



L-1 solutions are modular and can be used alone or together to form a complete identity management system.

1 Remote Services - Reduce wait times by empowering applicants to initiate the enrollment process online or at a kiosk to expedite the in-office experience. Online appointment scheduling optimizes staff operations by reserving times and assigning resources.

- Automated appointment scheduling
- DMV self-service kiosk
- Remote applicant self-prep portal

2 DMV Enrollment & Front Office Processing - Implement a complete solution to efficiently and securely process applicants. Integrate front office with remote services to accelerate in-office enrollment.

- Applicant data verification
- Automated image capture and applicant enrollment (face, finger, signature, data)
- Automated integrated queuing
- Automated knowledge testing
- Bio-logout
- Biometric applicant verification
- Document authentication
- Document scanning and archiving
- Interim credential
- Road skills testing with optional GPS tracking

3 DMV Back Office Database Management - Provide "behind-the-scenes" database management and transaction processing, including security steps taken to validate an applicant's biometrics, demographics, photo and documents.

- Biometric fraud screening
- ECM interface
- Enhanced applicant data verification
- Enhanced address verification
- Fraud investigation tools
- Identity case management
- Issuance management & workflow
- Resource management and scheduling
- Secure inventory management
- Verification gateway

4 Secure Credential Production - Flexible solutions for any production method of your choice for an ideal combination of security, efficiency, durability and convenience.

- Card personalization
- Central issuance production in a factory/print farm
- Instant issuance (over-the-counter) production

5 Stuffing & Mailing Services - Insert and mail centrally produced IDs to each applicant's address.

- Insertion of credential in mailer
- Pre-sort if applicable
- Delivery to postal carrier system

6 Post Issuance -

- Secure Credential Use** - Use the secure credentials with optimal security card design and features for a variety of different applications.
 - Border Crossing: (EDL/WHTI, Passport Card, Passport Book)
 - Driver Permits: (EDL, DL)
 - Professional Licensing: (FRAC, Law Enforcement ID)
 - Proof of Citizenship: (VID, NID)
- Inspection Tools** - Facilitate inspection of secure credentials to validate the ID's authenticity, and match the person to the ID.
 - Document authentication device
 - Fraudulent document recognition training
 - Manual inspection tools

Additional Value-Added Services: Reduce costs, increase security and enhance customer service.

- Assist Public Information Officers through customized copywriting and design services for public educational campaigns through our **Communication Service Solution**.
- Refine customer interactions with comprehensive training that blends core service skills with tools to manage customer interactions through our **Customer Service Training**.
- Detect and prevent the use of fraudulent documents with comprehensive, customizable knowledge and training tools through our **Fraudulent Document Identification Training**.
- Develop, document and communicate agency privacy policies through our **Privacy Policy Assistance**.
- Protect critical DL/ID issuance systems, safeguard citizen data, and meet the anticipated requirements of REAL ID through our **Security Audit Service**.
- Manage the DMV agency's policy management, public website and optional integration add-ons through our **Web Hosting & Content Management**.
- Speed application process with workflow and business process through our **Workflow optimization**.