

Qualified e-signature services

Legally binding signatures: digital & mobile

Holding more than 5 million actively qualified certificates, the Austrian qualified Trust Service Provider (TSP) A-Trust has become industry leader in the area of qualified electronic signatures. The Republic of Austria and several of its ministries rely on A-Trust's qualified electronic signature (QES) as the foundation for key digitalization initiatives – including "FinanzOnline" and "ID Austria". These services significantly reduce the workload of administrative staff while enhancing convenience for citizens. In the private sector, too, a growing number of use cases are emerging – and the trend continues to rise.

How it works

A-Trust's services include the qualified electronic signature (QES), already used by over 5 million Austrians, the qualified electronic seal (QSeal), and the qualified time stamp (QTS). These technologies make it possible to digitally sign, seal and permanently validate documents in a secure and legally binding manner without the need of being physically present – allowing for increased efficiency. The QES is valid throughout Europe in accordance with eIDAS regulations, thus offering the same legal validity as a handwritten signature. One example of successful application is the use of QES in the Austrian government's administrative solution "Digitales Amt" (Digital Government Office). The platform allows individuals to submit information such as change of residency, pregnancy and childbirth, application for a voting card and more. The signature solutions can be easily and flexibly integrated into existing processes and workflows. This allows companies to utilize the potential of the more than 5 million QES users for their business. The qualified electronic seal (QSeal) and the qualified time stamp (QTS) can be added at any time. Application examples range from digitally signed contracts - such as employment contracts or non-disclosure agreements - to electronic invoices and a variety of other business documents. All A-Trust solutions meet the requirements of the European eIDAS Regulation and ISO 27001, thus ensuring maximum data security and legal validity. Private individuals also benefit from the convenience and security of signing important documents digitally at any time and from any location. This not only speeds up processes considerably, but also largely eliminates the need to be present in person - a noticeable relief, especially for full-time employees, parents, caregiving relatives or people with limited mobility. Millions of Austrian citizens are already using ID Austria to conveniently manage government services, official documents, tax matters and more digitally.

The Big Picture

Integrating the QES into company processes makes workflows significantly more efficient, as documents can be digitally signed quickly and securely without being physically present. At the same time, the administrative effort required is reduced, freeing up time for employees to work on other tasks, compensating losses in the workforce through automation, and providing individuals with quick solutions.

Quick Facts

- Solution area: **Processes, Quality assurance and certification, Regulations and compliance, Technological innovation**
- Administrative level: **Federation**
- Solution process: **Digitization and technology, Public service**
- Technology: **Information technology**