

The background is a dark, abstract image featuring a complex network of glowing yellow and orange nodes connected by thin lines, resembling a data network or a molecular structure. The nodes are of varying sizes and brightness, creating a sense of depth and connectivity. The overall aesthetic is high-tech and digital.

ID Center

G -Cloud 15

Lot 2: Software

Service Definition

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What is ID Center ?

Worldline's ID Center provides various strong authentication mechanisms to authenticate a person's natural identity transforming it to the related digital identity. ID Center can provide unambiguous identities by supporting strong biometric authentication mechanisms and thus increases trust in digital transactions, by reducing fraud and providing a positive user experience.

Elements of this offering may be delivered from other entities within the Worldline Group as a sub-contractor.

What does it deliver?

ID Center improves the daily digital work experience by making secure access to systems and applications simple and user-friendly.

With biometric authentication, users can log in without passwords, enabling a truly seamless and secure experience.

ID Center delivers:

- A significantly improved login and authentication experience for end users
- Higher user satisfaction and loyalty through innovative authentication services
- Reduced risk of data loss and unauthorized access
- Faster processes and higher transaction completion rates
- Increased security and full traceability
- Support for legal and regulatory compliance
- Fewer errors and higher system availability
- Lower costs through fewer password issues and reduced help desk workload
- Verified user identities through biometric authentication
- No sharing or transfer of access credentials thanks to biometrics

A trustworthy digital identity is a fundamental building block of every digital workflow. Our customers find ID Center and biometric authentication especially useful in scenarios such as:

- Shared workplaces, for example in hospitals
- Workflow authorization steps, such as electronic signatures
- Work environments in regulated industries and critical infrastructure.



Fast User Switching

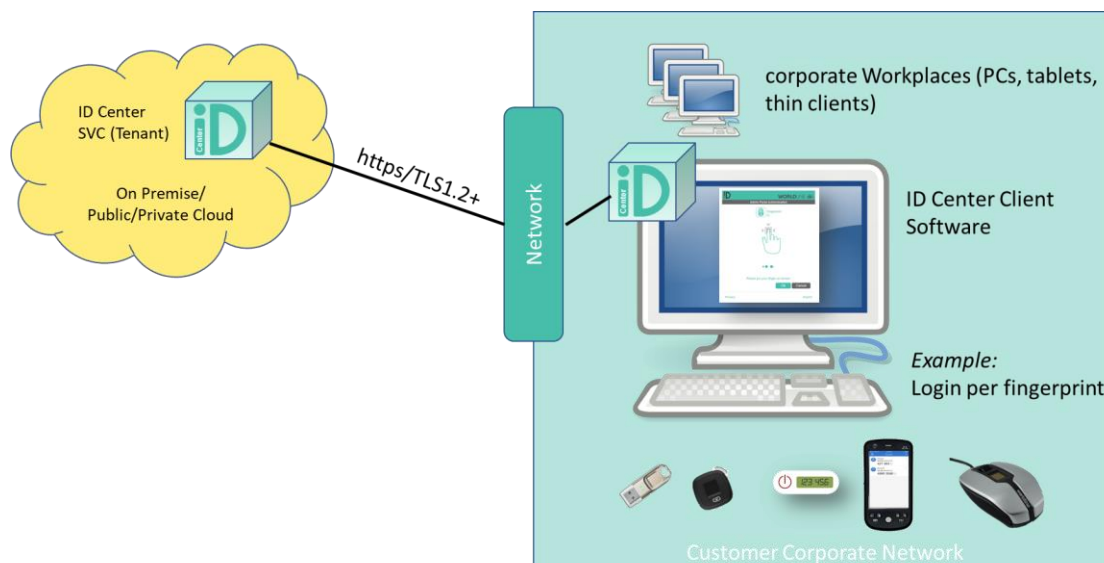


**Workflow Authorization
Pharma**



Enterprise Workplace

What technology does it use?



Service infrastructure and location

ID Center supports on-premises, public cloud, and private cloud deployment models. Service operation is available as a separate, customizable offering.

Service access

Dependant on the operation model the ID Center service is securely accessible over the Intranet or Internet via an encrypted HTTPS connection using TLS 1.2+.

All sensitive payload data is additionally encrypted to ensure maximum protection.

Administrative access — including user management, enrolment, policy configuration, and application administration — is protected by strong authentication and role-based access control, enforcing a strict separation-of-duties principle.

To further strengthen security, all administrative endpoints are secured with mutual authentication using X.509 certificates over HTTPS (TLS 1.2).

Customer separation and Data Isolation

If the cloud deployment model is chosen each customer is provisioned with a dedicated ID Center tenant.

Each tenant operates on its own database, protected with customer-specific encryption to ensure strict data isolation.

Built on modern application server technology, ID Center ensures strong user isolation, high security, and efficient horizontal scalability. Resources are pooled intelligently across users to deliver consistent and evenly distributed response times, even under high load.

The application scales horizontally to meet growing demand. Worldline continuously monitors system capacity and performance and adds new nodes to the cluster as needed. This approach ensures sufficient headroom for short-term demand spikes, such as peak service hours. Integrated load balancers allow new application nodes to be added to the cluster seamlessly, ensuring high availability and uninterrupted service operation at all times

If the customer chooses the on-premises deployment option, they can make optimal use of their existing infrastructure and reuse it for operating the service.

Security, Availability and Reliability

All external communications will be encrypted with open-standards Transport Layer Encryption. This will be limited to version and encryption algorithms considered secure by advice bodies such as the UK Government's National Cyber Security Centre and NIST. Internal communication between the internal components will be encrypted in transit using the same TLS standards as for external communications, including between the applications and the database.

If the operations are carried out by Worldline an ISO 27001 compliant ISMS will be available which includes regular reviews of strength of implemented protocols/algorithms vs. industry information available on threats and vulnerabilities. Identified threats are mitigated as part of the implemented ISMS process. All communication including to the database, will be encrypted in transit using TLS with standard versions and algorithms based on advice published by the UK National Cyber Security Centre. In rest storage will be encrypted.

The service will be penetration tested and any material findings remediated annually.

Vulnerability scans are continuously applied and findings mitigated.

If the operation is on premise the customers security operational security measures apply.

Service Management

If the operation model is cloud based Worldline' service management function will monitor the service and respond to incidents and events with the service including both automated alerts from the service itself, and customer incidents raised via the Service Desk.

Available Client Technologies and Authentication Devices

ID Center client-SW must be installed on workplaces. The SW is provided however installation on workplaces is not included.

Supported client platforms are:

- Windows 10, 1903 or higher
- Windows 11
- Windows Server 2019, Standard 64 bit
- Windows Server 2022, Standard, 64bit
- Citrix under Windows Server 2019 and Windows Server 2022
- Windows Terminal Services under Windows Server 2019 and Windows Server 2022

Supported authentication devices include:

Fingerprint:

- ID Mouse pro 4
- HID Eikon 510, 710
- Dermalog ZF1

Iris biometrics and palmvein biometrics and supported devices upon request

OTP Token:

- RFC 4226 (HOTP)
- RFC 6238 (TOTP)

Smart-cards:

- Gemplus GemClub Memo
- PIV Cards based on NIST SP800-78-5

For other smart cards please enquire.

FIDO2-Tokens with built-in local protection of various vendors e.g. Yubikey Bio, G&D FIDO2 compliant smart cards (SCE7), Feitian Biopass FIDO2, Passkey

Other FIDO2 devices please enquire

What terms apply?

The service will be provided on the terms of the Call-Off Contract, the 'Worldline supplier terms for G-Cloud 15 and any third party terms provided by Worldline at the time of order as referred to in Worldline's terms.

Worldline is a global company and accordingly the services (or elements of the services) may be subcontracted to Worldline's associated companies.

What are the charges?

The pricing for ID Center contains the following elements:

1. Onboarding Demo Setup package
2. application fees– a monthly charge per enrolled end-user calculated dependant on authentication method(s), ID Center applications and total number of end-users.
3. HW devices charged per devices. Price is dependent on total number of purchased devices and subject to availability
4. Training and consultancy - onsite and remote available offered by daily rates and travel cost
5. Installation support for desktop ID Center Client SW – daily rate and travel cost

Please refer to enclosed pricing document.

Operation costs dependant on the deployment model and operation model will be offered separately upon request.

How do I order?

Please send your requirements to WLOpportunities@worldline.com

We will prepare a quotation and agree this with you, including any volume discounts that may be applicable. Once the quotation is agreed, we will issue the necessary documentation (as required by the G-Cloud Framework) and ask you to provide a purchase order.

Once we have received your purchase order, the services will be configured in line with the agreed requirements. Where appropriate, you will be given access to our self-service portal to start provisioning services.

If you are a new customer, additional 'new supplier' forms may need to be completed.

Invoices will be issued for the services procured (quoting your purchase order number). On a monthly basis we will also complete the mandated management information reports to **Crown Commercial Service (CCS)**.

Glossary

Provide a glossary of all the acronyms and abbreviation used within the document.

HW	Hardware
ISMS	Information Security Management System like ISO27001
ISO	International Standards Organization
NIST	National Institute of Standards and Technology (US - https://www.nist.gov/)
OTP	One Time Password provided complying to the technical specification of RFC 4226 (HOTP – HMAC counter-based OTP) and RFC 6238 (TOTP – time-based OTP). HMAC .. Hash Message Authentication Code
PIV	Personal Identity Verification (card)
SVC	Service
SW	Software
TLS	Transport Layer Security (Protocol)
Windows CP	Windows Credential Provider – component which performs user authentication in the Microsoft Windows operating system

About Worldline

Worldline [Euronext: WLN] helps businesses of all shapes and sizes to accelerate their growth journey – quickly, simply, and securely. With advanced payments technology, local expertise and solutions customised for hundreds of markets and industries, one million businesses around the world. Worldline generated a 4.6 billion euros revenue in 2023.

<https://worldline.com>

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