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**19<sup>th</sup> edition of the eGovernment Benchmark:  
More than 80% of European government services are now online,  
but eHealth still has room to improve**

*Overall maturity of digital health services across Europe is 63%. Luxembourg, Estonia, and Malta lead the pack with scores above 90%*

**Paris, September 01, 2022 - Capgemini has launched the [2022 eGovernment Benchmark](#), its annual report that provides the European Commission insights into the level of online government services across Europe, highlighting for the first time insights about health-related services. The report, led by Capgemini and jointly carried out with its subsidiary [Sogeti](#) and consortium partners, [IDC](#) and [Politecnico di Milano](#), finds that Malta, Estonia, and Luxembourg are leading Europe's overall digital government transformation, including eHealth, with the most user-centric, transparent, technologically enabled, and cross-border user-orientated eGovernment services. The study also highlights that future eGovernment success relies on delivering inclusive services to different users to meet each person's individual needs, including those with certain disabilities or with low digital skills.**

The report covers the EU27 Member States, the European Free Trade Association countries including Iceland, Norway, and Switzerland, as well as the EU candidate countries of Albania, Montenegro, North Macedonia, Serbia, and Turkey. By assessing over 14,000 webpages, the study reveals that more than eight out of ten government services under evaluation (81%) are now available online.

**eHealth is a key digital policy priority**

While the European Commission acknowledges the relevance of eHealth in the digital transformation of governments, as per the [Digital Compass](#)<sup>1</sup>, the eHealth domain scores are only mediocre in the report.

Just three countries have eHealth maturity scores higher than 90%: Luxembourg (97%), Estonia (93%) and Malta (91%). Citizens in these three countries are well supported by digital health-related services. Among the countries surveyed, eight have a maturity score below 50%, meaning that citizens in these countries still need to refer to non-digital means.

Even though citizens' access to online information has been made easier in a majority of European countries (77%), primary processes within hospitals, such as the scheduling of appointments and e-consultations are still in their infancy. This is pertinent for non-national citizens too, who can only use

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<sup>1</sup> The Digital Compass is part of the European Union's Digital Decade ambition that sets out a 10-year-long roadmap for Europe's digital transition. The Digital Compass aims at 100% online provision of key public services by 2030.



three out of ten services online (34%), citing a lack of English information on hospital websites as the biggest barrier.

Marc Reinhardt, Head of Public Sector & Health at Capgemini commented, *"Digital maturity of Government Services progresses year after year, and the COVID-19 pandemic has proven why this is crucial. We saw that good digital capabilities in the health space enabled countries to better cope with the pandemic, by helping to organize vaccination drives and decentralizing treatments during lockdowns. This year's eGovernment Benchmark Report identifies eHealth as a clear area for improvement with regards to user accessibility and experience across the board."*

### **Embracing inclusivity and realigning the user journey**

Europe is endeavoring to make digital governments a place for all users. However, online services are not on the same level of maturity, the report shows, when comparing citizen users (77%) versus businesses (91%), nationals (81%) versus cross-border users (46%), and persons with different abilities (only 16% of public sector websites comply with certain web accessibility criterias). Moreover, well-orchestrated government networks are needed to serve users along their entire journey.

### **User-friendly and sustainable key enablers**

According to the report, European countries are prioritizing the user experience: 87% of government websites have a feedback function, and 92% present information in a mobile-friendly way. Several digital building blocks are available too, as two thirds of all services enable users to identify themselves online with the use of an official electronic identification solution (eID) and governments pre-fill 67% of online application forms with information previously provided to them.

The report finds that while countries increasingly continue to provide eIDs and use authentic sources to pre-fill personal information, this isn't the norm. Although the use of eID is on the rise, currently less than half (46%) of the services allow a single sign-on.

Implementation of interoperable solutions across multiple government entities and tiers will create a more consistent eGovernment experience for different users and services providers across European countries, cites the report.

Niels van der Linden, Account Lead for the European Union Institutions at Capgemini Invent, said, *"We've seen the public sector digitally transform incrementally over the past few years. To accelerate this transformation, governments will need to adopt innovative digital solutions to improve online public services as well as increase administrative efficiency. We need a flourishing European GovTech ecosystem to enable governments to unlock the next generation of online services. When future-proofing eGovernment services, our government interactions also turn greener too. For example, paperless solutions demonstrate how governments are committed to a more sustainable administration while increasing user convenience and flexibility."*

For more information and to download the report, click [here](#).

More information about the digital agenda of the European Union can be found [here](#).



## **About Capgemini**

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 350,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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