



Italy's Ministry of  
Infrastructure and  
Sustainable Mobility  
delights citizens with  
integrated vehicle  
registration

CUSTOMER  
**Italy's Ministry of Infrastructure  
and Sustainable Mobility**

LOCATION  
**Rome, Italy**

INDUSTRY  
**Public Sector**

## Two agencies worked together to integrate systems and streamline processes for owners of 59 million vehicles.



### Challenge

- Improve the citizen experience with using the ministry's vehicle registration services
- Eliminate the need for citizens to submit forms to two separate organizations
- Replace the slow, paper-based registration process and reduce errors and fraud



### Solution

- Create an integrated system with digital forms, allowing citizens to register vehicles in a single office visit
- Implement digital signatures and security controls to protect data and privacy
- Provide a unified service desk to manage support issues



### Results

- Introduced a simpler, faster process for 40,000 daily records updates reducing errors and opportunities for fraud
- Improved customer satisfaction, cutting vehicle registration total time in half
- Securely integrated payments into the process



## Italy's Ministry of Infrastructure and Sustainable Mobility delights citizens with integrated vehicle registration

More is not always better, especially when it comes to filling out forms. That was the case for vehicle owners in Italy.

“We now have a much more integrated process, which enables us to work quickly and efficiently together.”

— **Massimiliano Zazza**  
Operations director,  
*Motorizzazione Civile*, MIMS

### Improving the citizen experience

To legally own a vehicle, Italian citizens until recently were obliged to complete paperwork with two separate organizations — a slow process that was unpopular with citizens and prone to errors and fraud.

Italy's *Ministero delle Infrastrutture e della Mobilità Sostenibili* (Ministry of Infrastructure and Sustainable Mobility — MIMS) handles vehicle registrations, while the Automobile Club of Italy provides ownership certificates. With help from DXC Technology, the two organizations worked together to integrate both systems and streamline the process for owners of 59 million vehicles.

Both the ministry and the auto club required owners to submit paper forms, which were managed with different procedures and the relative information entered into separate databases. By law, drivers must update their records anytime they change a vehicle's status, such as buying or selling a car. With about 200 different types of possible changes, the two organizations make an average of 40,000 updates a day.

Because the databases were not integrated, the two sets of driver records were sometimes out of sync, but that put the burden of getting the record updated on the driver. Meanwhile, vehicle owners were driving with incorrect paperwork.

“Our goal is to ensure that drivers’ records are up to date at all times to improve our services to citizens,” says Massimiliano Zazza, Operations Director, *Motorizzazione Civile*, MIMS, “and we asked DXC Technology to help us reaching these aims.”

## Merging databases ahead

After assessing the needs of both organizations, DXC completely reengineered the process and created an integrated system. In 2017, Italy enacted its Documento Unico (single document) bylaw, enabling vehicle owners to obtain a single certificate for ownership and registration.

At a more granular level, the new, integrated system contains each vehicle’s technical and proprietary data, as well as all information validated by the Public Register of Motor-vehicles. For each vehicle, the system can follow a complete trail of documents, starting with the vehicle’s initial purchase and finishing with either its demolition or export outside of Italy.

“We now have a much more integrated process, which enables us to work quickly, with less errors and efficiently together,” comments Zazza.

## Quicker, easier

To submit details for registration, vehicle owners need to visit just one office, whether that’s a location run by an authorized agency, the ministry or Public Register of Motor-vehicles. Also, because the documents are now exchanged digitally rather than physically, the entire process is quicker and easier.

To tighten security, the system uses two strong authorization systems: one for advanced electronic signatures and the other for remote digital signatures.

During development, DXC incorporated privacy and security controls from application development to the *Portale del Trasporto* (web portal). Security specialists integrated intrusion detection and traffic analyzer platforms to intercept and block attacks.

“Security was a key priority consideration,” Zazza says. “DXC with the *Motorizzazione* team’s support performed vital security and data privacy assessments as well as penetration testing to help us guard against data breaches and move forward with confidence.”



“Working with DXC has been rewarding. For Italian vehicle owners, DXC’s innovations are making life easier.”

— Massimiliano Zazza

Operations director, *Motorizzazione Civile*, MIMS

Other improvements have come in the areas of easing payments and fighting tax fraud. The new system integrates payments for vehicle registration. Opportunities for tax fraud have been reduced by ensuring that each vehicle's documents are kept updated and synchronized.

Behind the scenes, both MIMS and the Auto Club are now receiving improved technology support.

DXC has integrated the two separate implementations of Service Desk, a cloud-based help-desk and asset-management application.

DXC is working with the Auto Club to monitor the entire Service Desk system, manage support tickets and assign support tasks to the appropriate organization.

"Working with DXC has been rewarding," Zazza says. "For Italian vehicle owners, the future will be easier."

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