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HOW **HM PASSPORT** OFFICE WITH **KAINOS** **DIGITALLY TRANSFORMED** THE PASSPORT APPLICATION EXPERIENCE

HMPO is the sole issuer of UK passports, issuing around **7 million** passports and handling over **30 million** papers each year. As part of its 2020 transformation programme, HMPO aimed to become a modern, digital business, helping customers to easily interact with them online.

Service requirements

- Capable of **handling simple to complex** applications

- Provide **cost savings** across the organisation

- Be **user-centric**

- Continue providing a **live service** to issue passports

- Provide **exceptional** customer service

- **Deliver** within challenging legacy contract exit deadlines, following GDS standards and meeting complex business requirements

- **Reduce** paper consumption

Service results

The service since go-live has received more than

21 million
applications

£5 million
Saved on post application follow up down by 50%

Online adoption is now

85%

95%
User satisfaction rate

Our service was extremely resilient under surge
(7X demand)

Most applications in a day

65,000

Busiest hour ever (apps/hr)

5,700

❝ The difference in terms of our partnership with Kainos is Kainos really listen to what we need. Kainos have recognised that we need to be sustainable and we need to be able to build the internal capability to do that.

Philippa Manley
Project and Digital Services Director, HMPO

We've transformed the user experience

Online - all standard passport applications can now be made online.

Quick and easy - on average an application take less than 10 minutes

Convenient - an application can be completed anytime, anywhere on a tablet, mobile or computer

Saves money - end users save £9.50 per application when applying online

How we did it

Invested in user research and design from the outset enabling us to identify user needs and highlight improvement opportunities.

Built the service iteratively, starting with delivering the simplest application type.

Developed the service in-house to enable HMPO to build onto and adapt the service as needed.

Built it alongside a critical live national service with no disruptions.

Delivered a world-class digital service with innovative features such as:

The ability to take and upload a passport photo from any device

Integration with the photo industry to accept a photo taken in a booth or shop

Clear guidance on documentation required to support an application

Digitise the process of getting a counter-signatory

The passport application service is hosted on the AWS cloud platform. Application and platform improvements have enabled HMPO to proactively stress test systems before expected peaks in demands and ensure the service can support loads higher than worst case forecasts. AWS platform architecture also ensures dynamic capacity scaling.

Winner of multiple awards

computing Technology Product Awards 2022 Winner
Civil Service Awards
PUBLIC SECTOR PAPERLESS AWARDS 2019
2019 UK IT INDUSTRY AWARDS computing WINNER

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