A Complete Solution for Today’s Motor Vehicle Agencies

Your responsibilities as a motor vehicle agency (MVA) are far-reaching, with a mission to provide excellent driver and vehicle services to your constituents. As the primary face of government to the American public, and as the issuing agency for our country’s de facto identity document, your agency must ensure that all recipients of driver licenses and IDs are who they claim to be, are qualified to safely operate a vehicle on public roadways, and that all vehicles are properly registered, titled and safe.

With unprecedented security concerns, and an increased emphasis on consolidating government functions and shared services across agencies, your agency is looked to as an “identity provider” due to your mature vetting processes and widespread confidence in your databases to provide trusted identities.

Additionally, MVAs must adapt to the changing lifestyles of tech-savvy customers. You continue to battle the stereotype for poor, slow service and long lines, while today’s customers expect easy access to services and data. They want service delivery via the devices they use each day — laptops, mobile phones and tablets. And while convenience is paramount, customers also demand protection of their personal information.

Exacerbating these challenges are ongoing fiscal and operational pressures that require agencies to do more with less. Large, expensive, inflexible legacy systems represent a major ongoing investment and prevent MVAs from delivering services to customers in a way that is efficient and cost-effective. And there is a need for better performance management tools to make fact-based decisions.

Today’s MVAs face increasingly complex requirements for a public that requires a safe roadway, easier access to services, shorter wait times and higher levels of customer service.
An Integrated, Modernized, Modular Customer Platform

MorphoTrust® Complete MVA uniquely allows you to maximize current IT infrastructure to meet today’s demanding business needs while migrating to a long-term solution that will meet the needs of tomorrow. We do not advocate a painful wholesale replacement of all existing infrastructure. Instead, we work closely with you using our solution architecture and deployment approach to simplify the transition from old legacy systems to new, modernized front and back office systems which improves security and software/transactional performance.

**Speed Implementation with a Proven Platform**

MorphoTrust uses a service-oriented architecture with a configurable commercial off-the-shelf (COTS)-based platform that is industry-proven by Microsoft. Using a COTS solution results in faster delivery, minimizes operational and maintenance costs, and maximizes simplicity, reliability and scalability over time. Our software user interface is consistent with other familiar Microsoft Office applications, so training is fast and easy. We use proven solutions, while at the same time making it easy for you to modify and configure the system to adapt to your specific business needs or technical requirements.

**Enjoy Robust Performance and Flexibility**

Manage high-level business processes and rules via a shared services infrastructure that allows the connectivity and configuration of multiple resources through a single gateway that optimizes every transaction — reducing complexity and increasing performance. Our business rules engine puts rules management in the hands of experts within your agency and may be refined at any time. Key performance indicators (KPIs) and executive dashboarding provide critical, real-time business intelligence and help you identify areas where changes may further improve the customer experience.

**Interoperate with Other Agencies**

Interfaces to major third-party systems are provided turnkey to support rapid deployment and quick turnaround for critical data verification checks, increasing the value and use of your data. Overarching governance and security pervade the entire system, with configurable authorization and authentication settings at every level of the system.
See the Whole Customer — and Improve Customer Service

MorphoTrust Complete MVA is centered on the customer, with optimized systems that provide views into the whole customer and their attributes, regardless of where their data (current or historical) resides. Customers can start their transactions at home, often completing them online with no need to enter an office. If an office visit is required, self-service kiosks are available, where customers can take their own photo and complete much of the transaction on their own. Regardless of how or where a transaction is initiated, your customers are able to complete the transaction at any office with their data instantly available. Access to services is provided on demand — where, when and how your customers want it — so you can provide fast, efficient, personalized service.

- Significant improvements to both internal and external customer service
- A phased approach that reduces risk with early, quantifiable improvements
- Enhanced overall business performance and visibility
- Compliant Real ID workflow to meet federal mandates
- KPIs to measure operational efficiency
- Overall system security that meets the your standards

Microsoft

Leverages existing business processes and infrastructure across multiple stakeholders.
A Complete MVA Solution

Only MorphoTrust delivers a complete motor vehicle agency solution — including Issuance 360, Driver 360 and Vehicle 360 — that covers all major business practices and services within an agency.

MORPHOTRUST® DRIVER 360 and MORPHOTRUST® VEHICLE 360

Driver 360 and Vehicle 360 solutions provide MVAs with the scalable, extensible IT infrastructure required to meet today's demanding business needs and customer requirements, including front- and back-end driver and vehicle record systems, a customizable business rules engine, and executive dashboarding and reporting. Front office systems include driver and vehicle management and customer and financial management — all in a familiar web-client interface similar to Microsoft Office applications. Our back office platform speeds configuration, minimizes operational and maintenance costs, and maximizes simplicity, scalability and reliability. All systems are designed for service delivery through multiple channels, including self-service kiosks, web and mobile applications.

MorphoTrust's business rules engine puts rules management in the hands of experts within your agency. Business rules and workflow may be refined at any time, freeing critical IT resources from lengthy change requests and leaving them to focus on other business priorities. Our business activity monitoring system measures key performance indicators (KPIs) for executive dashboarding and reporting to provide critical, real-time information and power split-second changes to optimize the customer experience. Eligibility and compliance are maintained at the most detailed level, preventing unintended release of privileges and documents.

High-level processes in Driver 360 and Vehicle 360 are managed through a shared services infrastructure that allows you to easily connect and configure multiple resources and data stores through a single gateway or enterprise service bus. Our configurable COTS approach allows agencies to use proven, mature solutions while maintaining maximum system configurability to meet agency-specific business needs or technical requirements. Interfaces to major third-party systems are provided turnkey, enabling rapid deployment and quick verification of transactions. The extensibility of our solutions powers interoperability with other MVA and state systems — increasing the value of the data and promoting the MVA as a leader in stewarding and sharing sensitive data. Overarching governance and security pervade the entire system, with user, system-to-system and data element authorization and authentication available at a granular level, or aggregated at the group level, for role-based scenarios.

Reduce agency risk and increase performance through the use of industry-leading technologies. Driver 360 and Vehicle 360 solutions give you the tools needed to improve the quality of service and customer experience by communicating with them effectively and serving them more efficiently.
MorphoTrust is your partner for complete end-to-end solutions with more than 50 years of experience working with state customers to implement driver services programs.

MORPHOTRUST® ISSUANCE 360

Issuance 360 is our integrated end-to-end offering for driver license and ID issuance covering all functions required for applicant enrollment and vetting, as well as the issuance and use of credentials. The enrollment process begins with self-service kiosks that speed customer service and web-based portals for inputting data and scheduling appointments from anywhere. MVA front office systems and workflow are optimized with our Capture Workstation, which enables office staff to capture applicant biometric data (facial photo and fingerprints) in optimum formats and securely store for review, production, and archiving. Our biometric enrollment solutions optimize all transactions related to a driver’s identity, quickly establishing that individuals are who they claim to be and enabling a unique identifier that is prevalent throughout the front office and back office systems.

To vet applicants, we offer knowledge and skills testing solutions that automate time-consuming, manual business processes related to administering tests, while reducing opportunities for errors and fraud. We also offer document authentication, scanning and archiving solutions to help MVAs comply with Real ID standards for the vetting and storage of proof-of-identity documents. Our back office biometric identification solutions and investigator workstations ensure a “one driver, one record” standard is maintained within the agency database.

For issuance of secure driver licenses and IDs, our Issuance Manager handles business rules, process controls, reporting, fraud protection, exception processing, and integration. This tool helps MVAs apply rules consistently and prioritize tasks. Driver license and ID production are available for central issuance or instant issuance environments. We have multiple NASPO-certified production facilities across the nation, producing more than 40 million high-quality credentials annually, or about 80% of all centrally issued driver licenses in the U.S. For agencies that prefer in-office production of driver licenses or IDs, applicants can leave with a secure, permanent ID on the day of their visit. MorphoTrust's experience in secure card architectures is unmatched globally, with decades of innovation in material sciences, card design, and production.

Once issued, the secure driver licenses and IDs are used as identity documents, giving individuals access to a wide range of benefits and services, including opening a bank account, boarding a plane, obtaining a job or professional license, establishing credit, entering a secure facility, voting, or driving a vehicle. Before allowing access to products and services, countless agencies and commercial businesses review the overt features of these credentials, either visually or with the use of inspection equipment, to ensure they are genuine. Our IDs also contain many covert features that can be examined with the use of automated document authentication solutions to determine their authenticity and make sure they are unaltered.
Integrated End-to-End Offerings

Only MorphoTrust has invested more than $2 billion dollars in the design, development, and deployment of programs for our MVA customers, and only MorphoTrust has the proven solutions, hundreds of successful implementations, and an ongoing commitment to innovation in this marketplace. Below is a list of some of these proven solutions:

- Easy web application starts the process at home with easy appointment setting
- Self-service kiosks deliver a range of services in MVA offices or other public locations
- Advanced testing solutions include AutoTest, RoadTest, and WebTest
- Front-office enrollment includes Capture Software for demographic information, photos, fingerprints, and signatures, as well as Image Server for secure storage and retrieval of data
- Applicants are fully vetted with Document Authentication, Data Verification, and Biometric Identification offerings
- Facial Recognition Software and the Face Examiner Workstation are used in the back office for comparing photos to identify and investigate potential fraud
- Secure card design options include a range of covert and overt features that are linked and layered to prevent counterfeiting and alteration
- Driver license and ID card production either in the office with instant issuance solutions or in our NASPO-certified factories and mailed to the customer
- Document Authentication devices, equipped with special software, enable quick verification of IDs at points of inspection

LEADERSHIP FAST FACTS:

- More than $2 billion dollars spent to-date to design, develop, deliver, and support ID issuance solutions for U.S. motor vehicle agencies.
- Extensive patent portfolio is unmatched in innovative card architectures, security features, forensic and covert technologies, as well as biometrics.
- Uniquely governed by Proxy and National Security Agreements requiring us to adhere to the highest levels of security for ensuring the protection of all personally identifiable information.
- Driver license issuance solutions for 42 states.
- Preferred partner for multi-modal biometric solutions to many U.S. federal agencies, including the Department of Defense.
- Leading provider of facial recognition software to 35 U.S. states.
The Leading Provider of Identity Solutions in the U.S.

Our mission is to simplify, protect, and secure the lives of the American people. We support the goal of “One Person, One Identity,” helping to ensure trusted transactions by verifying individuals who they claim to be. As the U.S. leader in identity solutions, MorphoTrust delivers the highly secure credentials that Americans use each day to exercise their civil rights, like voting, and enjoying many benefits and services such as boarding a plane, obtaining credit, opening a checking account, applying for a job, driving a car, or even ordering a drink at a local pub. We also help reduce identity fraud and enhance national security with secure solutions for ID issuance including the U.S. driver licenses, passports and passport cards, as well as for border management, law enforcement, retail, travel and applicant vetting through document authentication, data verification, and biometric identification (finger, face, palm and iris). Today, we proudly serve many U.S. federal agencies and businesses across all 50 U.S. states.

MorphoTrust Customer Map

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YOUR TRUSTED AND RESPONSIVE PARTNER

Our desire is to be a trusted partner for all our customers. This means when we make a commitment to a program, we see it through to the end, always focused on meeting timeline and budget targets. If any issues or concerns arise, we work with you to resolve them as quickly and efficiently as possible. We have never walked away from a contract. We work with you to ensure every program is delivered fully and successfully, and that our partnerships are rooted in long-term commitments to quality, design, implementation excellence, continuous innovation, and customer service.

As the leading provider of identity solutions in the U.S., no other company knows state motor vehicle agencies better than we do. We have proudly served our customers for over 50 years, with more than six billion transactions for driver services alone. At any moment in time, over 200 million Americans carry driver licenses or IDs produced by our solutions and we have led the way through every major innovation and industry “firsts.”

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