kyndryl

DMV Driver Services

Helping states optimize and modernize the DMV experience

At Kyndryl, we speak DMV

As DMVs strive for enhanced customer experiences, they need more than just an IT provider.

Kyndryl has more than two decades of experience partnering with states to design, deliver, and manage innovative DMV solutions. When you choose Kyndryl, you are working with DMV industry leaders!

Kyndryl DMV Solutions

Modernize to elevate citizen, workforce, and partner experiences by providing seamless DMV services, accessible anywhere, anytime and from any device.

Product offerings include: DMV Driver Services, DMV Vehicle Services, Field Office Services, DMV Back Office Enablement Services, and DMV Business Partners Services.

For more information, email us at dmvsolutions@kyndryl.com

Modernize – Driver System of Record

Opportunity: Provide an improved citizen and workforce experience while ensuring vital systems deliver driver services with the security, availability, and agility you expect.

Solution: Kyndryl and AstreaX have partnered to modernize DMV systems with a fit for purpose, government owned, modern DMV system of record. This solution supports all standard DMV services and includes next generation capabilities such as:

- **Work in progress transaction resumption**
- **Emerging offerings like mobile driver's license**
- **Self-help that minimizes employee training time**
- **Enhanced security such as biometric authentication**
- **A fully integrated financial system**
- **Multiple customer service channels**
- **Remote work model support**

Value: Better engage your citizens by uplifting your legacy DMV systems with this comprehensive, innovative solution. Unlike commercial off the shelf solutions, this is a state-owned solution that keeps you in control of the code through an inter-government agreement.

> **DIFFERENTIATORS:**
> - **Cutting edge technology**
> - **Highly cost competitve implementation**
> - **Government off the shelf**
> - **Numerous supported DMV services**

Implementation: 1+ Years

Online Driver Applications

Opportunity: Reduce the need for citizens to visit the DMV office by adding online services. Several driver services can be made available for web and mobile transactions with appropriate identity and access management controls.

Solution: Leveraging API calls to your system of record, Kyndryl's online driver application code can expand your existing online capabilities with services such as:

- **Driver License Replacement**
- **Driver Record, Online Driver Records**
- **Change of Address Requests**
- **Duplicate Driver License Issuance**
- **Permit Issuance**
- **Voter Registration**

Value: If you are not ready for a big modernization project, don't have the funding, or don't have the time to properly scale training and education for your workforce, Kyndryl can partner to deploy code for many driver services without the need for a complete modernization project.

> **DIFFERENTIATORS:**
> - **Production hardened code**
> - **Portable java code**
> - **Broad integration support**
> - **Decades of maturity**

Implementation: 3+ Months

Identity and Access Management

Opportunity: Enhance authentication security for existing services and deploy enhanced authentication that enables new online transaction capabilities.

Solution: Kyndryl has Identity and Access Management (IAM) solutions to ensure the integrity of all transaction types. With a progressive validation process founded in zero trust principles, Kyndryl matches the right level of authentication to the right transaction type. Kyndryl can implement role-based entitlements for applications like dealer and business suites. For citizen and other transactions that require more than basic validation, Kyndryl can add multi-factor authentication. With even more sensitive transactions such as address changes

or title exchanges, Kyndryl can integrate the latest in facial recognition technologies, including liveness checks.

Value: Whether you need to enhance authentication or implement new services, Kyndryl has years of experience in implementing DMV authentication solutions.

> **DIFFERENTIATORS:**
> - **Premier partner ecosystem**
> - **Broad integration experience**
> - **Leading edge technology**

Implementation: 6+ Months

Driver Services Web Portal

Opportunity: Citizens are seeking a more consumer-centric experience that allows more driver services online.

Solution: Kyndryl and AstreaX have partnered to modernize DMV systems with a fit for purpose, modern DMV citizen web portal. This solution supports the online completion of more than two-thirds of typical DMV services. Sample Driver supported services include:

- **Mobile driver license**
- **Driver license renewal**
- **Duplicate / replacement licenses**
- **3-day permits**
- **Learner's permit testing**

Value: Kyndryl and AstreaX enable you to better engage your citizens by upgrading your legacy DMV systems with this comprehensive, innovative solution. Unlike commercial off the shelf solutions, this is a state owned solution and you will be in control of the code through an inter-government agreement.

> **DIFFERENTIATORS:**
> - **Cutting edge technology**
> - **Highly cost competitive implementation**
> - **Government off the shelf**
> - **Numerous supported DMV services**

Implementation: 1+ Years

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