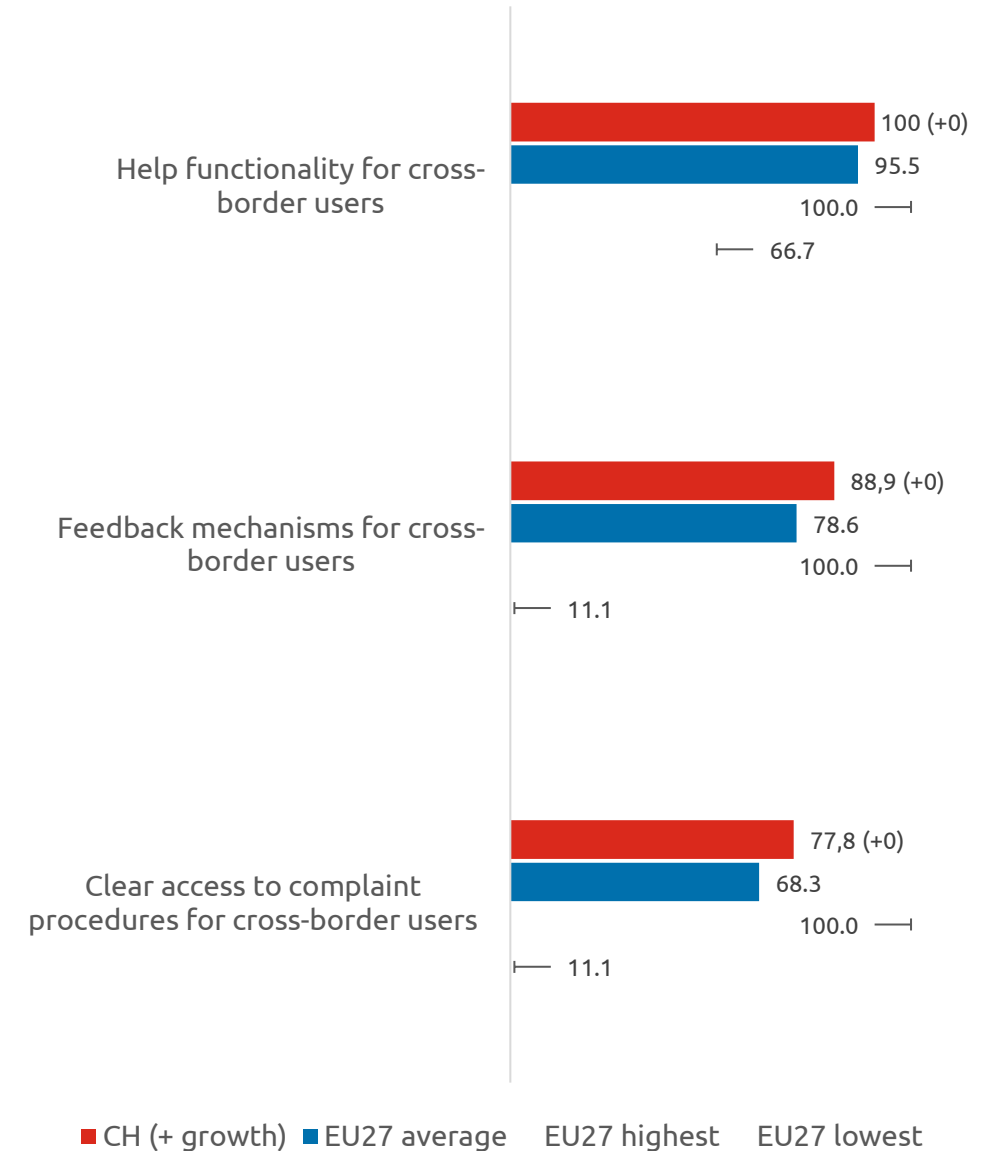
User support

- Swiss eGovernment portals provide users with sufficient channels for providing feedback and discussing matters via online for a or social media
- Complaint procedures are available on just 56% of Swiss eGovernment portals, far below the EU average, and withholding the opportunity for users to provide feedback.



Cross-border user support

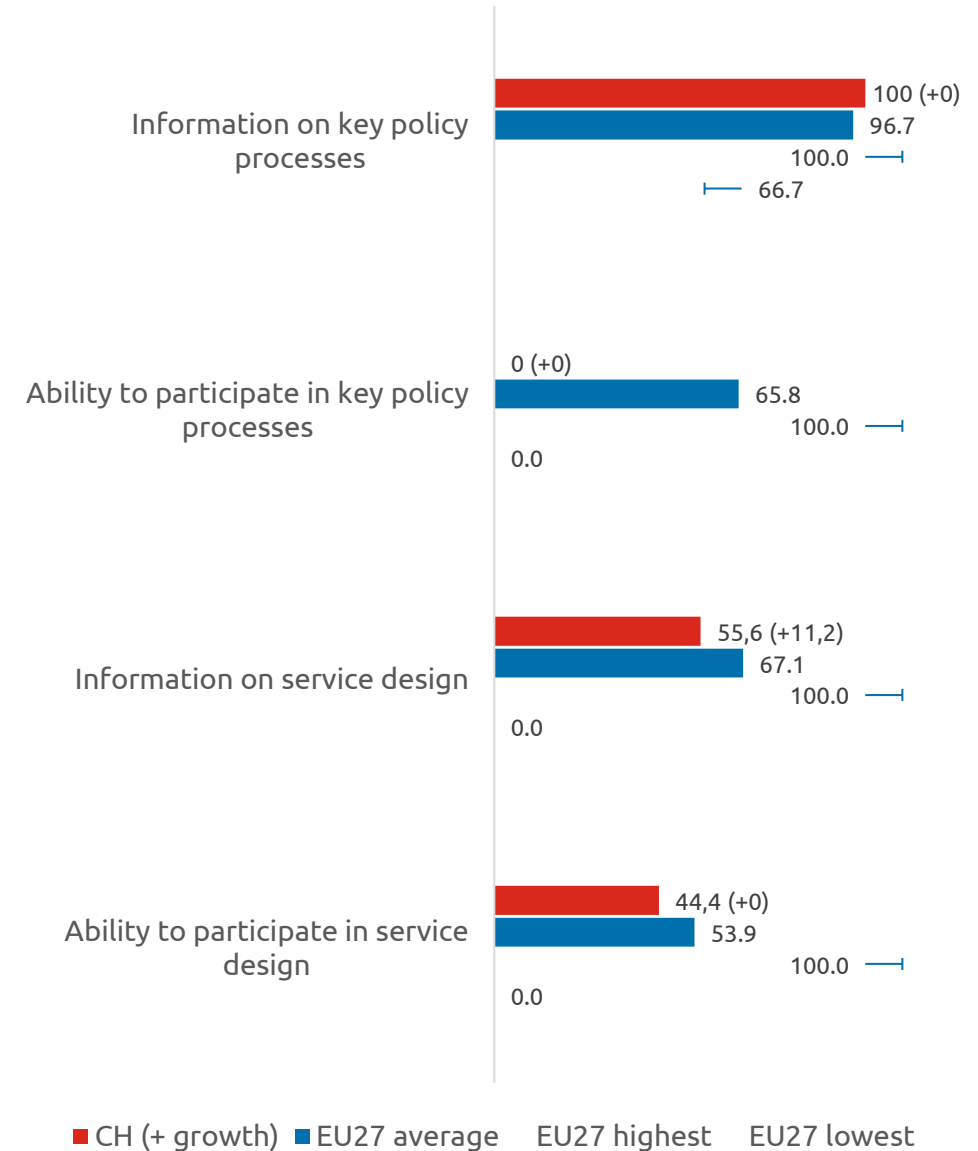
- Swiss eGovernment portals score above the EU average for all questions related to cross-border user support, giving foreign users good assistance to navigate on Swiss portals.
- All evaluated portals provide help functionalities for cross-border users, ensuring basic support is always available.
- Further improvements should focus on adding feedback mechanisms and clear complaint procedures for non-Swiss users.





Transparency of service design

- Key policy-making processes are explained on all portals, but none provide information on how users can actively participate in these processes.
- Information on how digital services are designed is available on just 55% of portals, leaving users with limited insights into development practices.
- Less than half of portals provide information on how users can contribute to the design of services, highlighting the lack of opportunities for user involvement.





Recommendations



Accelerate Switzerland's digital administration with uptake of eID, transparency, interoperability, and user-centric services

In line with the Principles of Digital Administration (Prinzipien der digitalen Verwaltungen) and Areas of Action (Handlungsfelder) of the Strategy Digital Public Services Switzerland (Strategie «Digitale Verwaltung Schweiz 2024–2027»)

1. Accelerate nationwide eID adoption

- Expand integration across Career, Family, and Transport services.

2. Ensure transparency in data management

- Provide visibility and ability to amend personal data, particularly in Family, Studying, and Moving services.

3. Enhance user-centric digital services

- Enhance capabilities under the Transparency of Service Design indicator (e.g., information on the administrations' key policy making processes, user's ability to participate in policy making processes, etc.), particularly in Economic, Health, and Justice services.

4. Strengthen interoperability with EU standards

- Align national IT systems with EU standards and principles, such as the Once-Only principle to ensure multiple use of data and pre-filling online forms.





Good practices

HANDBOOK DIGITAL SERVICES



Good practice Austria

- **Laying the foundations with a Handbook:** The wien.gv.at handbook forms the basis for all web services of the City of Vienna and is implemented as part of the latest corporate design. It is the successor of the wien.gv.at style guide and is binding for all wien.gv.at projects.
- **Mobile-first principle:** All web applications on wien.gv.at must be designed and developed according to the mobile-first principle. This means that user interfaces must be delivered for use on smartphones. This applies, among other things, to the design and positioning of text and control elements.
- **Testing:** Web applications must be optimized for mobile devices. To comply with the latest standards for mobile use, the City of Vienna tests all web applications with the Google Mobile Friendly Test.



Country

Austria



Organization

City of Vienna



Domain

Online Service
Delivery



Life Event

Several

More information





AUTOMATED PRE-FILLING OF ONLINE FORMS

Good practice Belgium

- **Tailored data sharing:** the MAGDA platform automatically retrieves data from authentic sources, so citizens do not have to repeatedly enter the same information.
- **Secure integration:** all data streams run through secure channels, in compliance with GDPR, to guarantee privacy and data security.
- **Efficiency and ease of use:** forms are pre-filled with known data help by the government, saving time and reducing errors.
- **Broad application:** MAGDA supports various services, from tax returns to social benefits, and is available to both citizens and businesses.



Country

Belgium



Organization

Digital Flanders



Domain

Pre-filled forms



Life Event

Several



More information

AI OPPORTUNITY MARKET (MAKI)



Good practice Germany

- **Single overview:** the AI Opportunity Market provides an overview of existing and planned AI systems in the federal administration. It is intended to create a network of public authorities which use AI systems and thereby facilitate cooperation among them.
- **AI collaboration:** the AI Opportunity Market allows to connect federal ministries and agencies with each other. The inclusion of authorities at the state (Länder) and municipal levels are considered in the development process as well.
- **Increasing reuse and trust:** the AI Opportunity Market encourages the reuse of existing AI systems, helps avoid duplication and makes efficient use of resources and technical expertise. The planned high level of transparency is also intended to boost public trust in the public administration's responsible handling of AI. The AI Opportunity Market is also intended to serve as a central AI register for the federal administration. The AI Regulation will in future make it mandatory to present data from certain public administration AI systems in a public database. The AI Opportunity Market can implement this requirement through its interfaces



Country
Germany



Organization
Bundesministerium für
Digitales und
Staatsmodernisierung

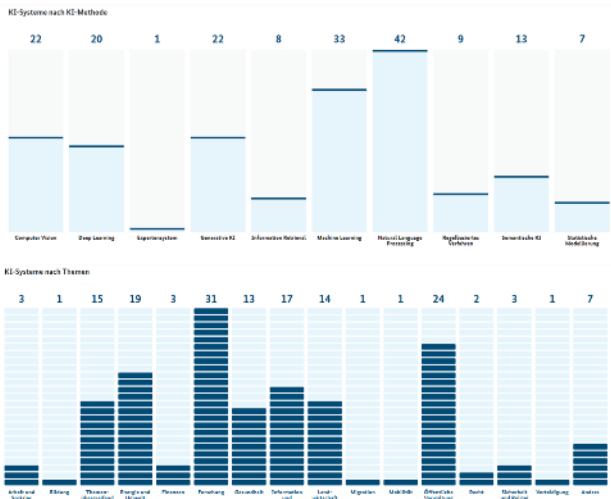


Domain
Several

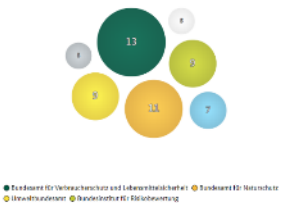


Life Event
Several

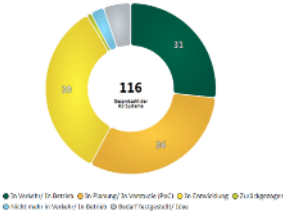
Übersicht über KI-Systeme der Bundesverwaltung



Top 7 Organisationseinheiten nach Anzahl der eingetragenen KI-Systeme



KI-Systeme nach Projektstatus



More information



Factsheets

Switzerland



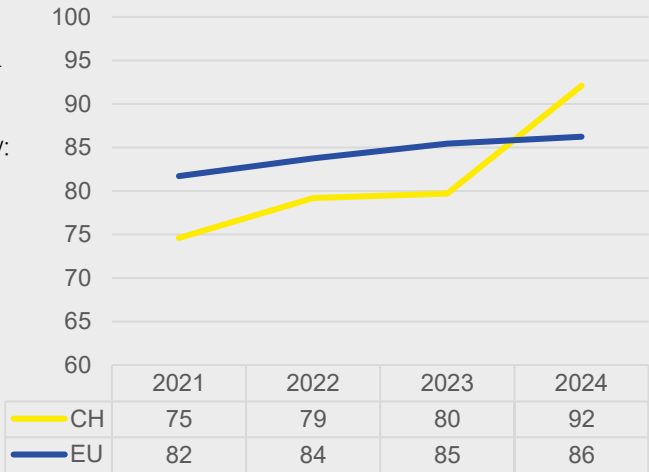
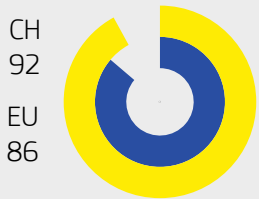
EU27 Average
Switzerland (CH)
Yellow = Digital Public Services for Businesses
Light blue = Digital Public Services for Citizens

Digital Decade KPIs for the digitalisation of public services target

Digital Public Services for Businesses

This Digital Decade KPI for the digitalisation of public services for businesses considers the availability of services to both **national & cross-border** users, each scoring respectively:

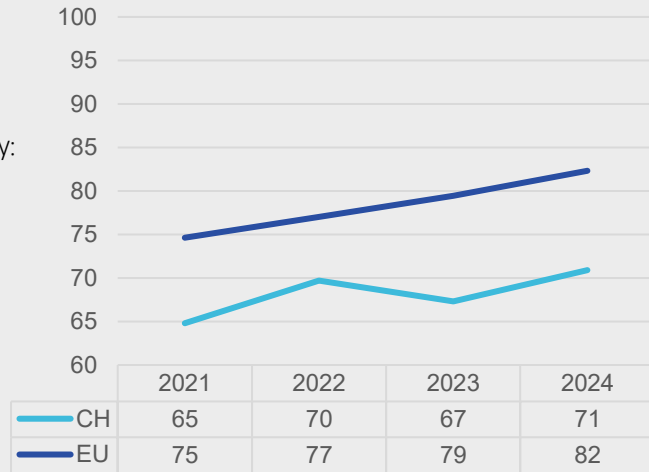
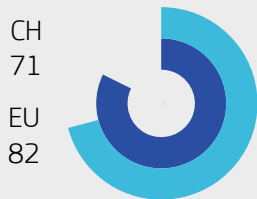
- 100 points for national users,
- 84 points for cross-border users.



Digital Public Services for Citizens

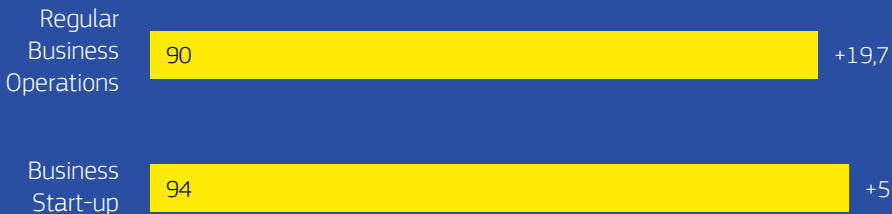
This Digital Decade KPI for the digitalisation of public services for citizens considers the availability of services to both **national & cross-border** users, each scoring respectively:

- 80 points for national users,
- 61 points for cross-border users.



Digitalisation of public services per life event

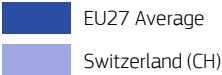
Online provision of key public services for businesses measures the share of administrative steps that can be completed fully online for major life events. There are 2 life events considered each with their respective score as collected in 2024, compared to the most recent available year:



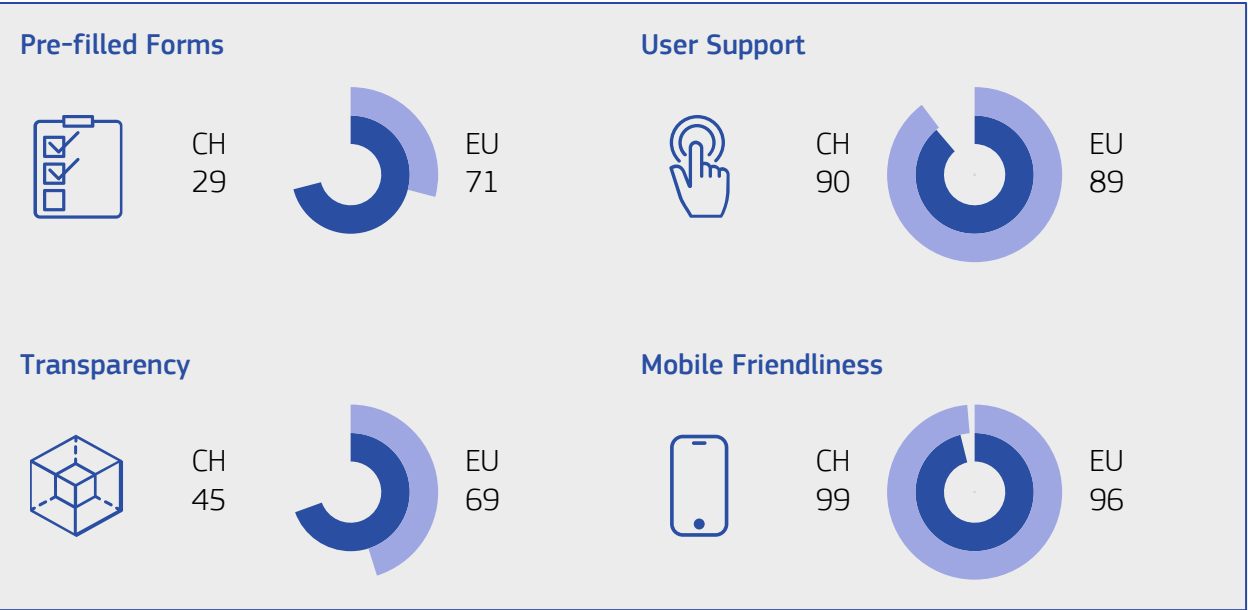
Online provision of key public services for citizens measures the share of administrative steps that can be completed fully online for major life events. There are 7 life events considered each with their respective score as collected in 2024, compared to the most recent available year:



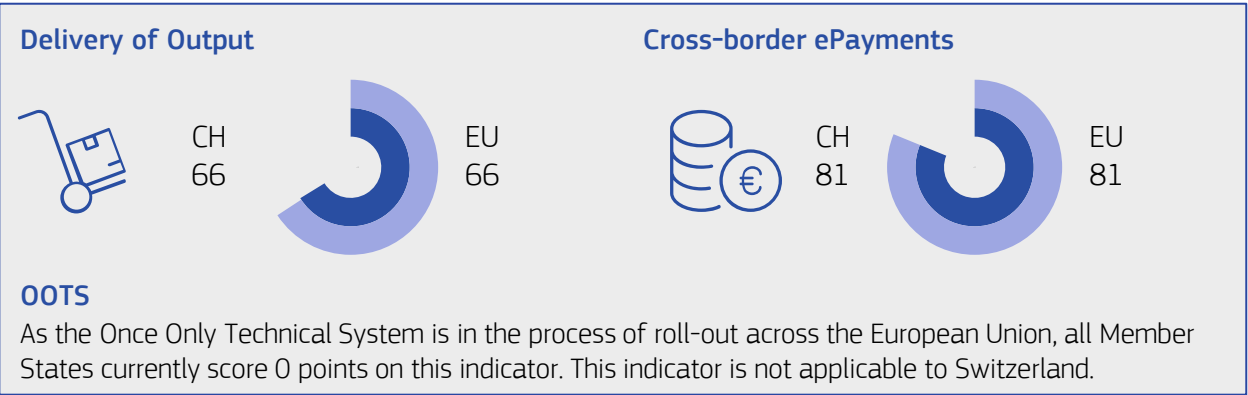
Switzerland



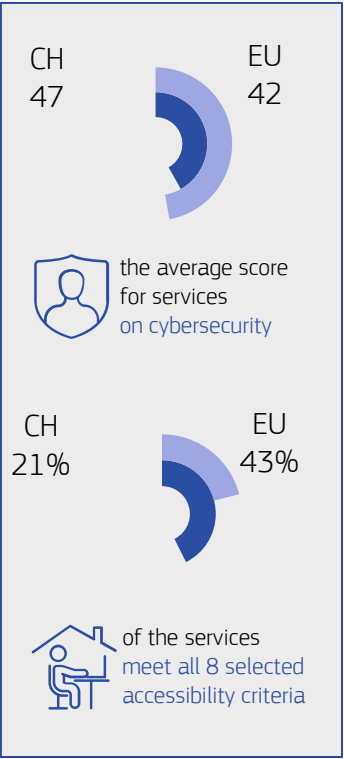
Digital Decade auxiliary indicators on digitalisation of public services



Single Digital Gateway Regulation indicators



Additional figures



Digital Decade auxiliary indicators on digitalisation of public services

- Pre-filled Forms:** measures the share of administrative steps that present prefilled data, already known to public administrations, in online forms to the user. The indicator is a single score describing the number of services requesting data through a form which present already available data to the user.
- Transparency of service delivery, design and personal data:** measures the extent to which the digital service processes are transparent, services are designed with user involvement and users can manage their personal data. The indicator is an aggregate of three scores, each representing one of these three elements.
- User Support:** measures the extent to which online support, help features, and feedback mechanisms are available to both national as well as cross-border users. The indicator is an aggregate score of multiple elements.
- Mobile Friendliness:** measures the share of services which are provided through a mobile-friendly interface, an interface that is responsive to the mobile device. The indicator is a single score describing the share of services which are adaptive to screens of smartphones and tablets.

Single Digital Gateway Regulation (SDGR) indicators

- Delivery of Output:** measures the extent to which users are provided with an automatic acknowledgement of receipt, the output of the procedure is delivered electronically, and users are provided with an electronic notification of completion of the procedure.
- OOTS:** measures the extent to which the necessary cross-border documents can be submitted via the Once-Only Technical System (OOTS). This is assessed exclusively for services related to the SDGR.
- Cross-border ePayments:** measures the extent to which users are able to pay any fees online through widely available cross-border payment services, without discrimination based on the place of establishment of the payment service provider, the place of issue of the payment instrument or the location of the payment account within the Union.

Additional accelerators to support digital public service delivery

- Cybersecurity:** measures the extent to which national services pass 13 cybersecurity criteria by using the openly available tools Internet.nl and Mozilla Observatory tools.
- Accessibility:** measures the extent to which national service websites meet all eight selected Web Content Accessibility Guidelines (WCAG) 2.2 criteria.

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