

Shaping the future of Government and Public Services

Solutions and best practices from Nortal and our Partners

Our award-winning signature cases and
concepts across public sector

We understand global trends and challenges from experience



Digitalization and AI is everywhere



Problems are more complex, legacy is a growing concern for everyone



Aging and diversifying population drives new expectations



Governments need to deal with multiple ongoing crises and threats



Economic slowdown creates additional need for efficiency

Nortal is a digital transformation powerhouse

We are a strategic innovation and technology company with an unparalleled track-record of delivering successful transformation projects for 25 years.

As a valued partner for governments, healthcare institutions, leading businesses, and Fortune 500 companies we deliver value by challenging the status quo and succeeding where legacy firms fail.

€228.7M

Revenue (2024*)

2700+

Experts worldwide (2025)

25

Years of experience

30

offices



*without [Nearsure](#) (acquired in July 2025)

End-to-end transformation capabilities across public and enterprise domains

Public sector

Core Digital Government Infrastructure

- Digital identity (Smart ID)
- Interoperability (X-road)
- Data governance
- Proactive digital services
- Life-event based services

Public Finance Management

- Taxation
- Customs
- Budgeting and government performance management
- Financing
- Subsidies and aid, procurement, and treasury

Government Healthcare

- National electronic medical records
- State hospital systems
- Genome-based national patient portal

Social Benefits and Services

- Unemployment
- Social care
- Social benefits
- Displaced people/ refugees

Democracy and State Governance

- E-elections
- National census
- Statistics

Cyber and Defence

- Strategy & Policy Development
- Secure architecture, resilient by design
- Defence R&D, technology, innovation
- Cyber-physical systems security
- National Defence (multi-domain integration)

Enterprise

Consumer

- Conversational AI
- Cloud transformation
- B2B and B2C e-commerce
- Data architecture and data streaming

Industry

- IT/OT convergence
- Data platform
- MES/MOM applications
- Supply chain management
- Data analytics

Energy and Resources

- Supply chain management
- Sustainability management and compliance systems
- Production operation warehousing
- Network operations and data management

Telecommunications, Media and Entertainment

- Composable and connected architecture
- Product development & CX
- Device data repository
- Identity access management

Healthcare

- Patient consent management
- ePrescription solutions
- Resource management and optimization
- Cloud modernization

Financial Services and Insurance

- Identity management
- Core banking modernization
- Automated data management
- Mobile app development
- AI based fraud detection

Capabilities

Strategy & transformation:

Consulting through delivery accountability, program management, digital transformation.

Product & Experience:

CX & EX design & transformation; product & service innovation, product strategy & management.

Data & AI:

Real-time data accessibility, edge computing, complex data, machine learning, intelligent search, LLM.

Tech & Engineering:

Scalable, globally distributed, cost-efficient and sustainable engineering teams.

Cyber Resilience:

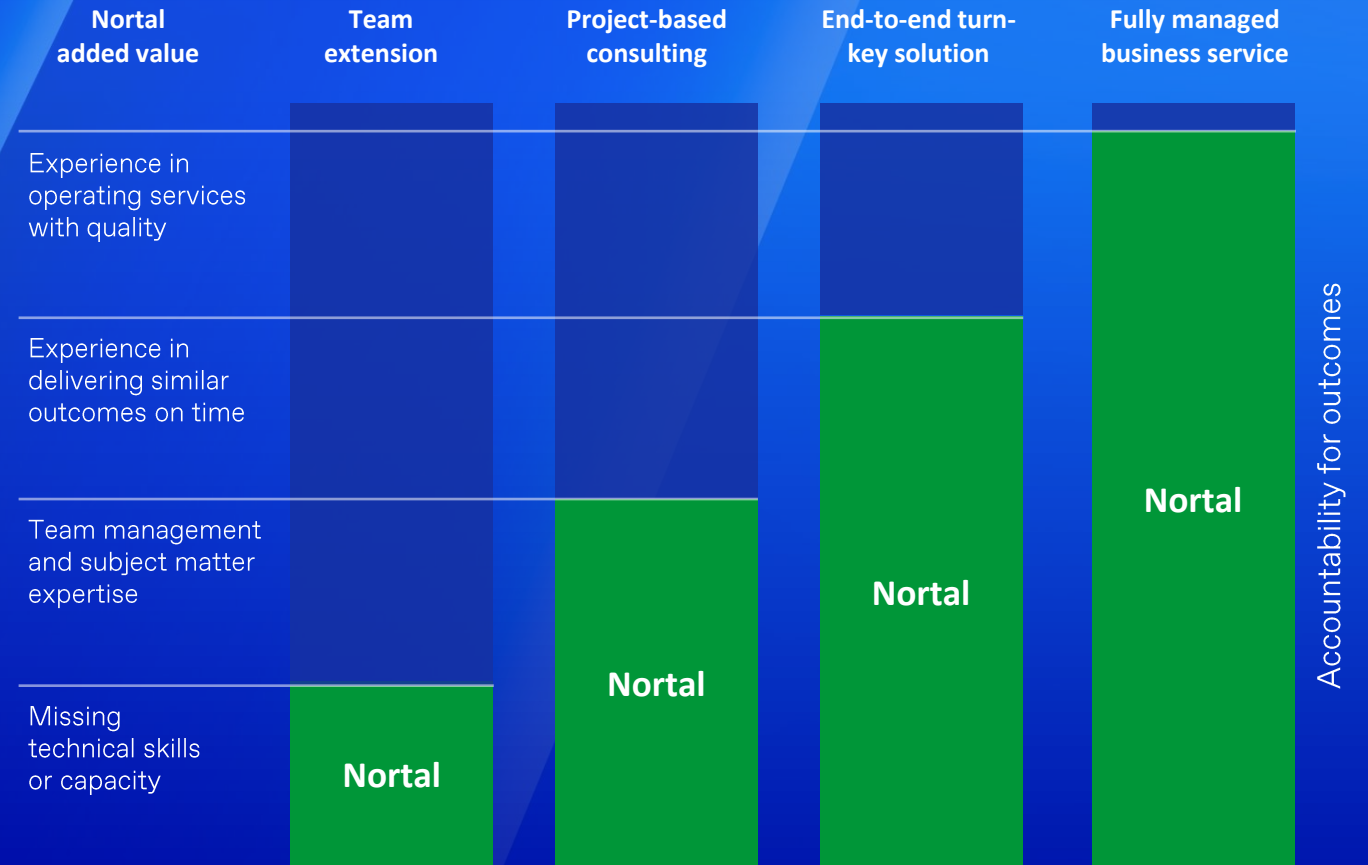
Cybersecurity program management and consulting, competence building and cyber exercises, advanced cyber range platform for infrastructure emulation, R&D.

Lifecycle Services:

Capability to optimize customer ROI and product lifetime value.

How to engage with Nortal?

1. Understand customer ambition and problems
2. Find best matching partnering model
3. Start small to test the partnership and deliver outcomes fast

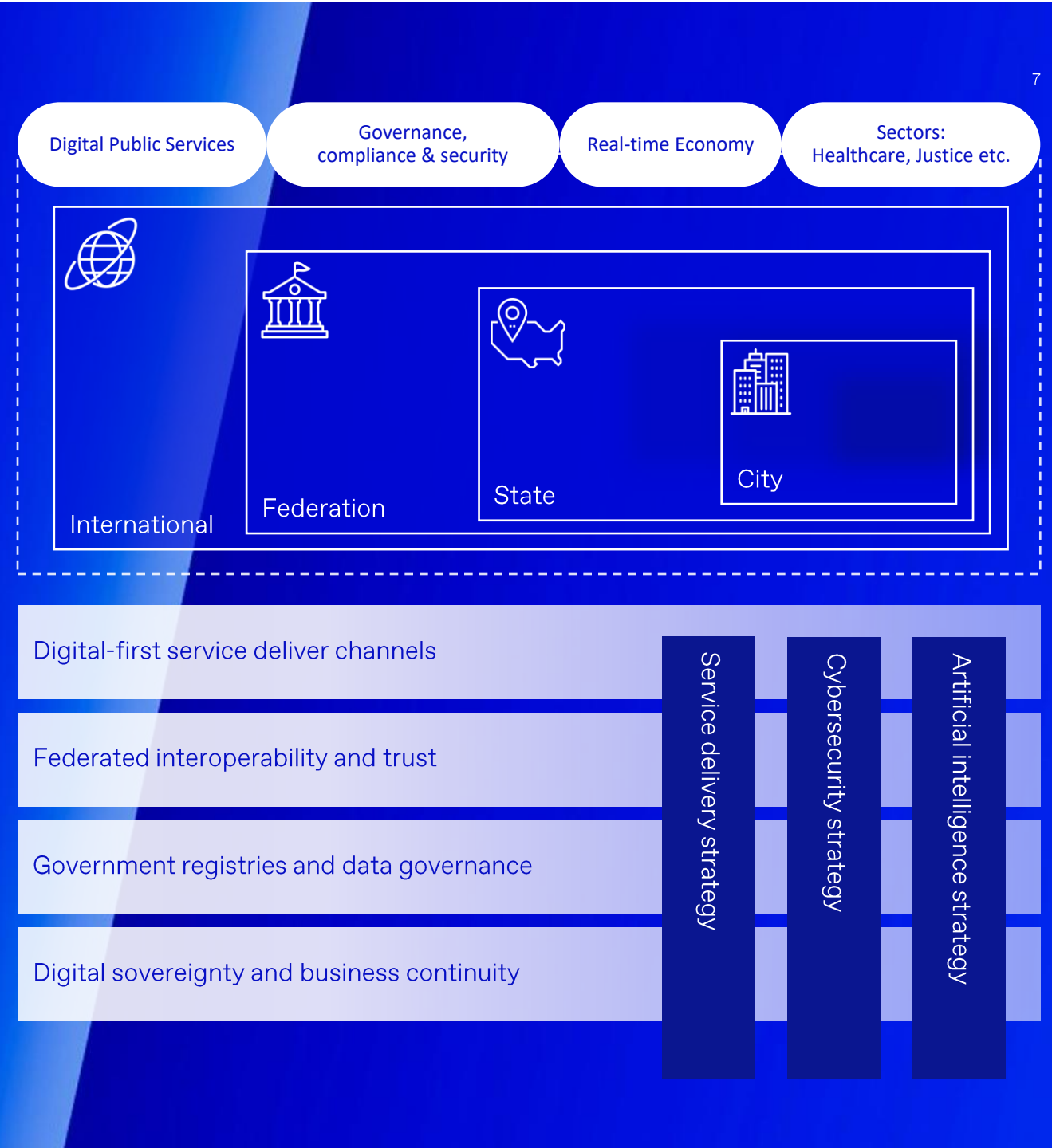


Services and experience

Building trusted and secure public services at scale

GovTech Stack

Nortal advises on and implements digital public infrastructure that powers digital societies. From policies and regulations to implementation, our solutions and services power some of the world's most advanced digital nations and largest economies.



Government registries and data governance

A well-performing government leverages digital registries and makes them interoperable to enhance transparency, security and economic efficiency. Nortal has experience with majority of government registry types. Our services include:

- Registry establishment strategy
- Registry implementation and modernization
- Registry digitalization and data migration
- Data governance strategy
- Data quality assessment and improvement
- Interoperability strategy



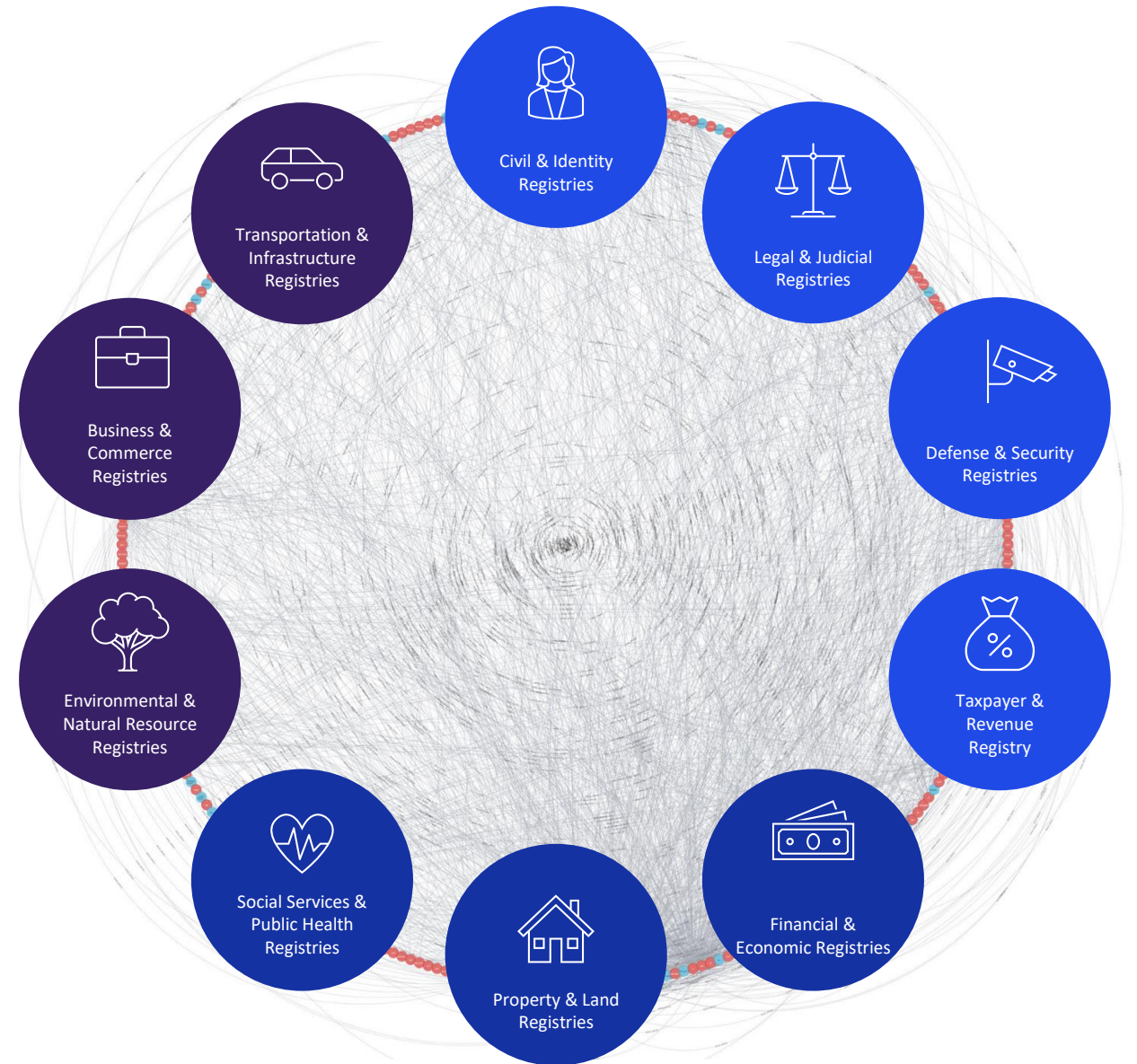
Tier 1: Essential for government existence & sovereignty



Tier 2: Critical for government operations & economic stability



Tier 3: Important for governance and services



Digital government backbone: Federated and secure sharing of sensitive data across organizations and jurisdictions

The backbone of digital societies lies in the whole-of-society exchange of information that is legal, secure and transparent and interoperable across jurisdictions and regulative boundaries. At Nortal, we help governments with strategy and implementation related to building interoperability and other enabling infrastructure and building blocks in complex regulatory environments.

Interoperable digital trust credentials
and signature

Federated data exchange

Common terminology and
ontologies

Data sharing policies and permissions

Privacy-enhancing technologies and
transparency services



Jurisdiction 1



Jurisdiction 2



Jurisdiction 3

Healthcare

Security

Civil services

Justice

Public finance

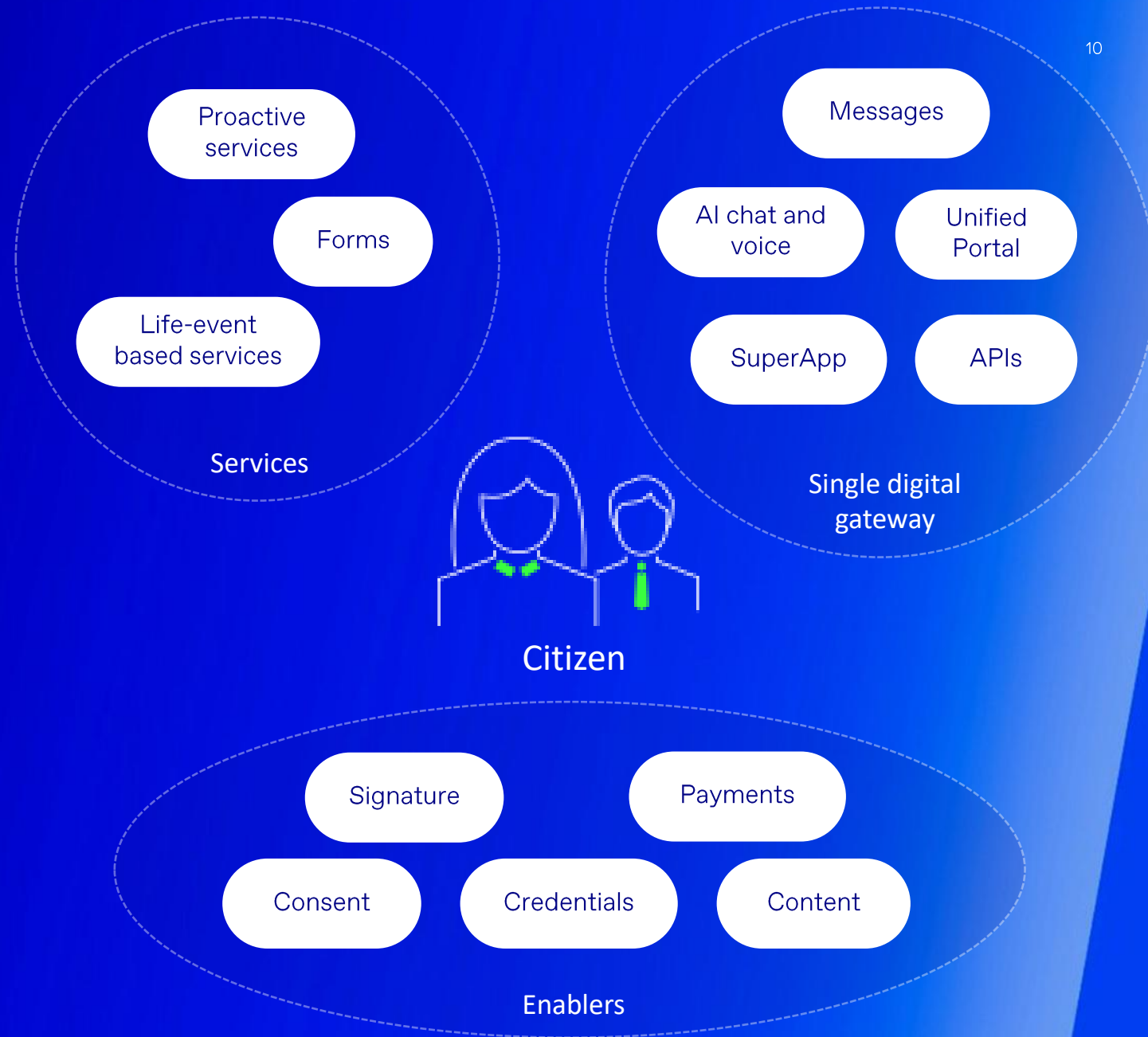
Economy

Digital-first public service delivery channels

Governments are expected to serve citizens where they are. Over the past decade, citizens have increasingly preferred to be served on-demand digitally for convenience and efficiency.

Nortal implements government digital service delivery channels globally, with a key focus on:

- Single digital gateway strategy
- Government unified service design
- Government superapps and portals
- AI adoption in public services
- Key building blocks and enablers



Digital sovereignty and business continuity

As today's world is digital, it is no longer possible to separate the physical and the virtual worlds. During times of conflict, denying access to digital services or government data could bring the functioning of the state to a halt.

Nortal advises on and builds resilient government infrastructure to ensure data and digital sovereignty and cost-efficient operations. With an optimal strategy, government data and infrastructure are resilient to disruptions, cost-efficient to operate and protected.

Strategy	Policy design	Assessments	Roadmap
Operations	Standards and practices	Capacity building	Remote-first operations
Infrastructure	Sovereign cloud	Multi-cloud	Cloud transformation



The approach

Our unique approach to government transformation that delivers meaningful impact

We help governments understand and navigate complex change

Societal transformation requires an understanding of the complex mechanisms that drive change.

Technology should be used as an enabler, supported by initiatives that are agreed upon and implemented collaboratively by the private and public sectors.

01.
Political
will

02.
Access
to internet

03.
Digital
literacy

04.
Incentives

05.
Awareness

06.
Champions

07.
Trust

08.
Data quality

09.
Cybersecurity

10.
Core
registers

11.
Legal
infrastructure

12.
Digital public
infrastructure

We start with the outcomes

Deep subject-matter expertise combined with practical experience in digital transformation enables us to rethink outcomes that matter.

Political goals

Productivity

Resilience

Efficiency

Sovereignty

State capacity

Outcomes

Economic KPIs

- GDP and GDP Growth Rate
- Unemployment Rate
- Inflation Rate
- Trade Balance
- Foreign Direct Investment (FDI)

Global Standing KPIs

- Global Competitiveness Index (GCI)
- Soft Power Ranking
- International Aid and Contribution

Social KPIs

- Human Development Index (HDI)
- Poverty Rate
- Gini Coefficient
- Education Metrics
- Healthcare Indicators
- Crime Rate

Governance and Institutional KPIs

- Corruption Perceptions Index (CPI)
- Political Stability
- Ease of Doing Business Index
- Rule of Law
- Freedom Indices

Environmental KPIs

- Carbon Emissions
- Renewable Energy Usage
- Biodiversity and Conservation Efforts
- Air and Water Quality Index
- Deforestation Rate

Quality of Life and Well-Being KPIs

- Happiness Index
- Access to (Basic) Services
- Social Mobility Index

Impact transformation

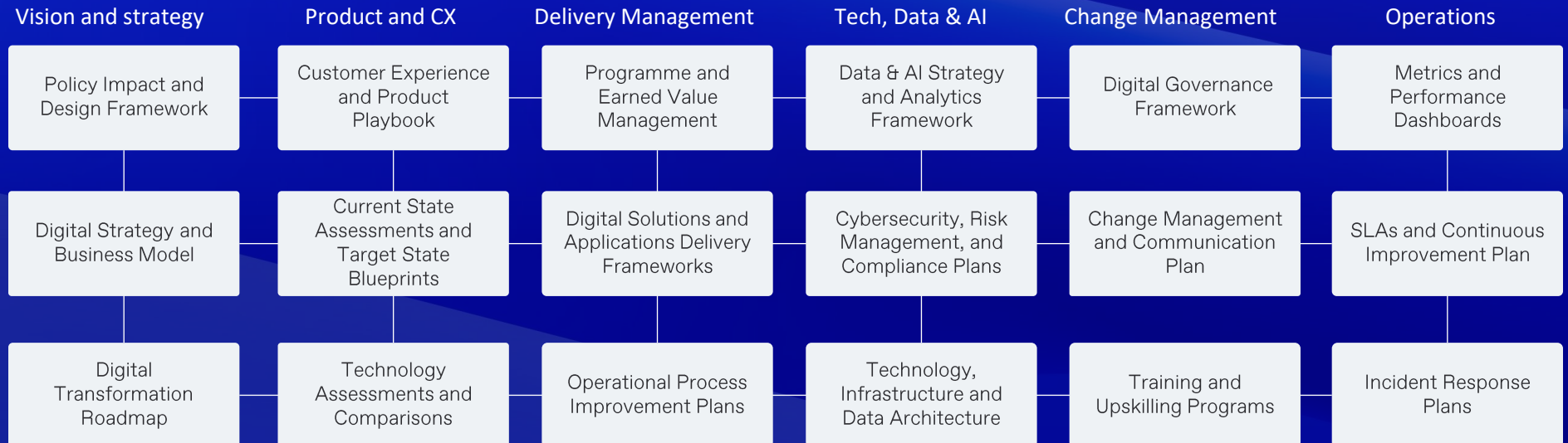


Blueprint behind our unique GovTech approach

Leading research and concepts development to solve specific industry problems



Reusable and reliable assets and processes across the digital transformation lifecycle to accelerate outcomes



Nortal is a trusted strategic partner for governments, healthcare institutions, leading businesses, and Fortune 500 companies. Having 30 offices in Europe, the GCC, Latin America and North America, we are close to our customers while backed by a vast global talent pool. Our seamless teams help our customers to transform and future-proof their organizations by building world-changing solutions with the right technologies.

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25 years of shaping
the future