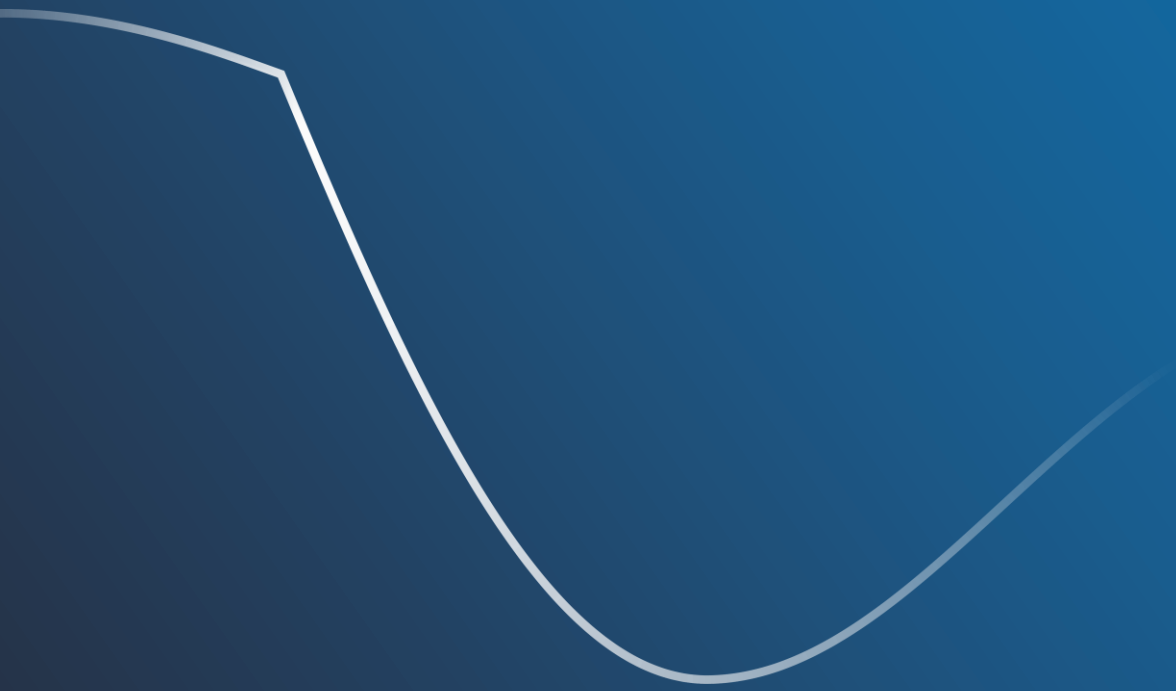


eGovernment Benchmark *Switzerland*

2026





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Executive Summary

Digital Public Services Switzerland (DPSS) provides the joint governance framework through which the Confederation, cantons, cities and communes align their digital transformation efforts. In 2025, building on the Digital Public Services Switzerland Strategy for 2024–2027, the focus shifted from strategy-setting to implementation, with deeper coordination across all levels of government.

This eGovernment Benchmark provides the latest trends and performance of Switzerland's digital government. It identifies both areas of strength and opportunities for improvement. By comparing Switzerland with EU Member States, the digital government efforts can be better contextualized. The study follows the same methodology as the European Commission's eGovernment Benchmark. It aligns with the latest policy priorities in Europe and focuses on three key dimensions: Online Service Delivery, Interoperability Signifiers and User-Friendly Portals (encompassing 19 underlying indicators and additional pilot indicators focusing on artificial intelligence, cybersecurity, sovereignty and multilingualism).

Switzerland's overall eGovernment maturity score stands at **57.5 points in 2026**, an increase of 0.9 points compared to the previous year, while the ranking remains **#27 among the EU27 and Switzerland**. The gap with the EU average has widened to 19.1 points, as Switzerland's year-on-year improvement was outpaced by gains at the EU level, where the average reached 76.6 points.

Business-related life events continue to outperform citizen-facing services, with an average score of 70.2 compared to 53.9 for citizen life events. Business Start-Up remains the strongest performer at 73.1 points. Justice remains the weakest life event at 29.9 points, while Health (66.8) and Career (64.7) are the strongest citizen life events. Indicators with the largest improvements include cross-border ePayments, complaint procedures and clear access to complaint procedures for cross-border users.

From a technological perspective, Switzerland performs well in speed and performance (89.4 points, above the EU average), cross-border user support (above EU average for all sub-questions), cross-border ePayments (97.1 points, a significant increase of 45.7 points), and findability (64.8 points, above the EU average). At the same time, clear challenges persist in eID adoption, pre-filled forms, accessibility foundations and transparency of service delivery.

The national eID rollout took place in December 2025, outside the timeframe of the current data collection, suggesting that notable improvements in eID-related indicators are likely to be reflected in future assessments.

Based on the findings and insights of this study, the following recommendations can support Digital Public Services Switzerland and other national, cantonal and local stakeholders to strengthen the eGovernment landscape:

1. Realize implementation breakthroughs across all government levels.
2. Increase the availability and benefits of fully online services.
3. Ensure consistent and scalable eID adoption.
4. Strengthen user support across digital government portals.
5. Embed AI-enabled user support in digital public services.



Glossary of key terminology

eGovernment: electronic government (also digital government).

Dimensions: the three pillars against which indicators for eGovernment are aggregated and measured.

- Online Service Delivery – To what extent are services provided online? How mobile friendly are they? And are public administrations clear about how their services are delivered?
- Interoperability Signifiers – Are authentication enablers in place for (cross-border) users? Are public administrations clear on the way people's personal data is being processed? And to what extent is the output of services digitized?
- User Friendly Portals – What online support and feedback mechanisms are in place? Are public administrations transparent about policy making and digital service design? Are services accessible for everybody, delivered without technical constraints and secure? And to what extent can users find the relevant websites?

Life event: a package of government services, usually provided by multiple agencies, that support citizens or entrepreneurs through key points of their lives, such as the birth of a child or starting a business. The eGovernment Benchmark covers nine life events (government domains):

- For businesses: Business Start-Up and Regular Business Operations.
- For citizens: Career, Studying, Family, Health, Moving, Transport and Starting a Small Claims Procedure.

Life event services: services within a user journey for national and cross-border users.

- Informational services: services and procedures that provide users with adequate and personalized insight into their situation.
- Transactional services: services and procedures needed to fulfil the essential requirements of a life event, such as registration.
- Portal websites: eGovernment websites that gather and provide information and services from multiple public administrations, also known as one-stop-shops.
- National users: citizens and entrepreneurs that seek information and services in their own country.
- Cross-border users: citizens or entrepreneurs that seek information and services in a European country other than their own.

Method: the way in which the data is collected.

- Mystery Shopping: the primary type of data collection in the eGovernment Benchmark, a proven evaluation method that makes the user journey and experience the primary focus of attention.
- Automated tools: online tests through which websites are entered and assessed on a number of criteria.



1. Introduction

1.1. Switzerland's digital government transformation

Switzerland is a federal state with a decentralised approach to governance and public service delivery, characterised by shared responsibilities across the Confederation, 26 cantons, and thousands of communes.

Digital Public Services Switzerland (DPSS) provides the joint governance framework through which all levels of government align their digital transformation efforts. In 2025, the focus shifted from strategy-setting to implementation as highlighted in the Digital Public Services Switzerland Annual Report 2025, with deeper coordination across all levels of government. Implementation activities continued to be guided by a set of shared principles: a focus on user-centred and inclusive design, the consistent application of digital-first approaches, interoperability and the reuse of data and solutions, trust, security and transparency.

The strategic priorities pursued remained stable and saw further maturation in 2025. These include the expansion of digital public services nationwide, progress toward one-stop government, and continued efforts related to a state-recognised electronic identity ([e-ID](#)). Notably, the national eID rollout took place in December 2025, which lies outside the timeframe of the current data collection, improvements in eID-related indicators are thus likely to be reflected in future assessments.

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). Within the broader monitoring landscape, the eGovernment Benchmark provides detailed insights into how strategic digital ambitions are being realized.

The aim of this report is to provide an updated view of how Switzerland performs in a European context, identifying both areas of strength and opportunities for improvement. Comparing Switzerland with EU Member States is important to place the country's digital government efforts in context and to enable learning from best practices across borders.

1.2. Measuring progress with the eGovernment Benchmark

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. Using data collected in 2025, this eGovernment Benchmark provides a comprehensive assessment of Switzerland's progress in digital public service delivery.

The study follows the same methodology as the European Commission's eGovernment Benchmark. It evaluates online public services in nine life events relevant to citizens and entrepreneurs, across three key dimensions, with 19 underlying indicators, as well as 11 pilot indicators that focus on artificial intelligence, cybersecurity, sovereignty and multilingualism. The digitalization of public services is measured from the perspective of Swiss users through an



online Mystery Shopping technique, whereby analysts visited and evaluated 98 services related to the nine life events using a structured questionnaire. In addition, 8 new pilot services were tested representing specific administrative procedures related to sustainability, business growth, eID and ICT specialist skills.

Only the Mobile Friendliness, Accessibility Foundations, Findability, Speed and Performance and Security indicators were tested with automated tools.

Swiss scores cannot be fully compared with EU Member States, as services are sometimes provided by other administrative levels or are inapplicable in Switzerland. The [European eGovernment benchmark](#) figures were collected in November 2025 and published in June 2026.

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

- For cantons: all 26 canton administrations.
- For cities and communes: the largest 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 Switzerland, and University of Luzern.
- For hospitals: Universitätsspital Bern, Universitätsspital Basel, Centre Hospitalier Universitaire Vaudois Lausanne, Hôpitaux Universitaires de Genève, and Universitätsspital Zürich.

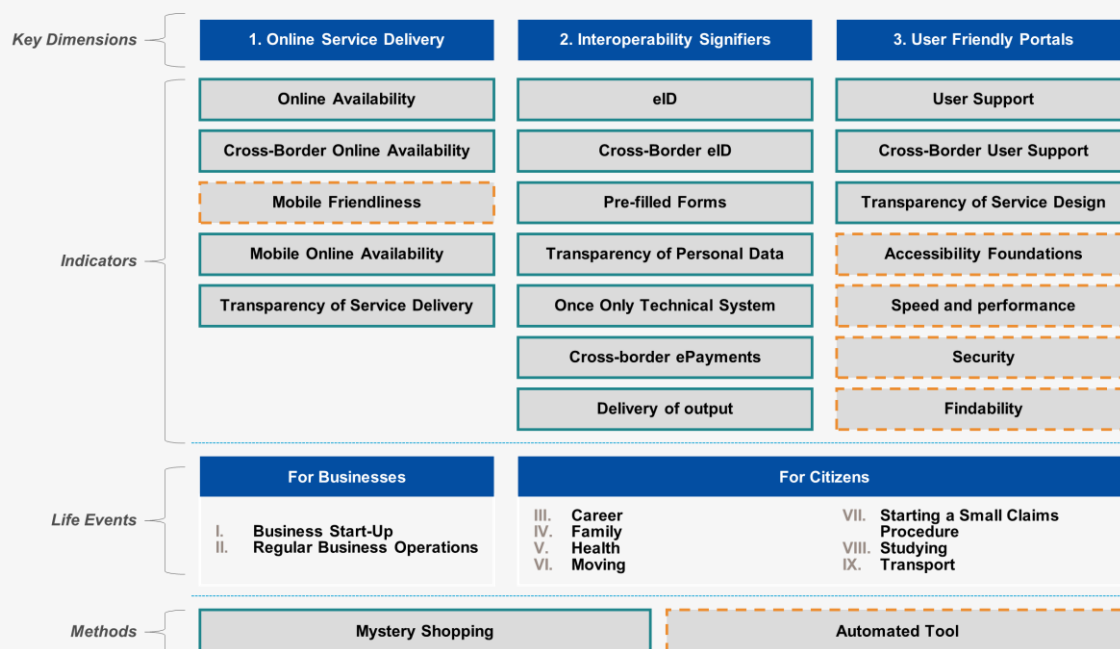


Figure 1. eGovernment Benchmark methodological framework



The **three key dimensions** can be described by the following key questions:

1. **Online Service Delivery:** To what extent are services provided online? How mobile friendly are they? And are public administrations clear about how their services are delivered?
2. **Interoperability Signifiers:** Are authentication enablers in place for (cross-border) users? Are public administrations clear on the way people's personal data is being processed? And to what extent is the output of services digitized?
3. **User Friendly Portals:** What online support and feedback mechanisms are in place? Are public administrations transparent about policy making and digital service design? Are services accessible for everybody, delivered without technical constraints and secure? And to what extent can users find the relevant websites?

The eGovernment Benchmark methodology in a nutshell

To present an in-depth view on eGovernment performance, the analysis covers 98 services across nine life events: sequences of digital services that the average citizen and business are likely to require. The services are related to Business Start-up, Regular Business Operations, Health, Moving, Starting a Small Claims Procedure, Transport, Career, Family, and Studying. All services in these areas were assessed in May 2025.

Well-trained Mystery Shoppers, analysts from Switzerland, evaluated the life events by visiting and assessing government websites using a standardized survey.

In order to provide relevant insights into the digitalization of the Switzerland's Government, this report is structured as follows:

- **Chapter 2** presents the key eGovernment Benchmark findings for Switzerland, compared to the EU.
- **Chapter 3** provides detailed insights into the three main dimensions of the study, and the pilot area.
- **Chapter 4** evaluates trends across the life events.
- **Chapter 5** brings the main findings together with key conclusions and recommendations.



2. Switzerland, bridging the gap with Europe?

2.1. Overall eGovernment Maturity: Below the EU average

The overall eGovernment maturity score is an aggregate of scores derived from the three key dimensions: Online Service Delivery, Interoperability Signifiers and User Friendly Portals. It summarises eGovernment performance with a score from 0 to 100 points.

In 2026, Switzerland achieved a score of 57.5 points in overall digital maturity, an increase of 0.9 points compared to the previous year. However, the ranking remains #27 as Switzerland continues to trail the EU27 average of 76.6 points. The gap with the EU average has widened to 19.1 points, indicating that Switzerland's year-on-year improvement was smaller than gains recorded at the EU level.

Among peer federal state countries within the EU27, Austria (#6, 85.5 points) and Belgium (#16, 75.6 points) are widening the gap with Switzerland, while Germany (#25, 64.2 points) scores more similarly. Finland leads the overall ranking at 91.0 points, followed by Estonia (90.6) and Malta (90.4).

Historical trend data shows that Switzerland's overall performance has followed a relatively stable trajectory: the biennial average for 2022/2021 was 57.8 points, rising slightly to 59.7 for 2023/2022, before declining to 56.6 in 2024, and recovering modestly to 57.5 in 2025. In contrast, the EU27 average has grown from 72.9 (2022/2021 biennial average) to 76.6 in 2025, reflecting a steadily widening gap.

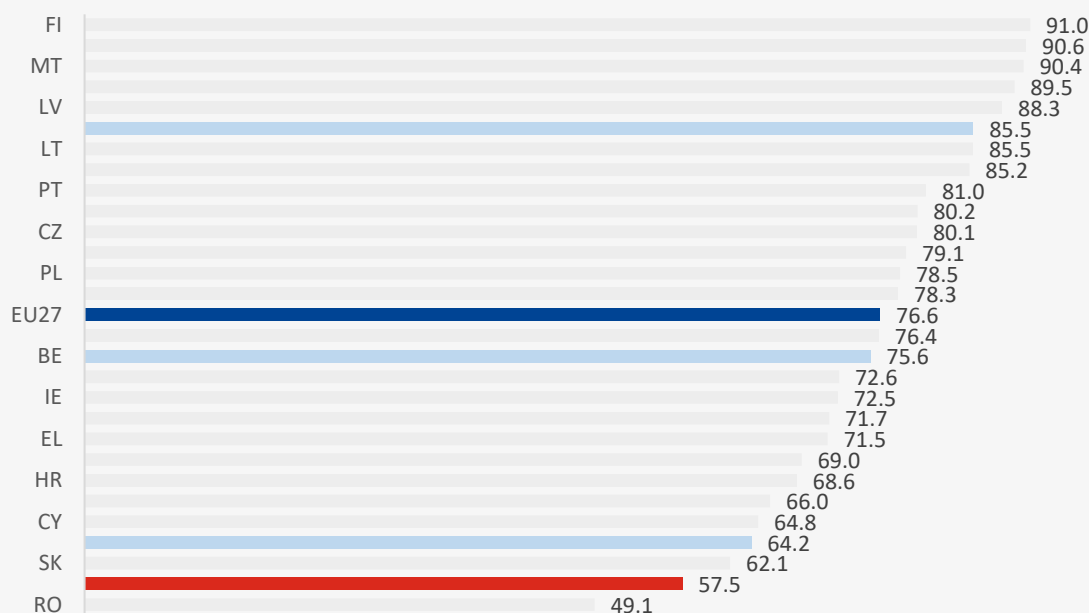


Figure 2. Overall eGovernment maturity of Switzerland and the EU27



2.2. Life events: Services for entrepreneurs outperform citizens

Business-related life events continue to outperform citizen-facing services significantly, with an average score of 70.2 points compared to 53.9 points for citizen life events. This 16-point performance gap reflects ongoing structural challenges in digitally serving individual citizens across diverse life situations.

Business Start-Up remains the strongest-performing life event with 73.1 points, albeit declining by 3.2 points compared to the previous year. Regular Business Operations follow at 67.2 points (+0.8), demonstrating a modest improvement. Both business life events score below the EU27 averages of 80.8 and 83.3 points respectively, highlighting significant room for further improvement.

Among citizen life events, Health (66.8, -0.7) and Career (64.7, +2.8) are the strongest performers yet below the EU27 average for Health (72.1) and Career (79.0) respectively. Moving (57.7, +2.3) and Studying (56.8, +1.7) show modest improvements. Transport has seen the largest improvement among citizen events at 60.4 (+5.5), driven by newly available cross-border transport support.

Justice remains the weakest-performing life event at just 29.9 points (+3.2), a score that falls far below the EU27 average of 68.6 points. Family scores 41.3 points, a decline of 4.0 points driven by limited online access to birth certificates for cross-border users.

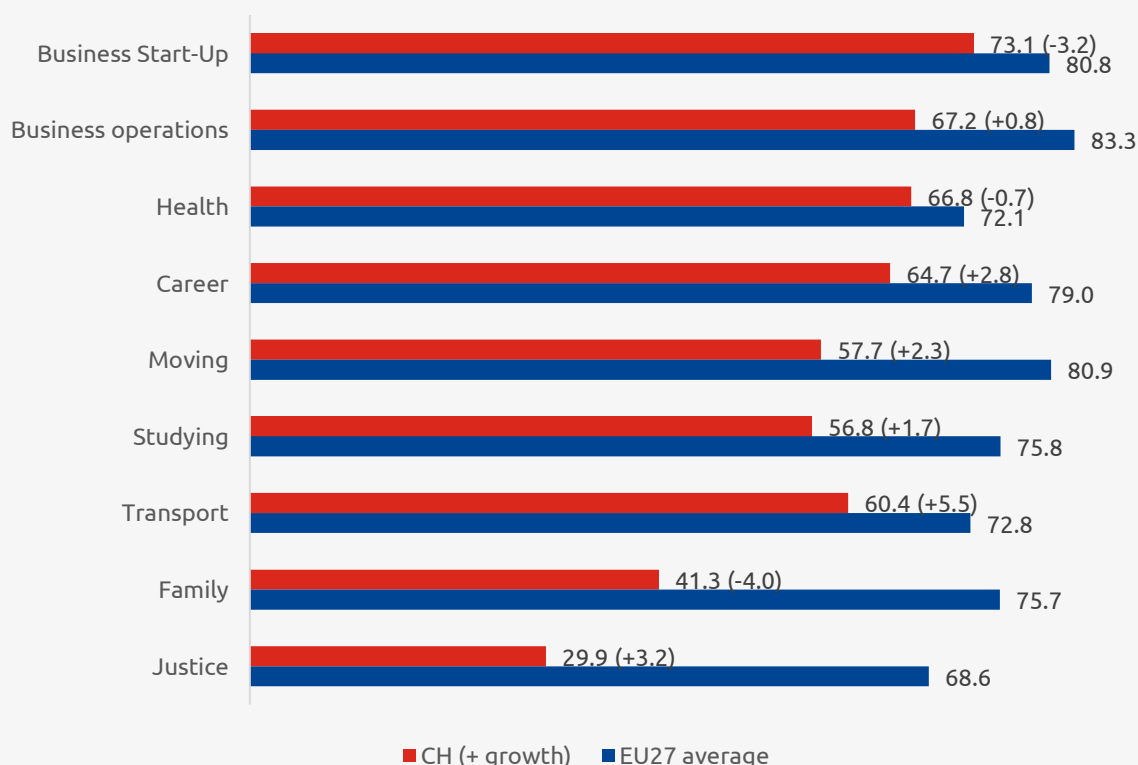


Figure 3. Business and citizen life events in Switzerland and the EU27



2.3. Government levels: Federal services mostly ahead of cantonal and local

All 26 cantons were assessed in this evaluation. The results reveal a clear hierarchy in eGovernment performance across government levels, with federal services outperforming cantonal and local counterparts across most indicators. These results should be interpreted considering the more limited scope of city level and canton level. Three services are provided at city level, twenty-five at canton level, and fifty-five at federal level.

Federal services lead across nearly all dimensions. The exception is 'information online for national users, where the federal level scores 90.8%, compared to 98.4% at canton level and 98.8% at city level. For services online for national users, the federal level scores 82.6%, while cantons score 71.6% and cities reach 92%. Online authentication is available in 88.5% of federal services, 68.9% at canton level and 87.7% at city level.

The starkest divergences are observed in eID, pre-filled forms, and cross-border services. The federal level scores 53.8% for eID availability, while cantons (12.4%) and cities (13.6%) score notably lower, reflecting that many users can already identify online through canton-level authentication solutions, but standardized eID adoption remains uneven. Further progress is expected as the national eID rollout, which took place in December 2025, is reflected in future assessments and aligns existing federal and cantonal solutions. Pre-filled forms remain low across all levels: 36% federal, 7.9% cantonal and 4.8% at city level, highlighting limited reuse of base registers and significant untapped potential for automation.

For cross-border users, the federal level scores 87.5% for information availability compared to just 40.7% at canton level and 11.5% at city level. Similarly, cross-border service availability reaches 80% at federal level, but only 25% at canton level and 11.5% at city level. This gap should, however, be interpreted considering the more limited scope of services typically offered at cantonal and local level.

Across the EU27, central government services perform more strongly than regional and local services. Within these levels, smaller municipalities and regions tend to underperform compared to larger cities and capital regions in (cross-border) online availability and other indicators.

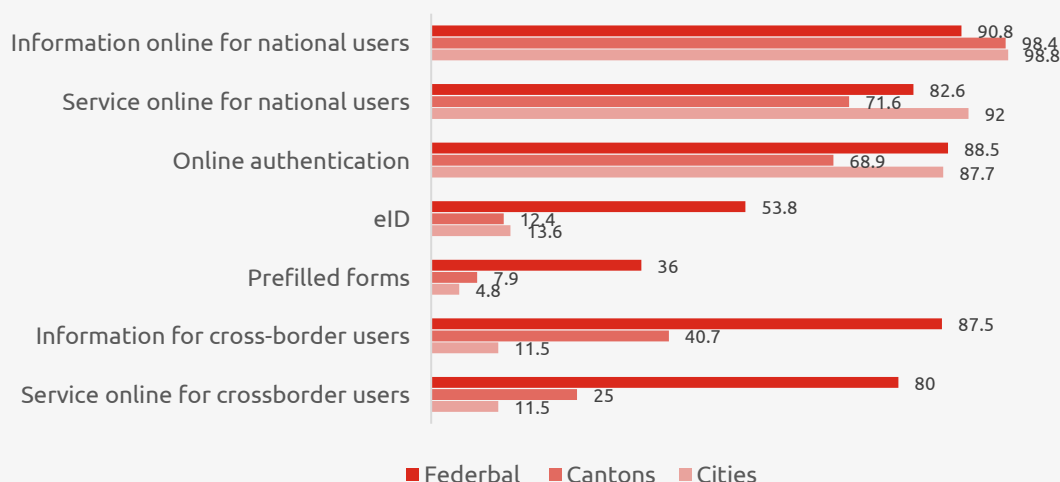


Figure 4. Comparison of indicators across Switzerland's government levels



2.4. Government levels: Federal services ahead of cantonal and local

Compared to its DACH peers, Switzerland consistently underperforms across most indicators, with the exception of cross-border user support. Its performance aligns more closely with Germany than with Austria, suggesting similar structural strengths and challenges in the digital delivery of public services. Austria clearly emerges as the regional frontrunner, outperforming both Switzerland and Germany across nearly all indicators and exceeding the EU27 average in many areas. This positions Austria as a particularly relevant benchmark and source of good practices for Switzerland.

Across all three countries, the strongest results are recorded for online availability, mobile friendliness and user support, indicating that core digital services are largely accessible and user-oriented throughout the DACH region. The largest performance gap is observed in cross-border eID. Switzerland scores 81 percentage points lower than Austria on this indicator, highlighting substantial differences in the availability of digital identity solutions for cross-border users and underscoring a key area for future improvement.

	Switzerland	EU27	Germany	Austria
Online availability	84	95	87	96
Mobile Friendliness	95	97	97	100
User Support	95	96	97	98
Transparency of Service Delivery	38	61	46	71
Transparency of Personal Data	47	76	67	87
Transparency of Service Design	47	72	53	75
eID	59	85	63	87
Pre-filled Forms	29	76	52	83
Cross-border Online Availability	64	76	69	74
Cross-border User Support	93	84	74	89
Cross-border eID	10	43	14	91

Figure 5. Comparison of indicators compared to Switzerland's DACH peers

Good practice (Estonia, Austria and Norway): Strategy Development

Drawing on lessons from international leaders, several countries offer relevant examples for Switzerland's digital transformation. Estonia is widely recognised as a global pioneer in digital government, building its success on strong digital identity, interoperable data infrastructure, and a once-only principle. Austria provides a relevant short-term reference point, combining a clear eGovernment strategy with a consensus-driven, multi-level governance model that promotes user-centric, secure, and interoperable services through close cooperation between federal, regional, and local authorities. Norway demonstrates how a non-EU country can successfully align with EU digital policy frameworks, combining the implementation of EU legislation with active participation in programmes such as DIGITAL and Horizon Europe, while maintaining national control.

More information: [Estonia](#), [Austria](#) and [Norway](#)

3. eGovernment performance

The eGovernment Benchmark consists of **three key dimensions**: Online Service Delivery, Interoperability Signifiers, and *User Friendly Portals*. Each key dimension is the aggregation of multiple indicators. Each indicator is in its turn composed by multiple questions.

3.1. Online Service Delivery: Assisting users, anytime, anywhere

National Online Availability

Switzerland provides information about almost all of the evaluated services (93.4%), a slight decrease of 0.6 points from last year. Information about the service is available online for 93.4% of services compared to 99.4% for the EU27 average. The share of services actually available online decreased slightly from 82.8% to 81.3%, due to inconsistent availability in some cantons. Service and information availability through portals stands at 91.7%, compared to 96.4% for the EU27.

Online availability is significantly higher for business life events at 97.0% compared to citizen life events at 80.5%. Continued improvement is required for Justice services, which currently score only 16.7% for online service availability.

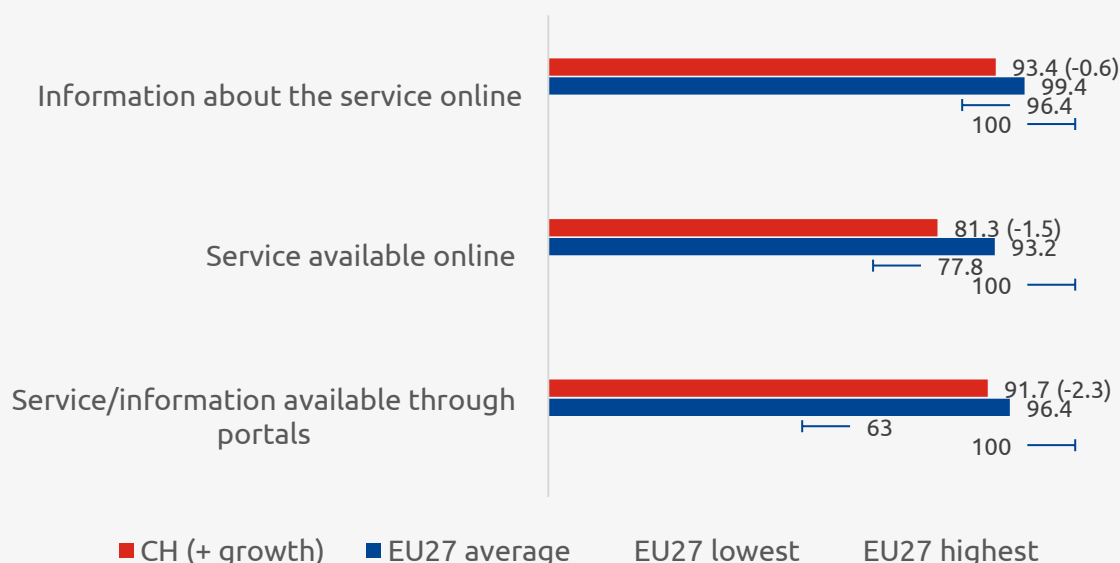


Figure 6. National online availability indicators for Switzerland and EU27

Cross-Border Online Availability

Switzerland made some progress in cross-border online availability, yet improvements are needed to ensure smooth service delivery for foreigners visiting Switzerland to study, work or live.

Cross-border information online stands at 72.7%, a decrease of 3.2 points from 75.9% the previous year. This change appears to be linked to the discontinuation of certain business operations websites, as well as increasing regional variation in business start-up platforms. The EU average for information available to cross-border users is 87.7%, highlighting continued room for improvement in Switzerland's cross-border information provision.



Switzerland improved cross-border online service availability to 64.6% (+1.6), now surpassing the EU average of 63.3%. This represents a positive development, as cross-border service availability had previously lagged behind the EU.

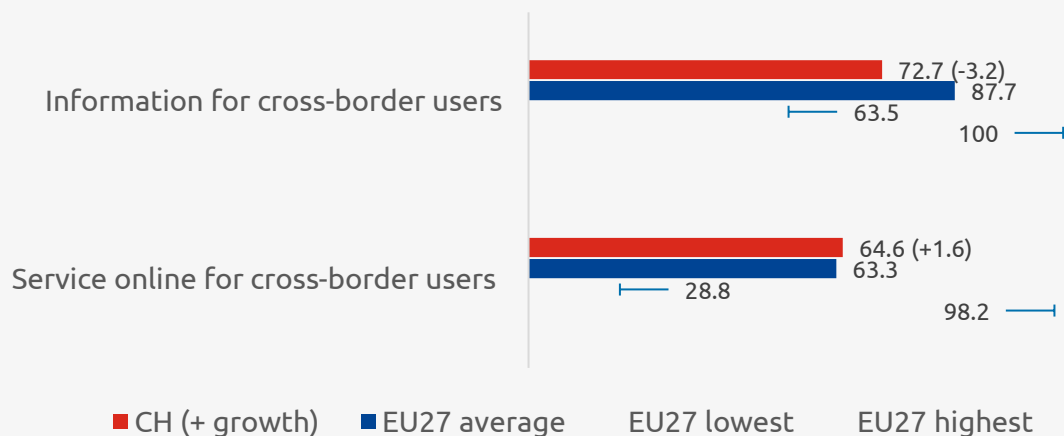


Figure 7. Cross-border online availability indicators for Switzerland and EU27

Mobile Online Government

Three indicators assess the accessibility and usability of public services via mobile devices: Mobile Friendliness measures government website optimization for smartphones, while Mobile Online Availability evaluates whether users can complete services entirely through mobile platforms, and Mobile Information Online assesses whether the information of a service is available online.

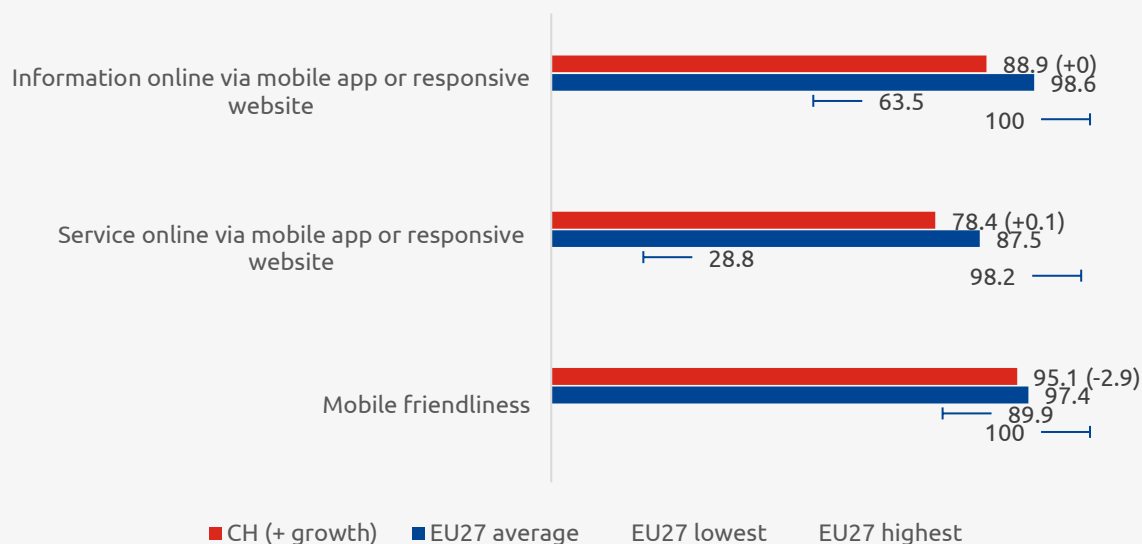


Figure 8. Mobile online government indicators for Switzerland and EU27

Switzerland scores 95.1% on Mobile Friendliness, close to the EU average of 97.4%, with all services scoring 100% except registering a car and obtaining a passport. For mobile online availability, 88.9% of Swiss services provide mobile-friendly information and 78.4% are available as online services via mobile, compared to EU averages of 98.6% and 87.5% respectively.

Justice-related services, specifically submitting a small claims procedure and appealing against court decisions, pull down the average for mobile online availability, as they score 0% for mobile online availability. Business life events, by contrast, achieve 100% mobile availability.

Transparency of Service Delivery

Transparency of service delivery remains a persistent challenge across most life events, continuing to leave users without a clear view on the duration and delivery of services.

Switzerland lags behind the EU average in estimating process duration (42.3% vs 51.8% for the EU), although progress has been made. Less than 40% of services (38.8%) disclose delivery timelines, creating uncertainty for users, compared to 71.8% in the EU. Maximum time limits for administrations are disclosed in just 27.9% of services, versus 62.8% in the EU, showing significant room for improvement.

The decrease in the overall transparency score is partly driven by lower performance in the Studying indicator, due to an expanded sample with more universities included in the assessment, which led to relatively lower scores.

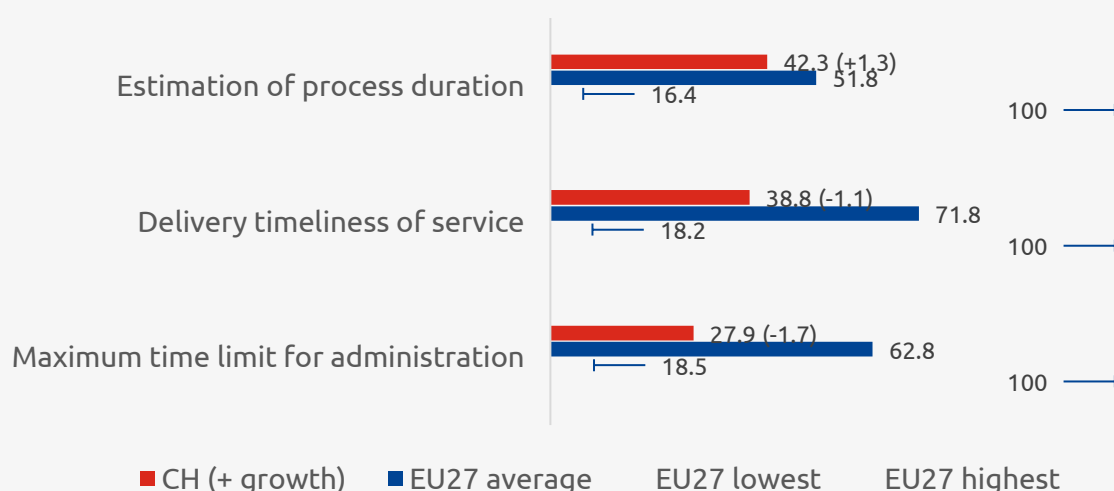


Figure 9. Transparency of service delivery indicators for Switzerland and EU27

3.2. Interoperability Signifiers: Uplifting user journeys with key building blocks

Interoperability Signifiers measure how well different parts of government work together to make online services easier and more efficient for people and businesses. This entails measuring the presence of various functionalities that make accessing public services seamless for citizens and cost efficient for governments.

eID and Cross-Border eID

At 37.5%, Switzerland's adoption of generic authentication means is less than half that of the EU27 average of 82.7%. Currently, [SwissID](#) and [AGOV](#) are considered for this indicator. Progress is expected, as the national eID programme was launched after the data collection period in December 2025. Family, Transport and Studying related services are particularly underperforming in enabling users to authenticate with a generic eID.

Cross-border eID usage is low at 10.0% (-1 point), far below the EU27 average of 49.3%, suggesting limited interoperability with other countries and limited acceptance of foreign digital identities on Swiss government portals. The gap between national eID (37.5%) and cross-border eID (e.g. [ID Austria](#) or [FranceConnect+](#)) (10.0%) reflects the broader challenge of achieving seamless cross-border digital interactions.

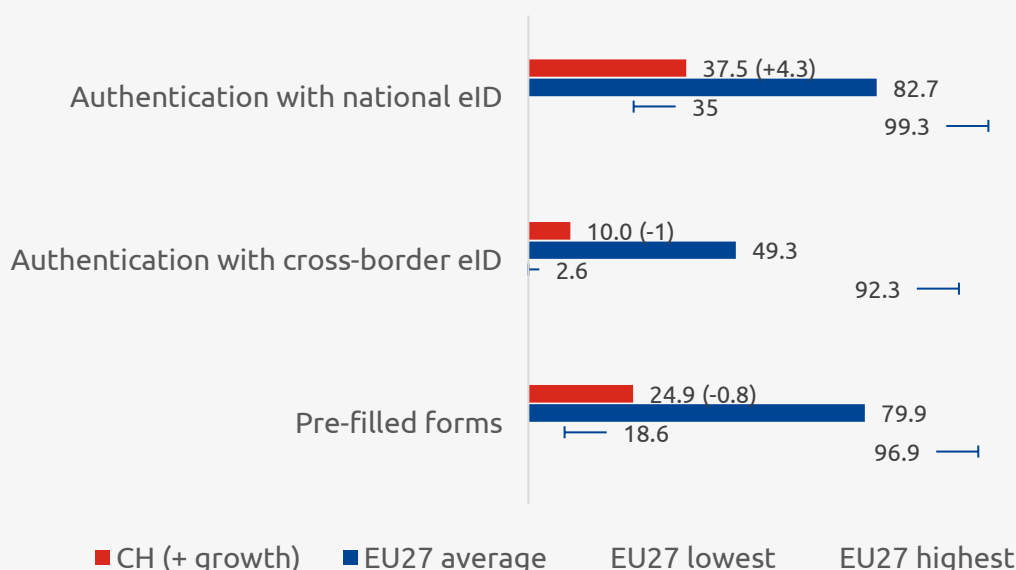


Figure 10. eID and pre-filled forms indicators for Switzerland and EU27

Good practice (Sweden and Canada): eID ecosystem development

Sweden and Canada demonstrate different approaches to strengthening digital identity ecosystems: Sweden is centrally rolling out the government-backed Sverige-ID as a high-assurance public alternative to BankID, supporting eIDAS compliance and future EUDI Wallet integration, while Canada uses a federated public-private model that combines federal and provincial digital IDs under shared standards, with governments setting policy and interoperability requirements and private providers delivering authentication and infrastructure through the Pan-Canadian Trust Framework. More information: [Sweden](#) and [Canada](#)

Pre-Filled Forms

Less than one-quarter (24.9%) of Swiss services pre-fill personal information for users, a slight decline of 0.8 points, compared to the EU27 average of 79.9%. This represents one of the largest gaps between Switzerland and the EU and highlights the significant untapped potential for automation through base registries. Pre-filled forms show consistently low scores across all government levels, despite relatively better performance at federal level (36%), compared to cantons (7.9%) and cities (4.8%).

Good practice (Austria): Centralized Reporting Platform

Austria's Reporting Platform provides a central service that supports a modern, user-oriented data culture in the public sector. It consolidates data across public administration and supports analytical processing of past, current and future developments. The platform enables evidence-based decision-making by offering quality-assured data analysis and visualisations for politics, public administration and the wider public. It is already used in over 100 applications across 10 of Austria's 12 federal ministries. Data is processed once and reused across multiple applications through app-to-app communication, supporting interoperability and reducing duplication.

More information: [Reporting Plattform](#)

Transparency of Personal Data

Switzerland made no progress on the transparency of personal data this year. Two-thirds (66.7%) of Swiss portals provide users with online access to personal data stored by the government. However, significant gaps remain across other dimensions of data transparency.

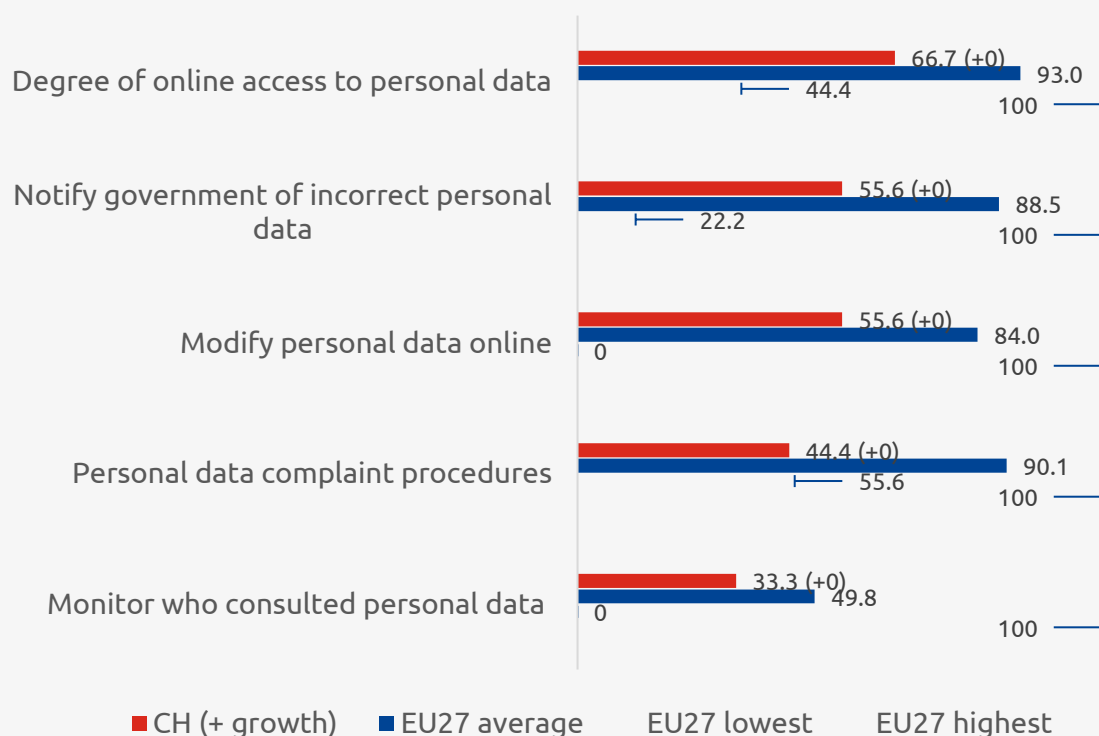


Figure 11. Transparency of personal data indicators for Switzerland and EU27

Only 55.6% of portals enable users to notify the government of incorrect personal data, and only 55.6% allow users to modify their personal data online. Just 44.4% of Swiss portals have complaint procedures available for citizens and businesses regarding their data, compared to 90.1% for the EU27. Only 33.3% of portals allow users to monitor who has consulted their personal data, against an EU27 average of 49.8%.

Portals in the Transport, Family and Studying life events leave the most 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

In 2024, the eGovernment Benchmark aligned its methodology with the EU Single Digital Gateway Regulation (SDGR). Four indicators within the Interoperability Signifiers dimension are directly related to SDGR: Delivery of Output, Cross-Border Delivery of Output, Cross-Border ePayments and the Once Only Technical System (OOTS).

Delivery of Output (national and cross-border) scores 74.9% (+4.5), meaning that approximately three-quarters of Swiss services deliver the output of a request in a fully digital format such as email. This is above the EU27 average of 76.4%, a positive result. Cross-border delivery of output also scores well at 66.5% (+2.7), above the EU27 average of 48.7%, with the strongest performance in the Transport life events.

Cross-border ePayments is Switzerland's most mature indicator at 97.1% (+45.7), the largest improvement recorded in this assessment. The increase arises from large improvements in the Family, Business Start-Up and Transport life events. Switzerland now significantly outperforms the EU27 average of 77.5%.



The Once Only Technical System (OOTS) is not applicable to Switzerland, as it is an EU-specific instrument. All EU Member States also currently score 0 on this indicator, as OOTS implementation is still in its infancy across Europe.

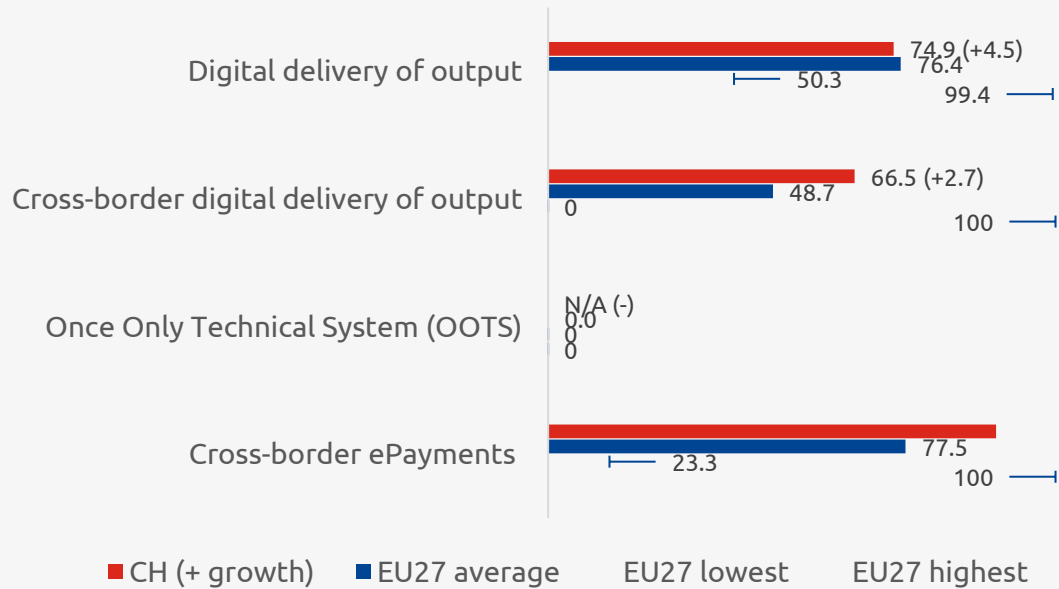


Figure 12. SDGR-related indicators for Switzerland and EU27



3.3. User Friendly Portals: Making digital services easier to navigate and use

User support

All Swiss eGovernment portals provide FAQ sections and demos, showing availability of basic user support features. This supports users in resolving common issues independently, reducing the need for external assistance. Live support functionalities and AI chatbots are absent on all of the Swiss eGovernment portals. Switzerland made no improvements this year. This reduces the immediate support options for users and increases the likelihood of delays or unresolved queries during service use.

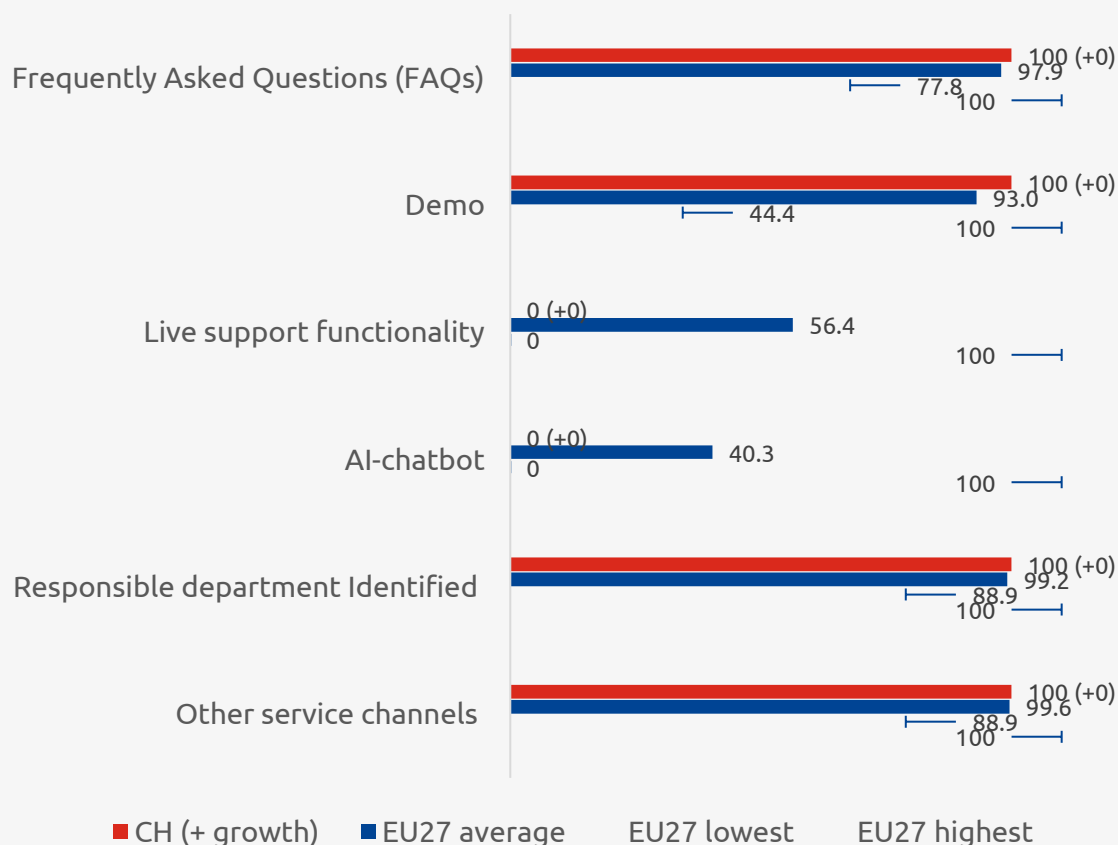


Figure 13. User support indicators for Switzerland and EU27

Feedback Mechanisms and Complaint Procedures

Swiss eGovernment portals provide users with feedback channels, available on all portals except Health (88.9%), consistent with last year. However, the ability to discuss matters via online fora or social media decreased from last year, as it is no longer available on Family websites, now at 88.9% (-11.1), compared to the EU27 average of 88.9%.

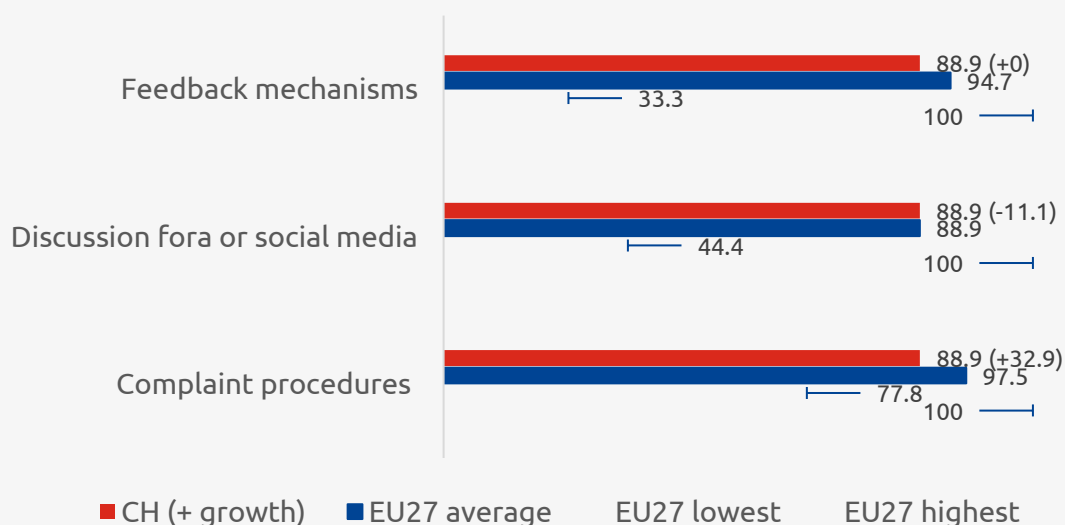


Figure 14. Feedback mechanisms for Switzerland and EU27

Complaint procedures have made significant improvements and are now available on 88.9% of Swiss eGovernment portals (+32.9), catching up to the EU27 average of 97.5%. The increase results from complaint procedures being newly available on all portals except Health.

Cross-Border User Support

Swiss eGovernment portals score above the EU27 average for all questions related to cross-border user support, giving foreign users good assistance in navigating Swiss portals.

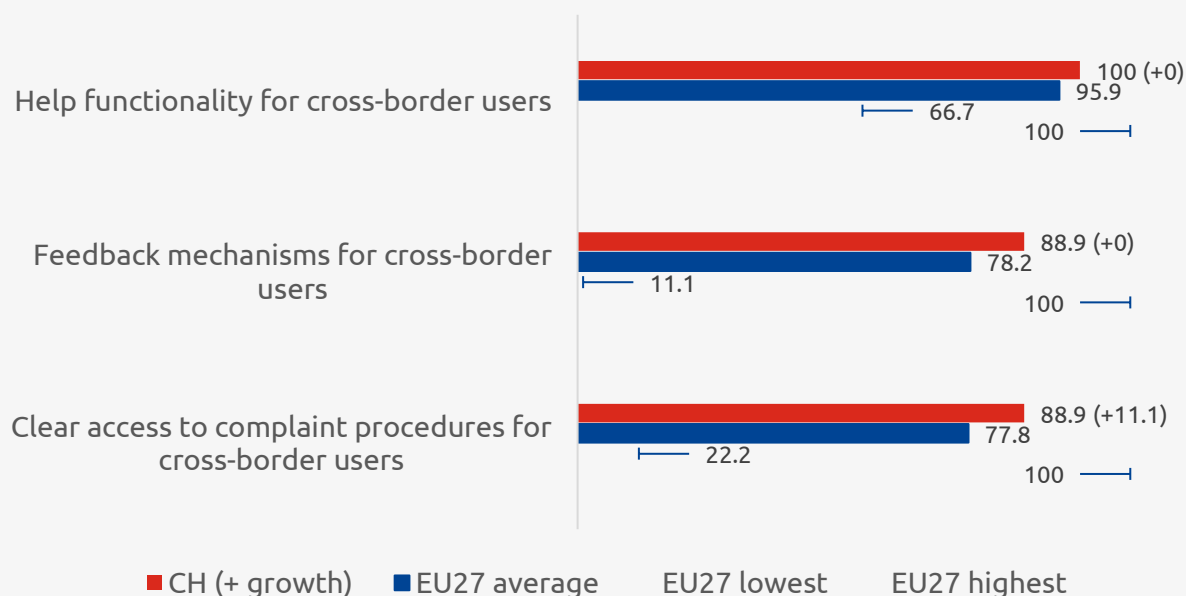


Figure 15. Cross-border user support indicators for Switzerland and EU27

All evaluated portals provide help functionalities for cross-border users (100%), ensuring basic support is always available, above the EU27 average of 95.9%. Feedback mechanisms for cross-border users stand at 88.9% (+0.0), above the EU average of 78.2%.



Improvements have been made to provide clear complaint procedures for cross-border users (+11.1), now at 88.9%, above the EU27 average of 77.8%. Improvements are specifically found in business operations portals, career portals, justice portals and various transport portals.

Good practice (Finland): MyData – Human-Centric Data Control

The MyData approach enables a shift from organisation-centric to human-centric data management, ensuring that individuals have the right and practical means to access, manage and control their personal data. Through interoperable MyData accounts, individuals can grant, monitor and withdraw consent for how their data is used, providing clear visibility into data access and processing across services. Personal data is made accessible in machine-readable formats via standardised interfaces, enabling secure reuse across services while preventing data silos and vendor lock-in.

More information: [Finnish Ministry of Transport and Communication](#)

Transparency of Service Design

Key policy-making processes are explained on all Swiss portals (100%), consistent with last year, and comparable to the EU27 average of 96.7%. However, none of the portals provide information on how users can actively participate in these processes, scoring 0% on this sub-indicator, against an EU27 average of 65.8%.

Information on how digital services are designed is available on just 44.4% of portals (-11.2), a decline from last year, leaving users with limited insights into development practices. The decrease is attributable to several Swiss Confederation portals no longer carrying information on service design, compared to an EU27 average of 69.5%.

Less than half of portals (44.4%) provide information on how users can contribute to the design of services, highlighting a lack of structured opportunities for user involvement (EU27 average: 55.1%).

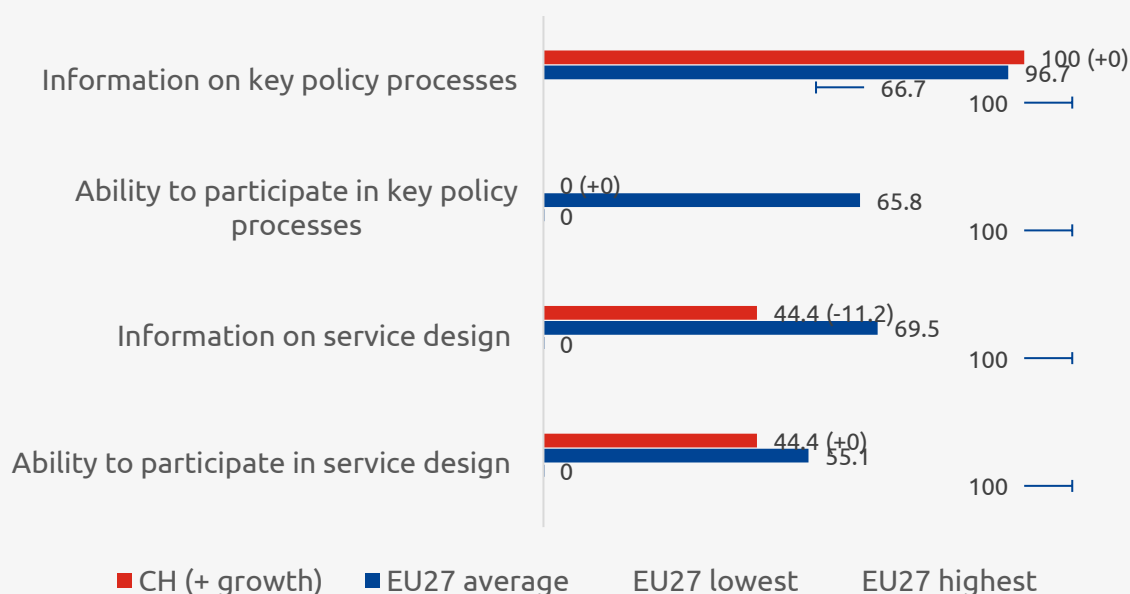


Figure 16. Transparency of service design indicators for Switzerland and EU27

Accessibility Foundations, Speed and Performance, Security and Findability

Accessibility Foundations perform significantly lower in Switzerland (29.5%, -1.4) than the EU average (48.7%), indicating that a large share of services fail to meet the eight assessed WCAG



2.2 criteria. The EU27 lowest is 9.3% and highest is 80.7%, placing Switzerland in the lower half of the distribution.

Speed and Performance reaches 89.4% (+2.5), placing Switzerland above the EU average of 85.3% and close to top-performing countries (EU highest: 93.9%), reflecting consistently strong optimisation for speed and responsiveness.

Security scores 51.4% (+4.3), slightly above the EU average of 46.6%, yet remains moderate overall as many advanced cyber-hygiene measures are not widely implemented. The EU highest is 79.0%, indicating room for improvement in the adoption of modern web security standards. Findability stands at 64.8% (-0.7), above the EU27 average of 59.5%, suggesting that government portals are relatively well optimised for search engines, enabling users to more easily locate services online despite variation across portals.

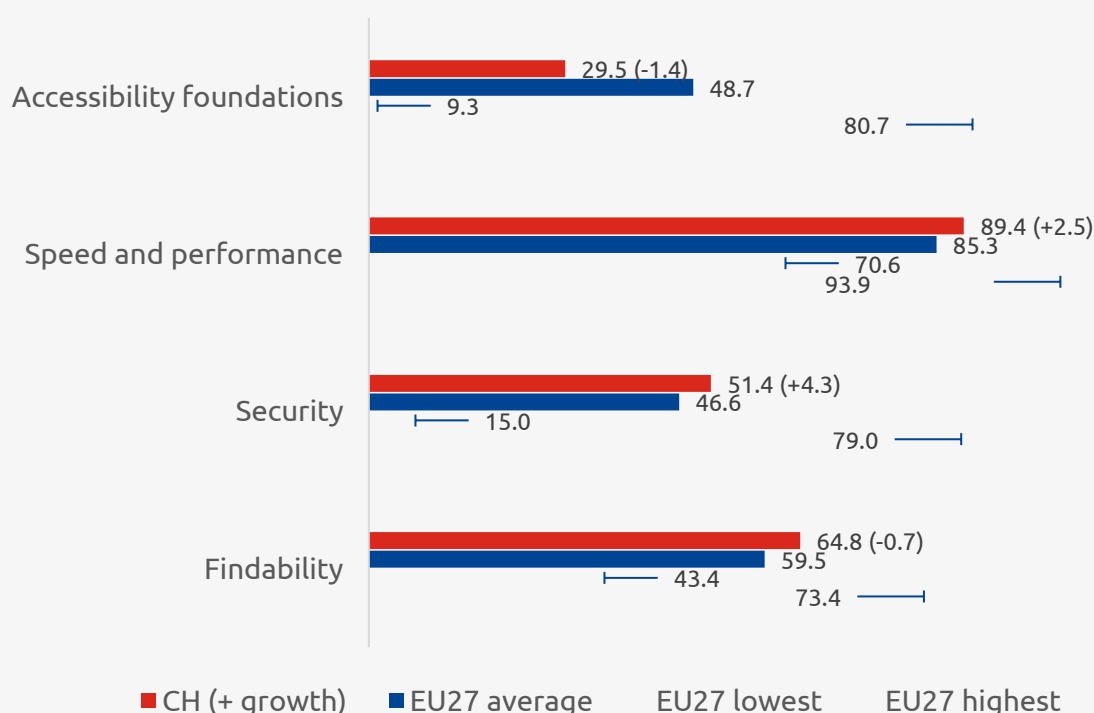


Figure 17. Automated indicators: Accessibility, Speed, Security and Findability for Switzerland and EU27



3.4. Key Areas: Emerging dimensions of digital government

Artificial Intelligence

AI-enabled user support was assessed by measuring a set of qualitative chatbot indicators: maturity, escalation to human support, understandability, multilingualism and cross-border support.

As Switzerland currently does not have an AI chatbot deployed on its eGovernment portals, all results reflect 'not available' or zero. This stands in stark contrast to EU averages across all chatbot indicators, where the EU27 average for maturity of AI-powered chatbots stands at 35.8 points (EU highest: 83.3), and the escalation options indicator averages 17.3 points (EU highest: 100).

Significant improvements can be achieved by introducing the availability of an AI chatbot on Swiss eGovernment portals. An AI chatbot that supports users in multiple languages, provides clear escalation paths to human support, and is accessible to cross-border users would bring Switzerland close to EU averages across all five chatbot sub-indicators.

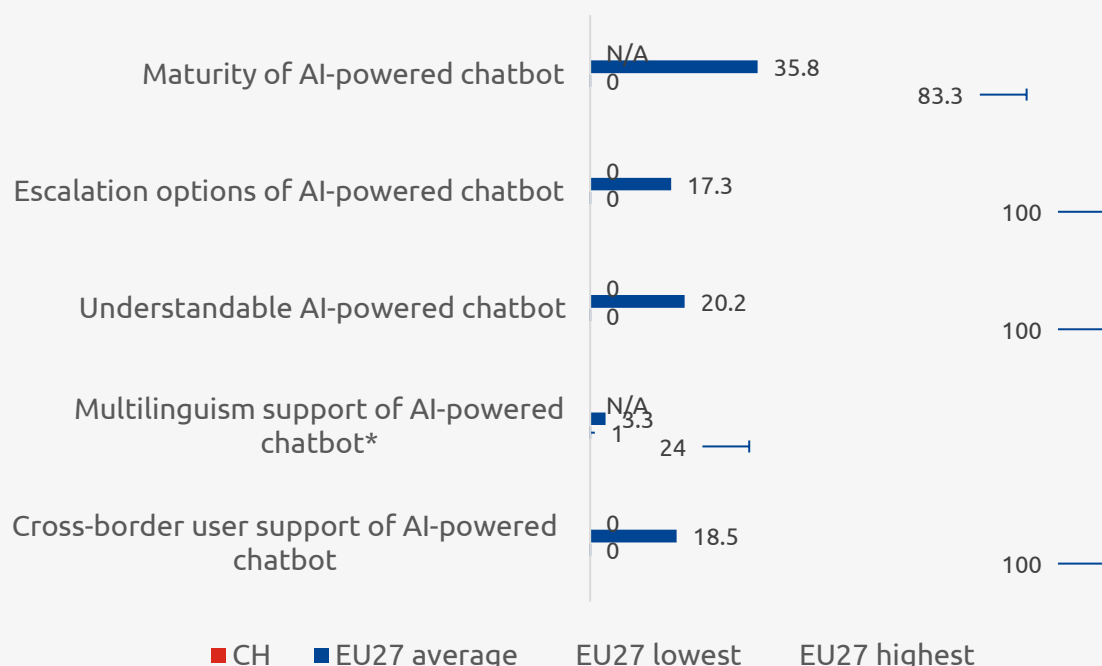


Figure 18. Artificial Intelligence chatbot indicators for Switzerland and EU27

* Out of 24 EU official languages

Good practice (Belgium): AI-Enabled Website Support – Berchem Brussels

The municipality of Berchem-Sainte-Agathe and the CPAS have introduced a new AI-powered digital assistant, integrated directly into their websites. Accessible 24/7, the chatbot helps users quickly find information, understand administrative procedures, and identify the appropriate municipal or CPAS service, improving overall website usability and accessibility. The digital assistant is explicitly designed to complement, not replace, municipal staff. Human contact remains central, while the chatbot supports a user-oriented approach by facilitating faster access to reliable, validated information through the website when users need it most.

More information: <https://berchem.brussels/nl/>



Cybersecurity

Cybersecurity was assessed using three pilot indicators: Certification (CAA), phishing awareness information and use of official government domain suffixes (admin.ch, swiss.ch, .swiss, canton-specific).

Switzerland performs above the EU27 average across the cybersecurity domain. Especially for phishing awareness information, Switzerland achieves full maturity with a score of 100%, compared to the EU27 average of 48.0%. This reflects strong national efforts to protect citizens from phishing threats.

For Certificate Authority Authorisation (CAA), Switzerland scores 31.6% compared to the EU27 average of 16.7%, indicating relatively stronger use of domain certificate controls. Domain verification suffix scores 58.9% against the EU27 average of 24.0%, reflecting consistent use of official Swiss government domain naming conventions that help users identify trusted government websites.

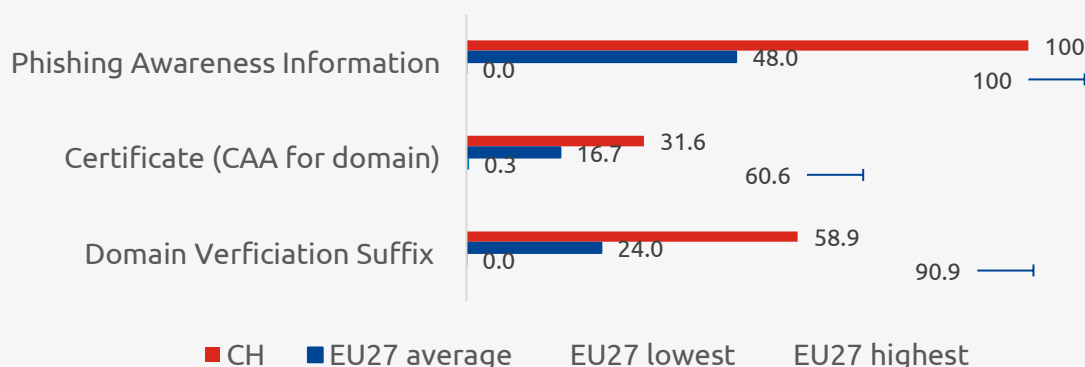


Figure 19. Cybersecurity pilot indicators for Switzerland and EU27

Sovereignty

Digital sovereignty was assessed using an indicator that maps the Autonomous System Numbers (ASNs) of government web and email servers to the controlling network operator and its ultimate owner, determining whether routing and communication infrastructure falls under Swiss or non-Swiss jurisdiction, compared to the EU vs non-EU comparison used for the EU27 average.

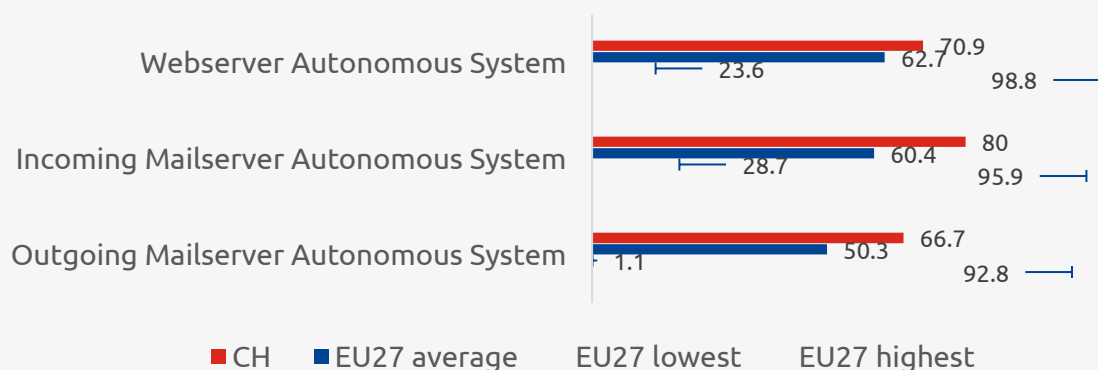


Figure 20. Sovereignty pilot indicators for Switzerland and EU27



Switzerland scores above the EU27 average across all three server sovereignty measures, indicating that Swiss government web and email endpoints more frequently sit within domestically owned autonomous systems than the EU average sits within EU-owned ones.

For webserver autonomous systems, Switzerland scores 70.9% against the EU27 average of 62.7% (EU lowest: 23.6%, EU highest: 98.8%). The strongest result is observed for inbound mail routing, where Switzerland scores 80.0%, above the EU average of 60.4% (EU highest: 95.9%). Outbound mail routing scores 66.7%, above the EU27 average of 50.3% (EU highest: 92.8%).

Multilingualism

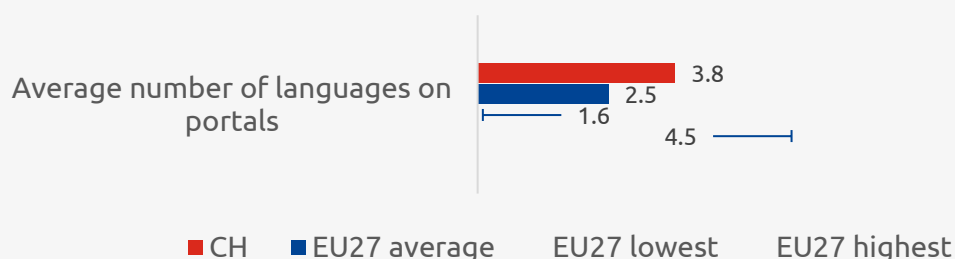


Figure 21. Multilingualism pilot indicators for Switzerland and EU27

Multilingualism was assessed by counting the number of languages available on national portals. Switzerland's federal structure and four national languages (German, French, Italian and Romansh) create a unique context for language provision in digital government services.

Swiss portals typically offer around four languages, above the European average of approximately two to three languages per portal. This reflects Switzerland's constitutional commitment to multilingualism and the practical necessity of serving citizens across distinct linguistic regions. The multilingual provision of government services is a recognised strength of the Swiss digital government landscape and contributes positively to accessibility and inclusion.



4. Trends across the life events

This chapter examines eGovernment performance across the nine life events assessed in the 2026 benchmark, providing detailed insights into sectoral strengths and areas for improvement.

4.1. Business life events: Digitally enabling entrepreneurs

Business Start-Up is the strongest-performing life event at 73.1 points, despite a decline of 3.2 points from the previous year. The decrease is partly attributable to regional differences in business start-up services across cantons, affecting consistency of online availability. Online service delivery for Business Start-Up performs relatively well, but cross-border interoperability remains a challenge. Cross-border ePayments for business registration scored 0 points in the previous assessment, and while improvements were made in the current year, integrating internationally accessible payment methods into the service for registering a company for the first time remains a concrete step for improvement.

Regular Business Operations scores 67.2 points (+0.8), a modest improvement. However, this life event scores significantly below the EU27 average of 83.3 points — one of the largest gaps in the assessment. Score decreases are partly explained by the discontinuation of certain business operations websites. Cross-border online availability for business operations warrants particular attention: improvements in this area would better serve international entrepreneurs and companies operating across borders.

4.2. Citizen life events: Serving parents, patients, students and job-seekers

Health (66.8 points, -0.7) remains the strongest citizen life event despite a marginal decline. Online availability is relatively high, and services such as the national health portal demonstrate strong user-centric design. However, transparency of service delivery, including estimated process durations, delivery timelines and maximum time limits, remains a challenge in Health services. Cross-border user support in Health showed a decrease this year. Complaint procedures are absent on Health portals, which represents one of the key gaps in this life event.

Career (64.7 points, +2.8) shows a notable improvement, driven by eID login availability and improved user support. Career services improved in providing cross-border complaint procedures and eID authentication. Career remains a strong performer relative to other citizen life events and has the potential to serve as a model for improvements in other domains.

Transport (60.4 points, +5.5) recorded the largest improvement among citizen life events, primarily driven by newly available cross-border transport support. Mobile friendliness in transport services reaches 95.1%.

Moving (57.7 points, +2.3) shows improvement. Online service delivery for Moving performs above the citizen average. Moving especially requires improvement in the Interoperability Signifiers domain which currently scores 29.7 points.

Studying (56.8 points, +1.7) improved modestly. The expanded sample including more universities led to relatively lower scores in some transparency indicators, particularly



Transparency of Service Delivery. The Transparency of Service Design indicator is particularly low for Studying portals, as information on how users can contribute to service design is absent.

Family (41.3 points, -4.0) declined mainly due to limited online access to birth certificates for cross-border users. Cross-border delivery of output scored 0 for this life event, as the service 'Obtain Birth Certificate' is not accessible online for cross-border users. Social media and online forum functionality on Family websites was also discontinued. To improve, the output of this service should be digitised: providing acknowledgement of receipt, delivering the birth certificate in digital format, and sending a notification upon completion.

Justice (29.9 points, +3.2) remains the weakest-performing life event by a wide margin, despite a modest improvement. Online service availability is just 16.7%, and mobile online availability for justice services (specifically submitting a small claims procedure and appealing against court decisions) scores 0%. Transparency of personal data in Justice portals scores just 31 points, and cross-border eID and authentication for services such as submitting small claims procedures are absent. The Justice life event represents the most significant area for digital improvement across all sectors.

Good practice (Estonia): Life-Event-Based Service Delivery – Eesti.ee

Estonia structures public services around key life events such as birth, moving, marriage and starting a business. Services and information are grouped by life situations rather than by administrative competence, improving clarity and ease of use for citizens. Citizens are required to submit personal information only once; data is securely reused across public authorities through interoperable systems, reducing administrative burden. Relevant services are offered proactively when a life event occurs, without requiring separate applications. Where multiple institutions are involved, information is securely exchanged and presented in a single user journey.

More information: Riigiportaal [Eesti.ee](https://eesti.ee)



5. Key conclusions and recommendations

5.1. Conclusions: Progress achieved, yet the gaps persist

Switzerland holds a stable but below-average position in eGovernment maturity relative to the EU27, ranking #27 with an overall score of 57.5 points, 19.1 points below the EU average of 76.6. While Switzerland has made incremental progress (+0.9 points), EU Member States have collectively improved at a faster pace, widening the gap.

Business-related life events continue to outperform citizen services significantly, with Business Start-Up and Regular Business Operations scoring 73.1 and 67.2 points respectively. Citizen life events average 53.9 points, with Justice at 29.9 points representing a critical weak spot requiring urgent attention. Health and Career remain the strongest citizen life events and can serve as anchors for broader improvements.

Switzerland performs well in several technological areas: speed and performance (89.4%), cross-border ePayments (97.1%), cross-border user support (100% help functionality), findability (64.8%), and security (51.4%). Multilingualism and digital sovereignty also represent genuine strengths of the Swiss digital government landscape.

Persistent challenges centre on eID adoption (37.5% vs EU 82.7%), pre-filled forms (24.9% vs EU 79.9%), and transparency of service delivery. The absence of AI chatbots on all eGovernment portals stands out as a gap relative to EU peers, where 40.3% of portals already deploy such tools.

5.2. Recommendations: Today's steps for the digital Switzerland of the future

Based on the findings and insights of this study, the following recommendations can support Digital Public Services Switzerland (DPSS) and other national, cantonal and local stakeholders to strengthen the eGovernment landscape in Switzerland:

1. **Realize implementation breakthroughs across all government levels.**

Europe is improving and moving forward at a higher pace than Switzerland. Further progress depends on accelerating large-scale implementation across all levels of government. Building on the rolling Implementation Plan (Umsetzungsplan), stronger governance and coordination of digitalization across federal, cantonal and communal levels is essential. Most eGovernment challenges are identical across public sectors; closer alignment will prevent reinventing the wheel multiple times. The example of Austrian digital services, estimated to save citizens between 86 and 114 million hours annually through online delivery, illustrates the efficiency gains at stake.

2. **Increase the availability and benefits of fully online services.**

Ensure more services can be completed end-to-end online, with targeted improvements in weaker citizen-facing life events (particularly Justice, Family and Moving) and weaker local and cantonal provisions. Demonstrating the efficiency, quality and sustainability gains that online services bring will build the case for continued investment. Improving transparency of service delivery (including process durations and maximum time limits) will reduce uncertainty for users and increase uptake.



3. Ensure consistent and scalable eID adoption.

Leverage the national eID rollout to enable uniform authentication across services and align existing federal and cantonal solutions. With SwissID and AGOV currently at 37.5% adoption, and cross-border eID at just 10.0%, scaling eID acceptance, including for foreign users, is a foundational step for improving interoperability, pre-filled forms and cross-border service delivery. Building on the EU eIDAS framework and the Swiss Act on Electronic Trust Services will support the internationalization journey.

4. Strengthen user support across digital government portals.

While basic user support (FAQs, demos, responsible departments) is strong, significant gaps remain. Adding clear, practical ways for users to participate in key policy processes and contribute to service design, through consultations, structured feedback loops and visible iteration, will improve trust and service quality.

5. Embed AI-enabled user support in digital public services.

Transfer broader AI developments to concrete applications in public service delivery by introducing AI-powered chatbots or virtual assistants that complement existing FAQs and demos, with clear escalation channels to human support. Given Switzerland's multilingual context, AI-enabled support in German, French, and Italian would provide a distinctive contribution to accessibility.



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