PORTAGE

cybertech

- CitizenOne
- ConsignO Cloud - eSignature platform
- CertifiO Digital Signatures
- 1CRM
- Drupal CMS/DXP
- Professional Services

Online Services Platform

Complete government-grade portfolio of solutions that enable responsible acceleration

Migrating to online services when citizens are demanding a simple digital experience no longer needs to be complex. Our secure solutions were created to adapt seamlessly to existing systems and reduce the total cost of ownership.

Unified and user-centric digital experience

Satisfying your citizens' expectations has never been easier. Ease of use is the key to online success: that's why we offer the best digital experience in the industry.

- Create online experiences that drive adoption
- Reach your citizens on all devices with unified notifications
- Make the onboarding process fast and user-friendly
- Speed up your signature and form creation processes
- Allow your citizens to track the status of their service request

93%
Of citizens expect digital government services to rival the private sector

47%
of citizens encounter malware attacks

40%
want their privacy to be better protected

Security & Compliance

Achieve peace of mind when it comes to data privacy and security. You can handle sensitive personal information without putting your organization at risk or compromising your users' confidentiality.

Empower your users to control usage of personal information

Align to Privacy by Design principles

Trusted interactions between constituents and your organization

Sustainable, Cost-Effective & Compatible

Focus on rolling out services, not on finding developers. It is 11% harder to recruit IT staff in the public sector compared to the private sector. Having qualified IT staff doesn't necessarily mean incurring high costs. The same goes for maintaining your systems.
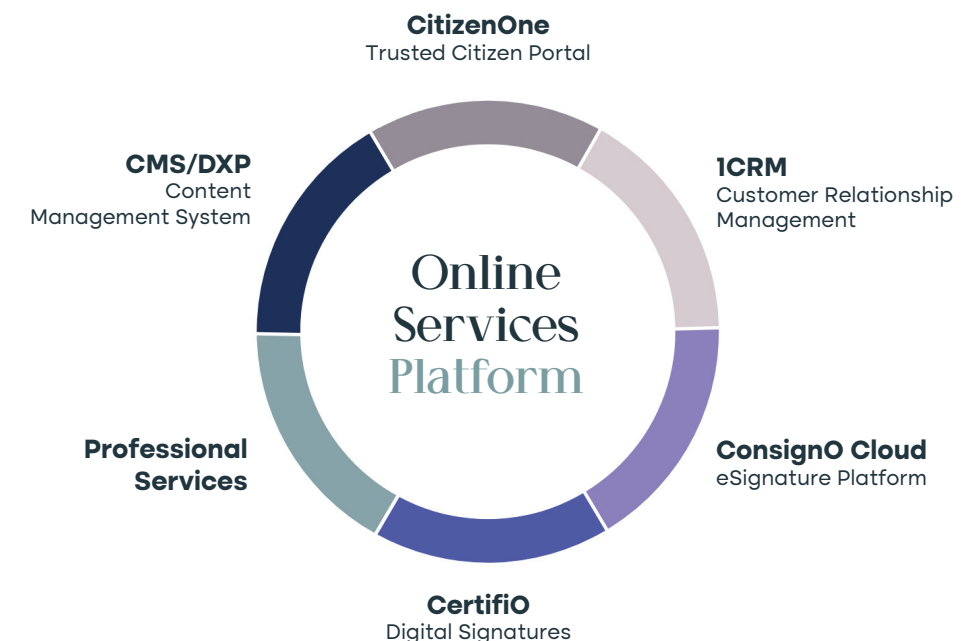
With Portage CyberTech's Online Services Platform
- Rapid deployment solutions
- Integration with legacy systems
- Continuous innovation

Do-it-yourself Solutions
- Non-integrated
- Create silos
- High maintenance costs

CitizenOne — Trusted Citizen Portal
1CRM — Customer Relationship Management
ConsignO Cloud — eSignature Platform
CertifiO — Digital Signatures
Professional Services
CMS/DXP — Content Management System

Online Services Platform

The end-to-end solution for government, higher education and regulated industries

Portage CyberTech's ready-to-deploy solutions enable organizations to offer secure and unified digital services in a responsible manner.

Citizen One

Consolidated Services (APIs)

Identity Verification

Identity Management & Authentication

Data Privacy Controls

CitizenOne

The trusted portal that speeds up service delivery

CitizenOne is a government-grade secure solution that enables trusted logins, privacy protection and the responsible consolidation of government eServices.

Its inherent advanced features help to meet privacy and cybersecurity compliance requirements, while accelerating the delivery of online services.
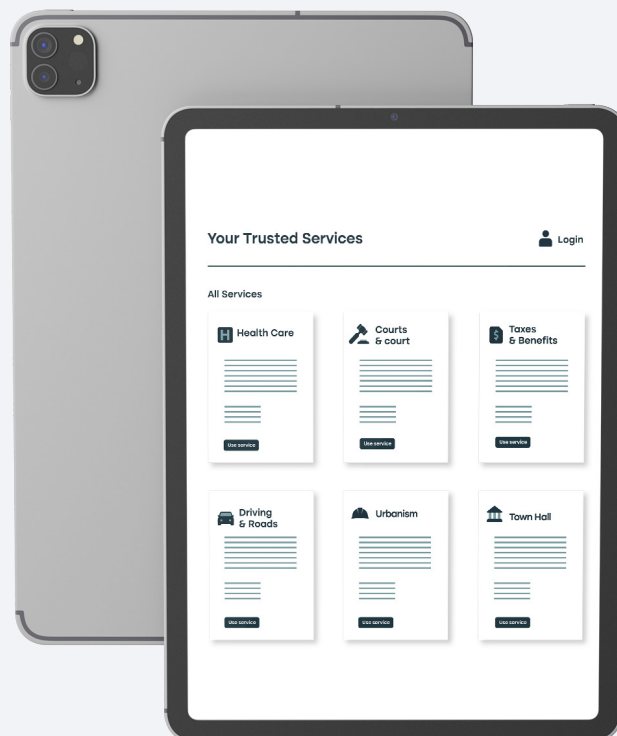
e-Government in a box, CitizenOne provides an unparalleled set of capabilities to meet you where you are on your digital transformation.

No one else comes close!

The convenient & secure trusted solution that can be easily scaled

Maximize online service adoption by consolidating all your services in one user-friendly dashboard. Create a world-class digital experience that enhances security and data privacy.

1M+ users in production

77% average rate of registration amongst the addressable user population

- A secure and reliable solution to ensure only the right users access the right services
- Enhances user privacy and compliance with context-sensitive progressive disclosure of personal information
- Rapidly deployed, with robust self-service configuration, it allows you to focus your resources on other value-add activities in your organization

Features	User	Your Benefits
Services Catalog Accelerator	Finds and subscribes to services in one place	Unified presentation that stays up to date with improved UX, driving increased adoption
Unified notifications & request status tracking	Receives important messages and views the status of their request	Provides a central way to deliver notifications securely across all services through the right channels
Identity Verification	Must pass rules in order to verify their identity and gain access to sensitive data and services	Configures rules and API endpoints for the validation of data against your authoritative data sources to verify the user's identity, ensuring only trusted users can access your services
Credential Engine	Obtains a digital credential via their mobile phone to facilitate authentication	Provides the components necessary to explore next-generation Verifiable Credential (VC) use cases, issuing digital credentials to constituents which enhances data privacy and security

## Contact us to explore our admin console

CitizenOne's Features
Services Catalog Accelerator

Smartly present your digital services to any user, anywhere

Delivering access to digital services quickly and cost-effectively no longer has to be a challenge. Simplify the search for your services and make adopting your digital services easy.

Easy-to-find consolidated services, one consolidated dashboard

- Fully searchable catalog
- Intuitive DXP
- Accessibility-compliant
- RESTful API
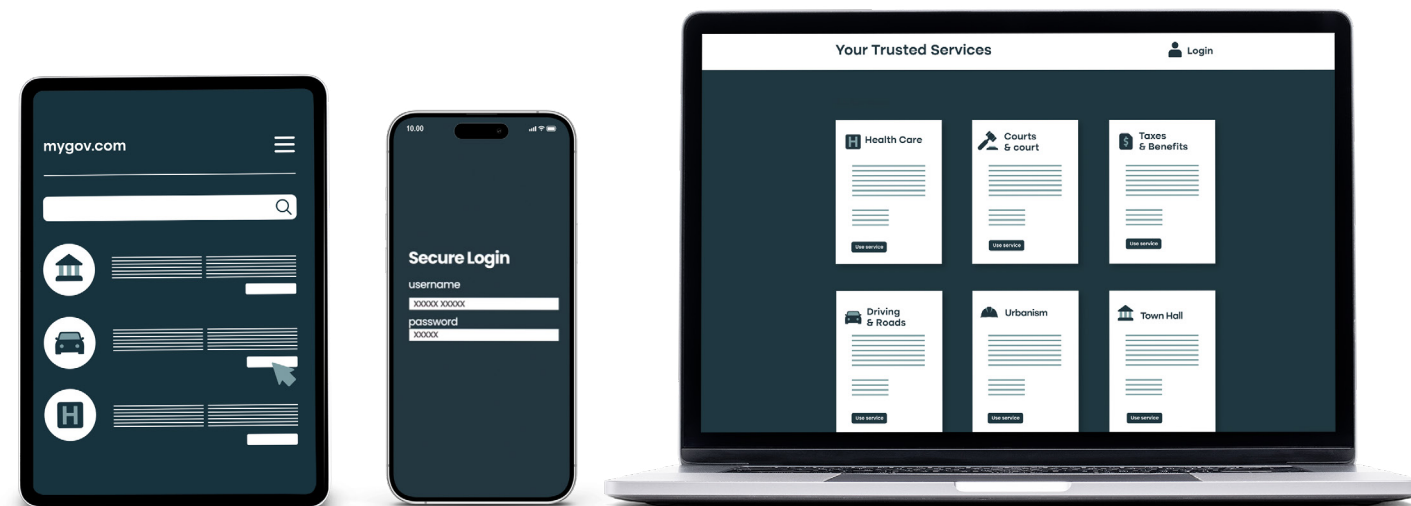
1 Consolidated Catalog   2 Secure Login   3 Consolidated Dashboard

Promote the adoption of your digital services

The CitizenOne Services Catalog Accelerator enables the consolidation of existing web assets and digital services by presenting them in a single point of entry. Accelerate your service delivery with this non-disruptive approach.

Create a fully dynamic, impactful presentation of your services

Embed the catalog into your existing website, CMS or DXP

Build service card content using the service builder

Define the level of user authentication for each service

Stay in sync: unleash the power of a presentation aligned with the back end

- The RESTful API integration ensures content is always in sync between the back end and presentation layer
- The dashboard's service card elements can be presented in any CMS solution, whether hosted by Portage or the client, as well as any custom front-end web application
- The service catalog is simple to deploy and fully self-service configurable

Contact us for a 20-minute demonstration

Identity Management & Authentication

Effortlessly handle robust identification and personal information while ensuring privacy

You can seamlessly pair identity verification and service access while respecting privacy laws. Offer a smooth online experience without accumulating unnecessary personal information.

Craft responsible ID management with cutting-edge Privacy by Design mechanisms

CitizenOne is a modular solution that provides a toolkit for organizations to identify, verify, onboard, and authenticate users of their digital services securely. It allows you to:

- Facilitate trusted interactions between users and your digital services
- Stay compliant with changing data privacy legislation through user-driven consent for the sharing of personal data, always in the context of the service being consumed
- Scale effectively & securely with identity management and authentication capabilities capable of handling any load, for any service
- Create, manage and control version update policies unique to each service and collaborate with internal stakeholders before release
- Constituents can have multiple personas or profiles, providing flexibility to use government services in various capacities (e.g. resident, professional, business owner)
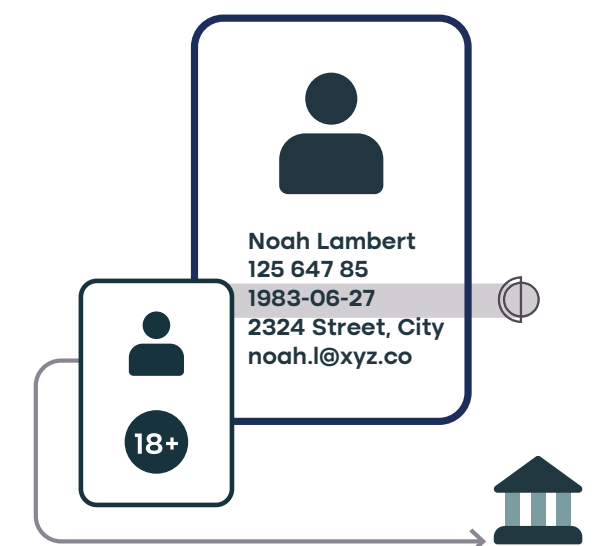
Noah Lambert
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Empowering Modules

Strengthening privacy, consent, and access rules for government requirements

The different CitizenOne modules leverage trusted data sources to enhance identity assurance and minimize the amount of sensitive information stored in your systems.

Identity Management & Authentication

Persona management

Policy & Consent Management

Unified Notifications

Forms Management

Credential Engine

Streamline the issuance and verification of digital credentials while preserving privacy in a hybrid world.

CitizenOne's Credential Engine ensures the secure issuance of verifiable credentials to citizens using trusted tools. Empower your citizens to have control over their digital identity, both online and in physical environments.

- Based on blockchain technology
- Follows the Pan-Canadian Trust Framework ™ (PCTF) principles
- Can be held in a trusted digital wallet
- Digital proof mechanisms

Issue → Verify
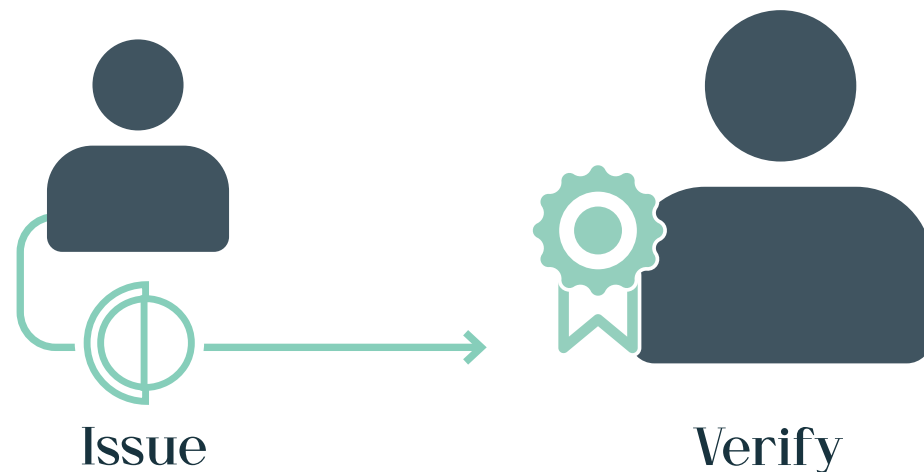
Enhancing Trust

User-centric verifiable digital credentials for increased transparency and security

When you issue traditional IDs such as driver's licenses or healthcare cards digitally, you give citizens more control over their official records that can be cryptographically signed and presented anywhere to verify credential provenance and ownership.

- Supports the selective disclosure of credential attributes
- Allows users to prove who they are, without revealing personal details
- Provides hybrid solutions for accessing digital platforms or live events
- Helps businesses rely on your digital credentials to ensure authentication

Future proof your organization to meet the wave of adoption around digital credentials

Current processes are often cumbersome, slow, expensive, and dependent in whole or in part on manual verification through offline service channels. The potential for change, most commentators believe, can be realized by using electronic data with Verifiable Credentials (VCs) to support the automation of processes around data validation and identity verification.

Portable and decentralized credentials that enhance privacy

CitizenOne's Credential Engine is a trusted solution for the issuance and verification of Verifiable Credentials for government and regulated organizations. It enables the verification of specific user attributes securely and in a manner that preserves the user privacy. These credentials can be securely stored in a trusted wallet on a smartphone.

Source: Perspectives on the Adoption of Verifiable Credentials, DIACC.
https://diacc.ca/wp-content/uploads/2023/05/Perspectives-on-the-Adoption-of-Verifiable-Credentials-1.pdf

> **An efficient and robust solution to combat ID fraud and counterfeit credentials in the digital era**

Real-world examples

Licenses

Academic Diplomas

Employee Passes

Plane Tickets

Event Tickets

ConsignO Cloud eSignature Platform

- **Increased Productivity**
- **Legally Reliable & Compliant**
- **Secure & Confidential**
- **Affordable & User-friendly**
- **Quick to Deploy**

Trusted Electronic *Signature Platform*

Streamline all your signature processes while ensuring compliance

Signing official documents while remaining legally reliable has never been more efficient. Easily join all parties and archive your documents in record time.

Capabilities that make the difference for complex organizations

- Customizable to your brand
- User-friendly
- Easy to deploy
- 2FA signatures by default
- SSO Integration
- Secure APIs

Everything you need to move away from paper documents

Our web-based electronic signature platform enables the management of entire signing cycles for both internal and external signature projects.

Create an efficient ecosystem

Monitor statuses in real time

Allow people to sign in a specific order

Send final documents to internal or external resources

Official documents signed on any device

Monday 9:30 AM
Create the document and send it to be signed

Monday 9:33 AM
Signer signs with their smartphone

Monday 9:35 PM
Automatically receive the signed document

Be protected in the event of a dispute

With Portage CyberTech's solutions, the signer's proof of identity is integrated into the document, and the documents are protected against counterfeiting and alterations.

All projects are delivered with a digitally signed audit log containing all the necessary proofs

- Policies
- Agreements
- Medical documents
- Hiring contracts
- Leases
- Purchase orders
- Invoices
- Claims

Approved Trust List MEMBER · Microsoft · ISO 9001 · ISO 27001 · eIDAS · SOC 2 TYPE 2

> Once a document is signed, we know for sure that we have the original in our hands and that we won't get any unpleasant surprises.
>
> *Maxime Dupuis, Assistant to the City Clerk, City of Bromont*

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CertifiO
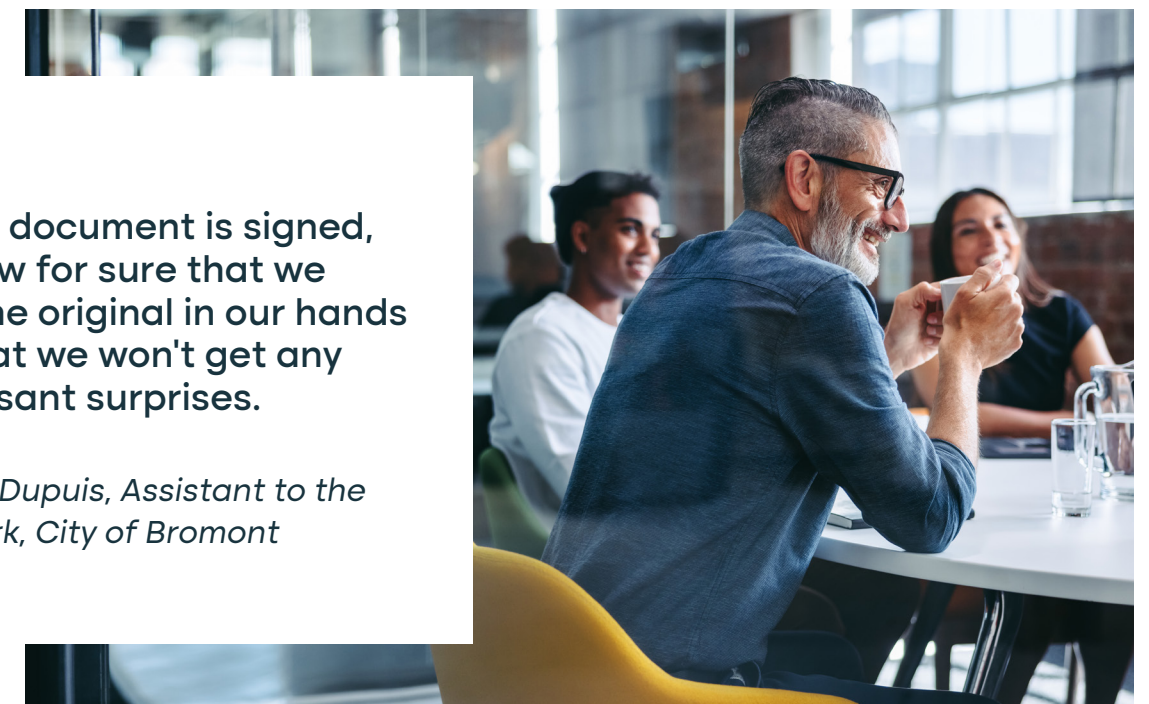
Efficient

Flexible

Compliant

Secure

Affordable

Easy to Deploy

Digital Signatures and Identities

Effortlessly protect professional identities and the integrity of official documents

Make sure that your organization, along with its regulated professionals and executive members, authenticates its documents using tools that ensure efficiency and compliancy.

Geared to provide high legal reliability and value-added efficiency

- Verified ID
- Adobe Approved Trust List
- AEC Industry Standard
- Batch Signing Features

A robust verified ID to streamline all compliant signature scenarios

Portage CyberTech's digital signature confirms the signer's identity, professional affiliation or the existence of an organization. Once affixed to an electronic document, it ensures its integrity and authenticity, giving it the highest level of reliability.

> With our aspirational goal to grow by a million people in the next 10 or 20 years, digital transformation helps this happen much more efficiently with much fewer resources and much more reliably.
>
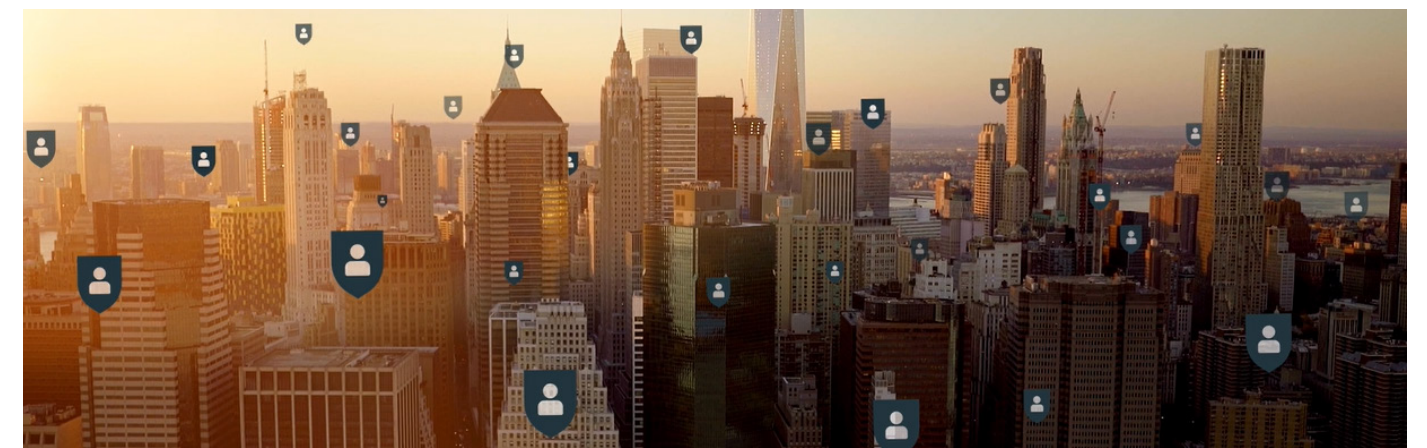> *Daryle Tilroe, P.Eng., Director of Engineering Services at the City of Edmonton* ""

CertifiO Desktop	CertifiO Cloud	CertifiO Organization
Efficient ID tool for individuals	Versatile ID tool for individuals	Powerful ID tool for businesses or government
Signature installed & available on your computer	Signature hosted in the cloud & available on any device	Hosted in the cloud & accessible through an API
Used by engineers & architects to digitally sign drawings or heavy & large documents	Used by employees and professionals to sign official documents on the go	Used by organizations to digitally sign large volumes of documents and automate the signing of documents from their own application

Complementary suite of professional applications and software available to optimize your signature processes
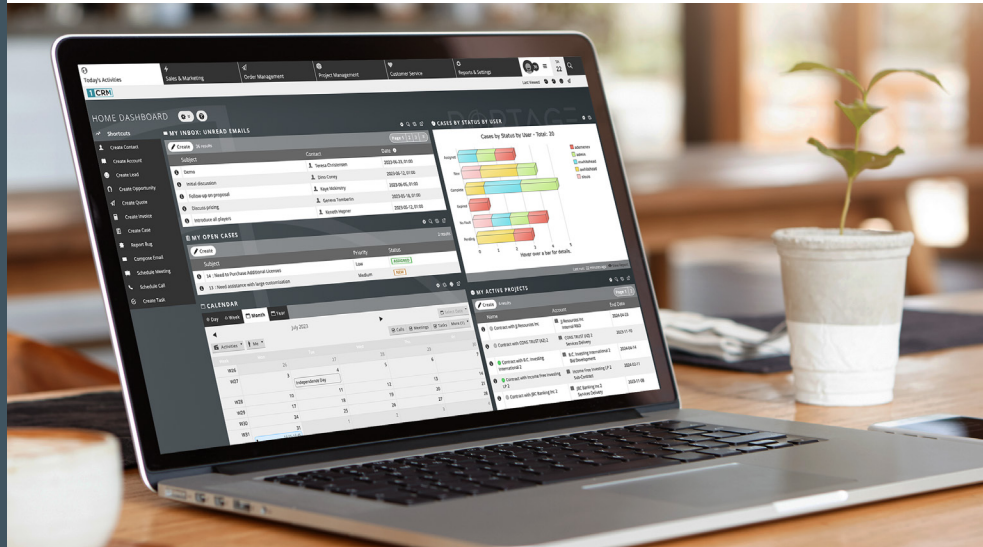
> I think we need to complete this metamorphosis as quickly as possible in order to realize the opportunity that digital transformation offers for the architecture, engineering, and construction industries. We can drastically improve the efficiency of our industry if everyone works digitally.
>
> *Jeff DiBattista, Engineer and Managing Partner of the design practice DIALOG* ""

Organizations that trust our digital signatures

THE CITY OF **Edmonton**   **DIALOG**   **INNERGEX**   **AE** Associated Engineering   WSP

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1CRM

Increased Productivity

Easy to Integrate

Customizable & Scalable

Affordable

Secure

Customer Relationship
Management

Simplify communication and case management

Connecting all your departments and streamlining communication with your citizens doesn't have to be an administrative maze.

The All-in-One CRM that truly adapts to your internal processes and internal terminology

The Portage CyberTech CRM is an advanced government-level management tool that provides a fully configurable interface and features tailored to the needs of all departments' situations.

- Case management and user services
- Project & order management
- Extensive configuration
- Flexible hosting options

> ❝
> Through the CRM, business transactions are processed 40-50% faster and more structured.
>
> *Matthias Lemenkühler, CEO of xSuite Group GmbH*

Multi-departmental tool to manage teams and workflows

Compared to the standard CRM offering, our solution is entirely configurable and can help your managers streamline all types of service delivery, from the receipt of requests to the end of the process.

Constituent Services	Procurement	Urban Planning	Accountability
Track service status	Manage staff and roles	Speed up approvals	Track expense reports
Assign staff and roles	Handle contracts and signatures	Manage RFP processes	Supervise timesheets
Send important communications and notifications	Supervise quotes until shipment	Create a centralized database	Sync transactions with your accounting system

Unify your environment with a developer-friendly REST API

As you know, being able to offer online services is great, but it's the internal management processes that enhance overall performance. Benefit from a seamless end-to-end digital environment.
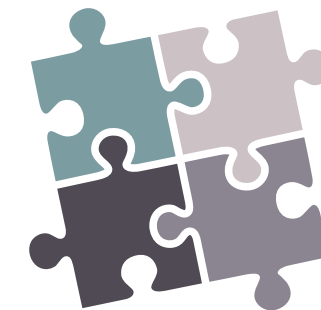
- Drupal CMS/DXP
- CitizenOne
- Trusted Electronic Signature
- Existing Tools

Unleash productivity: numerous connectors for a consolidated work environment

Our CRM solution allows for a seamless integration with your existing tools, as well as Portage CyberTech's efficient solutions.

- Drupal
- Zoom
- Outlook
- Teams
- WooCommerce
- QuickBooks
- PayPal
- Stripe
- HubSpot
- RingCentral
- DropBox
- Xero
- Google
- iOS
- Android

PORTAGE cybertech

Drupal & CMS/DXP

Increased User Performance

Engaging

Modern

Inclusive

Scalable

Secure

SILVER
2022 STEVIE
WINNER
FOR SALES &
CUSTOMER SERVICE

Drupal CMS-DXP

Make the most of your website by co-creating with us

As you know your organization better than anyone else, our collaborative expertise in institutional web design and maintenance can help you create the best digital experience for your users' needs.

Drive tangible results with our professional approach

- UX Research
- Information architecture
- Hosting management
- Certified accessibility testing

They trust us

The Government of Bermuda, the Canadian Paralympic Committee, and John Jay College of Criminal Justice - CUNY are among the esteemed organizations that currently use our services.

Increase user engagement and ensure the compliancy of your web presence

Whether it's for a complete reconstruction or ongoing support of your assets, our experts and tools will support you according to your specific needs.

Security & protection	Integration	Compliance & analytics	Page builder	Content management	Web app. design

Enjoy a comprehensive design and renowned support

Whatever stage you are at, you deserve the best support and security. Let's evaluate your CMS and see where we can help keep you on track.

Drupal User Experience & Design	Drupal Expert Support 24/7
Website heuristic evaluation	Regular security patching
User journey mapping	Back-up and restoration services
Tree jack testing	Performance monitoring
Design quality assurance (QA)	Personalized CSS
Accessibility design - WCAG compliance	Bug management

> Presenting information in a helpful way and in a way that's relevant to our population is going to make the experience feel warmer and inviting for kids, youth and families.
>
> *Stewart Wong, VP of Communication at Holland Bloorview Kids Rehabilitation Hospital*

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Innovative

Secure & Compliant

Proven Expertise

Personalized

Time-Sensitive

Delivery-Centered

Portage CyberTech is a contributing member of the World Wide Web Consortium (W3C) & the Digital Identity & Authentication Council of Canada (DIACC)

W3C®

DIACC

PORTAGE
cybertech

Professional Services

Shape your organization's future with sustainable strategies based on proven advice

Reimagining digital systems and integrating trusted identities into online services can be done efficiently and quickly... with the right expertise.

Decades of expertise at your disposal

Portage CyberTech brings two decades of invaluable experience in the field, ensuring a seamless and compliant digital transformation that meets the vision for your business.

- Creative strategic advice
- Public sector services expertise
- Digital identity & privacy compliance
- Trust ecosystem building

Turning technological complexity into opportunities

Because services must meet the expectations of a diverse client base and a complex organizational structure, digital transformation needs to consider all aspects: technical, business, and organizational. We can assist you in defining your scope and constructing a solution that can securely and rapidly evolve with your organization.

- Cybersecurity best practices
- Development resources
- Product implementation
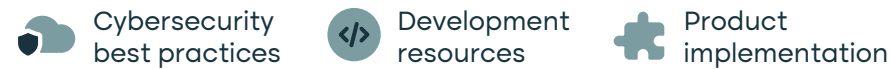
Taking original concepts and applying agile, focused approaches

All our solutions are supported by a centralized Project Management Office (PMO) that spans the entire organization, ensuring timely delivery.

Proven project management methodology

- Defining project scope and requirements
- Development & QA
- Change management
- Demo & User Acceptance Testing
- Iterations & UAT sign off
- Deployment and Warranty

Portage CyberTech

Together, we achieve responsible acceleration

Citizens expect the same level of efficiency as they get from tech giants when it comes to service delivery from governments and organizations, and privacy must be respected. Responsible acceleration ensures the handling of personal data and privacy in our solutions and partnerships, with user consent being paramount. This fosters a more responsible digital world, enabling institutions to better serve the population.

Connecting people to organizations

We are committed to connecting people and organizations through responsible technological solutions. Our adaptable portfolio empowers governments and regulated industries alike to accelerate their digital transformation in a secure and compliant environment.

Thousands of organizations and government agencies in North America use and trust our solutions that service millions of people and are contributing to the protection of the public and its institutions.

A young story 30 years in the making

Portage CyberTech is the result of the union of companies that have been transforming the North American digital landscape for 30 years. Becker-Carroll, Vivvo, Notarius, 1CRM, and OPIN Digital are now together under the Portage CyberTech banner with the same shared mission.

> We've come together with one goal in mind: To facilitate responsible digital transformation for organizations with high legal requirements. Together, we are stronger.
>
> *Don Cuthbertson*
> *CEO of Portage CyberTech*

1.1M
Users

56+
Organizations

50+
Governments & municipalities

50k+
Professional digital signatures

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