

THIS WAY TO SUPER GOVERNMENT SERVICE

Achieve innovation by way of convenience, security, and social responsibility.

PAYMENTS 2025



Citizens have a clear vision for government services – simple, practical, trusted, and secure. But it's you that has to find the way. Discover the steps that can lead to great outcomes and innovative super-service.



PUT CONVENIENCE FIRST

Start with super-app integration and embedded finance to drive frictionless purchasing. Next, introduce borderless payments and digital currencies for those citizens further afield.



HOLD USERS' ATTENTION WITH ONE APP

The super-app – a one-stop platform for multiple tasks – gathers government services in one place. It provides seamless experiences and embedded financial services.

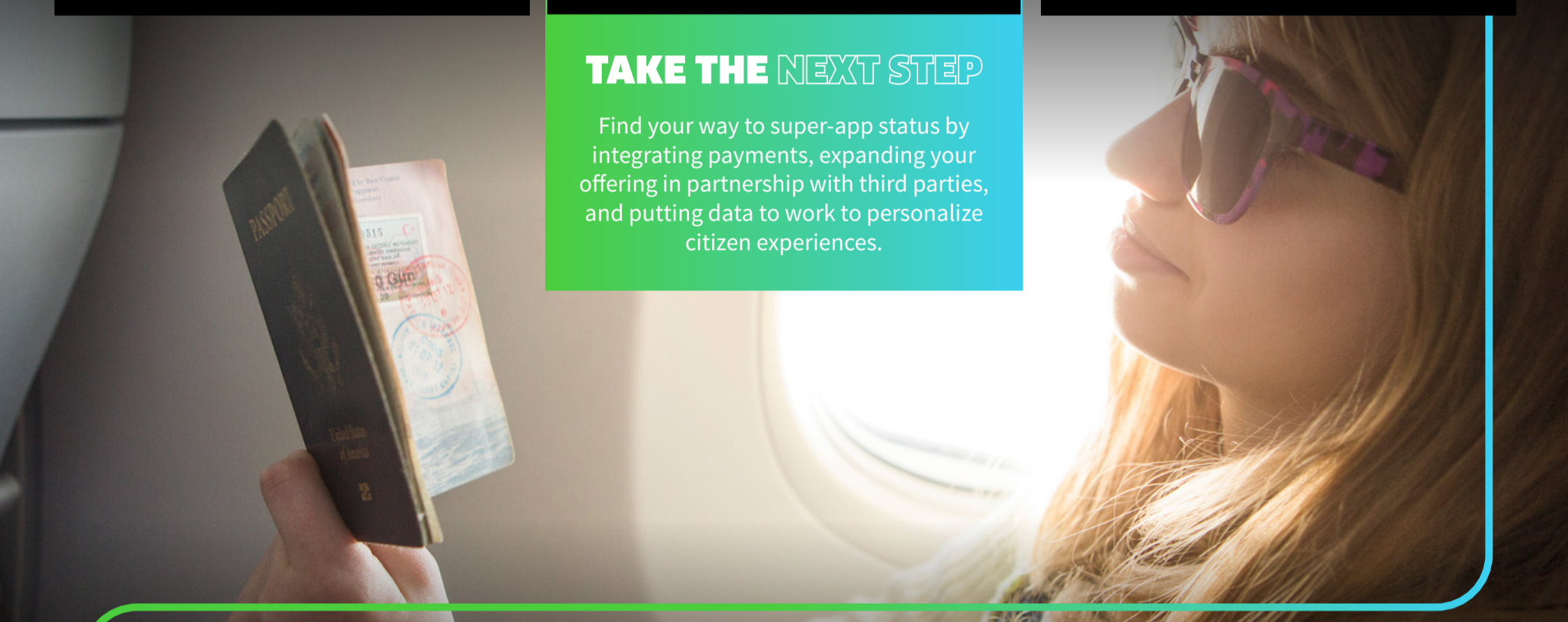


ACCEPT PAYMENTS WITHOUT BORDERS

Digital wallets and alternative payment methods – they may signify the decline of cash, but they're opening government payments to citizens far and wide.

TAKE THE NEXT STEP

Find your way to super-app status by integrating payments, expanding your offering in partnership with third parties, and putting data to work to personalize citizen experiences.



STAY SECURE AT EVERY STEP

Continue by backing convenience with tight biometric security and digital identification. And if you're going to be guided by citizens' data, ask permission and always store it securely.



STRENGTHEN WITH BIOMETRICS

Fingerprint scanners and facial recognition are among the most familiar biometric security measures – one-of-a-kind identifiers that are stronger than PINs or passwords.



STORE PERSONAL DATA SECURELY

In an AI algorithm, citizens' data can power personalized experiences. But you must secure it from falling into the wrong hands – and hold it no longer than necessary.

TAKE THE NEXT STEP

Go the extra mile to secure your citizens' data with decentralized blockchain storage. This technology sets strict permissions for access – to keep it away from fraudsters.



TAKE RESPONSIBILITY ALL THE WAY

You're approaching your destination – so, pave the way for your citizens. Support their journeys with financial education and empowerment through technology.



IMPROVE FINANCIAL EDUCATION

Social media has a part to play. But government-backed financial education is essential for widening access to employment, home ownership, and financial security.

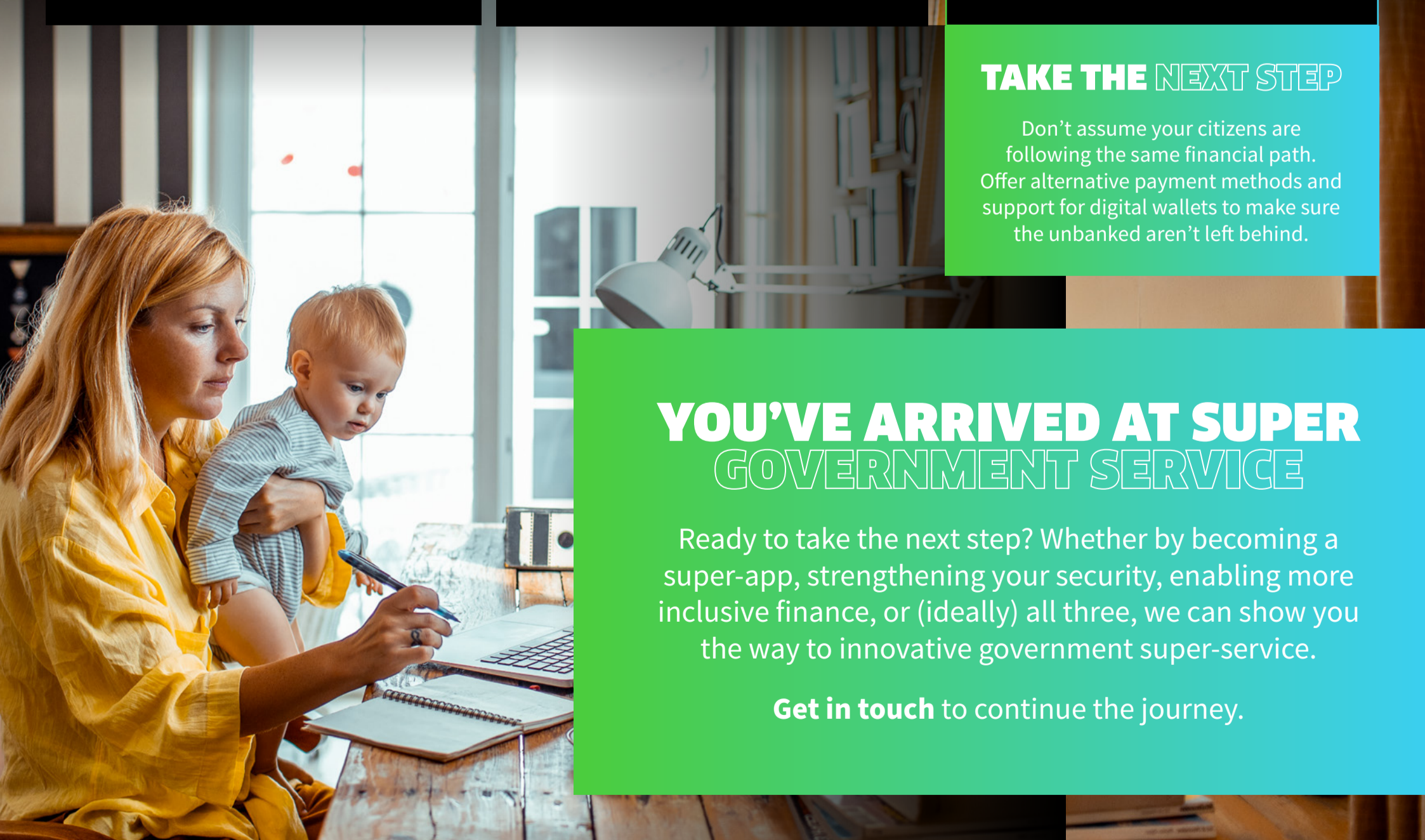


INCLUDE EVERYONE

Banked or unbanked – everyone needs access to essential government services. Using a central bank digital currency encourages this autonomy to keep everyone included.

TAKE THE NEXT STEP

Don't assume your citizens are following the same financial path. Offer alternative digital wallets to make sure the unbanked aren't left behind.



YOU'VE ARRIVED AT SUPER GOVERNMENT SERVICE

Ready to take the next step? Whether by becoming a super-app, strengthening your security, enabling more inclusive finance, or (ideally) all three, we can show you the way to innovative government super-service.

Get in touch to continue the journey.

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Payments 2025 is a thought leadership campaign launched by Worldpay from FIS to highlight the key trends shaping the future of payments.

Using our many years of experience and leveraging our vast network of specialists from across the payments industry and beyond, we will share expert opinions and recommendations as well as explore the social, economic, technological, and environmental factors that will inform the future and help our merchants to prepare for tomorrow.

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