

## **eGovernment Benchmark 2025: Digitalization of public services in the EU accelerates, but cybersecurity and cross-border challenges remain**

- A vast majority of administrative procedures are now online; ongoing efforts aim to further improve the experience for cross-border users
- AI is playing a larger role in digital public services, with almost half of all portals now offering automated live support often via chatbots
- Accessibility is a continued priority, with nearly half of government websites now meeting a basic set of Web Content Accessibility Guidelines (WCAG) success criteria; further work underway to make digital services easier to use for those with disabilities

**Paris, June 17, 2025 – The 22<sup>nd</sup> edition of [Capgemini's](#) annual eGovernment Benchmark, released today, reveals rapid progress in digital public services across the European Union, with the vast majority of administrative procedures now accessible online. However, the report also highlights persistent gaps in cybersecurity, accessibility, and the availability of cross-border services as the EU reaches the halfway point on its journey toward its Digital Decade 2030 targets.<sup>1</sup>**

### **Digitalization accelerates for citizens and businesses**

This year's benchmark assessed more than 14,000 government websites across the EU27 Member States, focusing on nine major life events including moving, starting a business, and accessing health services. The average online provision score is up 5% for both citizens and businesses. New in the 2025 eGovernment Benchmark is the measurement of all 9 life events during one research cycle. Additionally, indicators related to compliance with the Single Digital Gateway Regulation are introduced. 93% of Single Digital Gateway<sup>2</sup> procedures are now available online, demonstrating continued progress in making public services digitally accessible across Europe.

National users - those accessing public services within their own country - continue to benefit more from digital outputs and service confirmations, compared to cross-border users. The Once-Only Technical System (OOTS)– which enables automated retrieval of documents from another Member State and allows citizens to complete administrative procedures without repeatedly submitting the same information – is not yet available in Europe. However, the launch of the [OOTS Acceleratormeter](#) in October 2024, signals ongoing advancement with Member States now connecting public administrations and testing interoperability to lay the groundwork for future cross-border services.

*"The accelerating pace of digitalization across Europe demonstrates the public sector's capacity for far-reaching transformation when countries build the right digital public infrastructure to enable it. Governments are*

---

<sup>1</sup> [https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030\\_en](https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030_en)

<sup>2</sup> The single digital gateway facilitates online access to information, administrative procedures, and assistance services that EU citizens and businesses may need in another EU country.



*increasingly recognizing the importance of data for their operations and for citizen centricity, and have invested in once-only data sharing and AI-powered support,” said Marc Reinhardt, Public Sector Global Industry Leader at Capgemini. “As we look ahead, in order to build a truly inclusive and efficient digital public sector, governments should lay the data foundations necessary to create accessible and secure services that are better organized around the needs of citizens and businesses.”*

### **AI-powered support brings new opportunities**

Artificial intelligence is playing a larger role in digital public services, with 43% of portals now offering automated live support – often via chatbots – and 60% providing some form of live help. These tools streamline access to information and guide users through complex processes, but their benefits depend on strong privacy measures and accessibility.

However, 57% of government websites are currently not compliant with at least one of the eight selected Web Content Accessibility Guidelines (WCAG) success criteria<sup>3</sup>, a figure almost unchanged from last year. For example, this means that users who rely on screen readers, require high-contrast visuals, or use keyboard navigation may still be excluded from essential government support.

### **Cybersecurity remains a top concern**

Cybersecurity continues to be a key area of focus as digital public services expand across Europe. While fewer than 1% of government websites currently meet all thirteen basic cybersecurity criteria, progress is evident with 45% of security tests now being passed according to threshold values.

As more public services move online and handle sensitive information, strengthening cybersecurity remains essential to protect citizens, maintain public trust, and ensure the resilience of Europe’s digital infrastructure, the report highlights. Only one country provides government websites that meet all 13 security criteria, concurrently demonstrating that comprehensive digital protection is achievable and providing a model for others to follow.

### **Path forward to 2030**

As Europe reaches the halfway mark towards the end of the Digital Decade in 2030, the report underscores both momentum and areas requiring attention – particularly for cross-border users and people with disabilities. Among the Digital Decade targets is 100% online availability of all public services for citizens and businesses by 2030. While notable progress has been made, the health sector continues to lag behind other sectors, receiving the lowest score of all life events in online availability. Achieving a fully inclusive and high-quality digital public sector by 2030 will require targeted efforts to close persistent gaps across Member States, life events, and user groups.

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

### **Report methodology**

The 2025 eGovernment Benchmark assessed digital public services in the 27 EU Member States by analyzing 14,104 government websites related to nine key life events, using 20 indicators and 51 survey questions. Evaluations were carried out by an EU-wide network of Mystery Shoppers in November 2024.

---

<sup>3</sup> <https://www.w3.org/WAI/standards-guidelines/wcag/>



### **About Capgemini**

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

Get The Future You Want | [www.capgemini.com](http://www.capgemini.com)