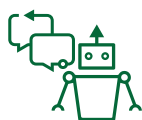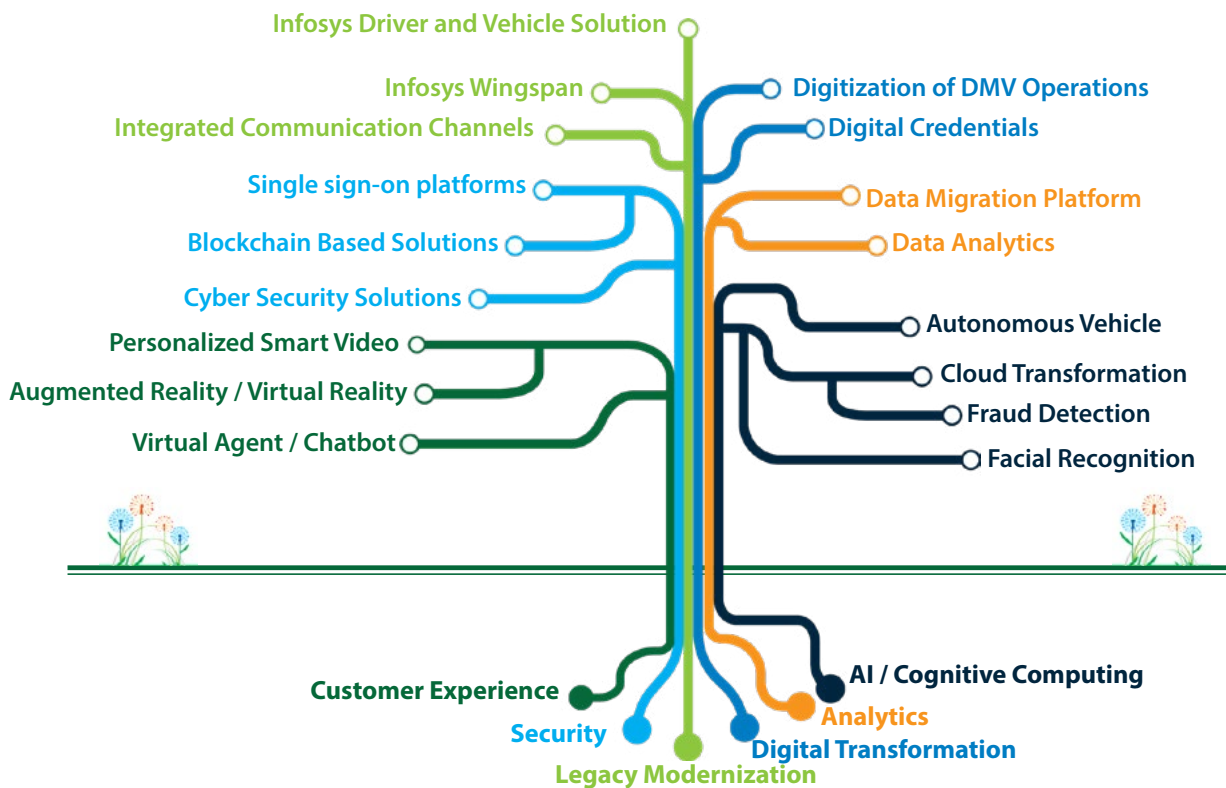# ACCELERATING INNOVATION FOR DIGITAL DMV

Digital technologies offer Motor Vehicle Agencies a unique opportunity to innovate across their process and technology landscape.

From building a 360-degree customer-centric view to offering a variety of services to customers across communication channels of their choice, Infosys Public Services helps Motor Vehicle Agencies accelerate this innovation, improving operations and service delivery.

Infosys Driver and Vehicle Solution
Infosys Wingspan
Integrated Communication Channels
Single sign-on platforms
Blockchain Based Solutions
Cyber Security Solutions
Personalized Smart Video
Augmented Reality / Virtual Reality
Virtual Agent / Chatbot

Digitization of DMV Operations
Digital Credentials
Data Migration Platform
Data Analytics
Autonomous Vehicle
Cloud Transformation
Fraud Detection
Facial Recognition

Customer Experience
Security
Legacy Modernization
Digital Transformation
Analytics
AI / Cognitive Computing

Virtual Agent / Chatbot: Intelligent agents that automate several processes including scheduling appointments, renewal of registration etc.

Personalized Smart Video: Real-time video platform that creates personalized and contextual videos with dynamic texts, images, and customized call-to-actions.

AI-enabled DMV Services: Automated data science platform that turns multi-format, multi-type data into next-best actions, enabling DMVs to deliver proactive customer services.

Augmented Reality / Virtual Reality: Application that uses augmented reality to digitize paper forms and enable customers to fill the forms more quickly and accurately. Virtual Reality can also be used for driver simulations for customers to practice their road test skills.

Digital Learning & Development: Next-gen platform accessible anytime, anywhere and on any device for DMV agents to re-skill and for customers to understand DMV processes.

Digital Credentials: Application that delivers electronic versions of the driver license, vehicle registration etc. enabling customers to perform transactions through their preferred channel and device.

Blockchain-based Registration: Blockchain network that digitizes DMV services like registration of a vehicle, making the exercise more secure and seamless by integrating services and enhancing customer experience.

Living Labs: Creates innovative solutions by contextualizing emerging technologies, leveraging design thinking to discover the right problems, and experimenting to identify the most desirable, feasible and viable solution.

Here's how DMVs can combine these innovations to transform operations and customer experience

Sara Johnson, Age 16
Suburban Hartford, CT
Learner's permit applicant

Action	Customer authentication & setup	Credential details & exams	• Photo • Signature • Documents	Payment	Credentials
Pain points	• Unaware of the process • Authenticate multiple times • Long wait	• No driving experience • No online scheduling • Inadequate info on traffic laws	• Need too many documents • Incomplete documents • Require multiple visits	• No online renewal & payment • No digital payment methods	• No online access • No digital credentials
Opportunities	• Online portal for end-to-end process • Customer 360^0 view	• AR-based application to fill forms • Chatbots for common transactions	• Digital notices, reminders, receipts • Online Wizard as process guide rails	• Digital payment channels • Online payment history and receipts	• Digital credentials
Feelings	☺	☺	☺	☺	☺

Contact Kannan.Rajagopal@infosys.com to learn how your agency can accelerate innovation with Infosys Public Services.

For more information, contact askus@infosyspublicservices.com

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