



STATE ADMINISTRATION

# ePortal with public interface for e-forms of the Czech Social Security Administration and unified portal solution of the Ministry of Labor and Social Affairs



8 mil.

Insured persons



24 mil.

processed e-forms annually



126

Forms agend



## WHAT IS ePORTAL?

The Czech Social Security Administration (CSSA) is the largest financial administration institution in the Czech Republic, managing nearly eight million insured people, of which more than 5 million are economically active. Every month, it pays over 3.5 million pensions and hundreds of thousands of sickness benefits. The entitlement to the payment of these benefits is recorded by self-employed workers and by employers. The processing of such huge amounts of data had to be digitized. The CSSA ePortal is a unique CSSA project for the implementation of the "Public Interface for e-submission". Since 2015, this portal, which offers 126 forms, brings the first most comprehensive offer of electronic

services of the central government 24 hours, 7 days a week.

To enjoy all the benefits, you need only an Internet connection, databox or eID. Therefore, there is no need to travel to the Office for an application.

## TECHNICAL SOLUTION

The portal is supplied by Asseco Central Europe and Software602 is the supplier of the forms, which uses the integrated communication interface from Asseco CE to interact with the CSSA backend systems. If the client fills in the application using a databox or uses eID, the smart form pre-fills the client's basic data automatically from publicly available databases. The correctness of

the completed data is ensured by logical checks before their submission.

The project significantly simplifies communication with the Office and effectively replaces the use of paper forms for any submission.

Thanks to the excellent experience with the CSSA ePortal at the end of 2019, a consolidated departmental portal solution was deployed together with Asseco CE.

**BASIC BENEFITS**

- Significant reduction in time required for administration related to reporting of self-employed persons and companies (employers)
- Receiving data through information systems, which significantly reduces the time needed for the administration and processing of submissions (office)
- Interactive application for insured persons

**USER-FRIENDLY SOLUTION**

- Logging in via databox or eID
- Automatic form pre-completion and free shipping
- Immediate delivery of submissions regardless of office hours

**STATISTICS**

<https://www.cssz.cz/web/cz/statistiky>

- Over 8 million insured persons managed by the CSSA
- 126 forms at eportal.cssz.cz
- 22.6 million processed e-forms per year (2018), of which 4.2 million via databoxes
- Estimation of more than 100 million processed e-forms in total (2015 - 2019)

**DEVELOPMENT OF THE NUMBER OF PROCESSED CSSA E-FORMS**

