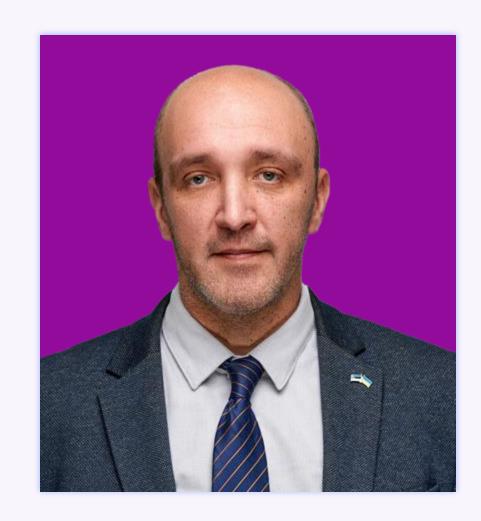# Let's meet

Andrew Piskun
Coordinator of
e-services development
at EGA

Oleksandr Iefremov
CEO at Kitsoft,
Co-Founder GovTech
Alliance of Ukraine

EGA in Ukraine

EGOV4UKRAINE

Since 2012 EGA projects in Ukraine have focused on key areas such as cybersecurity, local self-government, and central executive authorities

EGOV4UKRAINE

Trembita
179 systems connected
12+ billion transactions

Vulyk:
440 Admin. Service Centers connected

EU4DigitalUA and DT4UA

Trembita 2.0 and Vulyk 2.0

More than **140 digital services** on the Diia portal

Ukraine **first non EU country in EU Trusted list**

e-Governance Conference
Tallinn. Estonia

kitsoft

Driving Digital Transformation

The tech company based in Ukraine and Belgium, and expertised in GovTech and Smart City.

200+
implemented IT solutions

21M+
users of our products

11
years of experience

130
talents in our team

5
countries

We are implementing our IT solutions in those countries:
UA Ukraine, BE Belgium, FI Finland, DE Germany, CI Côte d'Ivoire

giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

UKaid from the British people

European Commission

UNDP

RICARDO

East Europe Foundation

DETECON CONSULTING

eGA e-governance academy

Ministry of Digital Transformation of Ukraine

IFES International Foundation for Electoral Systems

USAID ВІД АМЕРИКАНСЬКОГО НАРОДУ

DIGITAL WORKFORCE

IOM UN MIGRATION

EURASIA FOUNDATION

Pain Points of Entrepreneurs

Bureaucratic Delays

Lengthy paperwork and complex procedures slow down business operations

Confusing Processes

Lack of clear guidance for obtaining permits, licenses, and certifications

Extra Costs

Additional expenses for assistance with registration and obtaining permits

Pain Points and Stoppers of Governments

💲 High Administrative Costs

Excessive resources spent on manual document processing and verification

🍩 Data Fragmentation

Information is scattered across various departments without integration

💼 Financial challenge

Modernizing IT infrastructure demands significant investments

🛡 Regulatory challenge

The need to amend legislation to support new digital formats

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Event Based Approach:

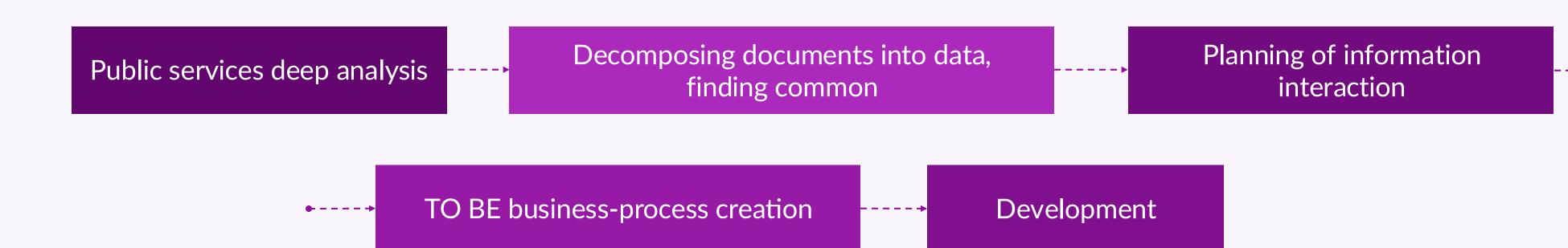**Focus on people**

e-Entrepreneur

Here you can apply and access all the essential services to start business:

- register as a sole proprietor or update your registration details
- register a LLC under the model charter or switch an existing LLC to the model charter
- switch to the simplified taxation system or become a value-added tax (VAT) payer
- open a bank account
- submit job vacancies to the Employment Center
- declare compliance of your material and technical base with fire safety regulations
- declare compliance of your material and technical base with occupational safety regulations
- register food business operator facilities
- register a cash register
- register a software-based cash register
- notify the authorities of an employee's hiring
- submit a notification on the use of a unified account
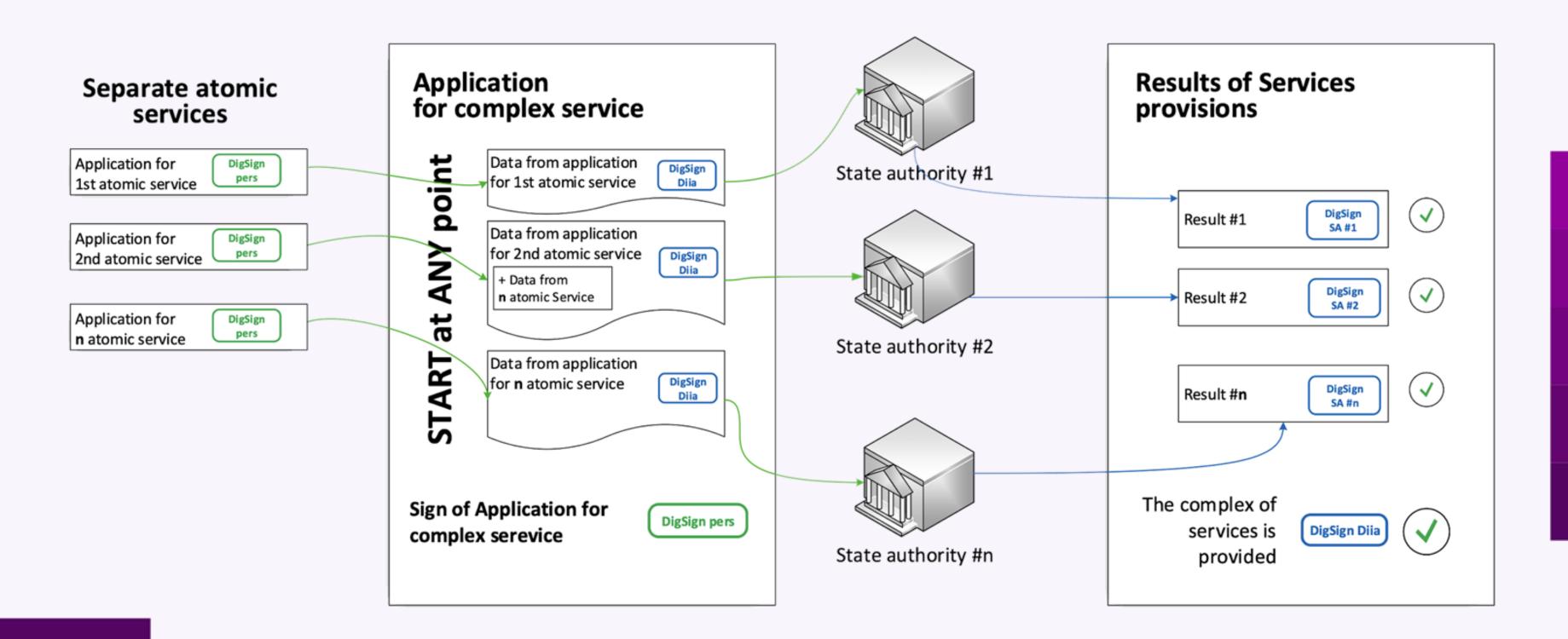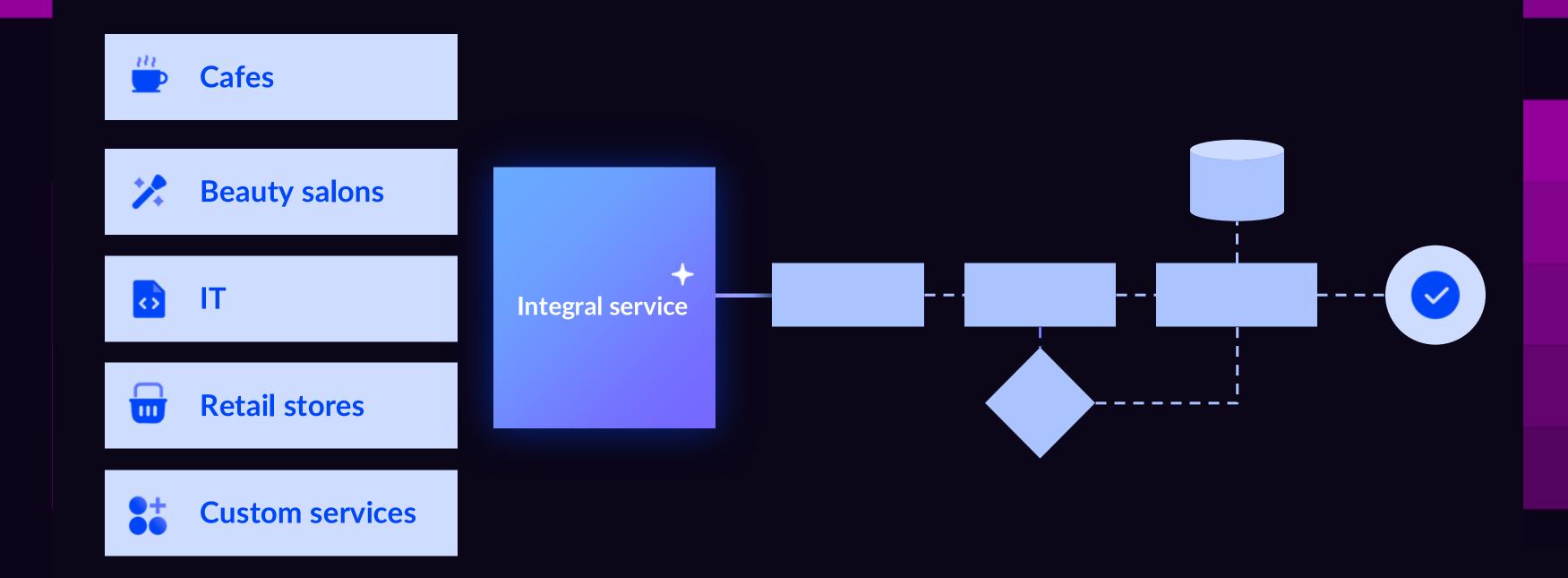- submit a notification on taxable objects

15
business services
in 1 application

From idea to launch

Public services deep analysis → Decomposing documents into data, finding common → Planning of information interaction →

TO BE business-process creation → Development

How it works

From Paper Chaos to 10-Minute Success

2.3 million
individual entrepreneurs in Ukraine can now access essential public services online

10–30 minutes
for business registration via the Diia platform.
It's the fastest in the world!

5 times shorter
individual entrepreneur registration form.
It was simplified from 58 fields to 12, reducing complexity and time spent.

Using a template charter
entrepreneurs can now register an LLC without the need for legal assistance — making business setup faster and more affordable.

Key Results

⏱ Before:

7 institutions
- Min justice
- Tax service
- Employment service
- Labor service
- Emergency service
- Bank
- Customers safety

53 days
For processing all documents: from opening a bank account to licenses and permits
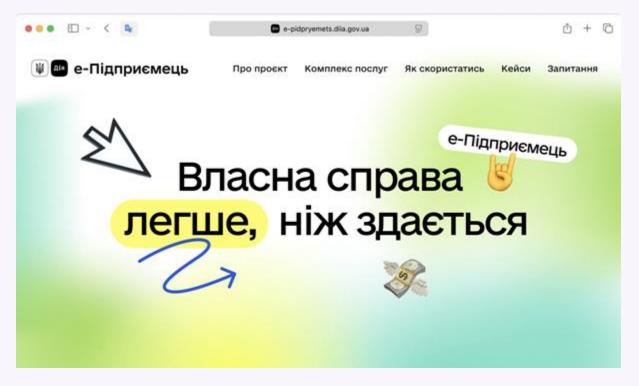
30 km
Race through government institutions

⚡ Now:

Filling out
a **single application**
takes **10 minutes**

Communication

- Landing page
- User story videos
- Offline event
- Earlybirds gifts

Big journey

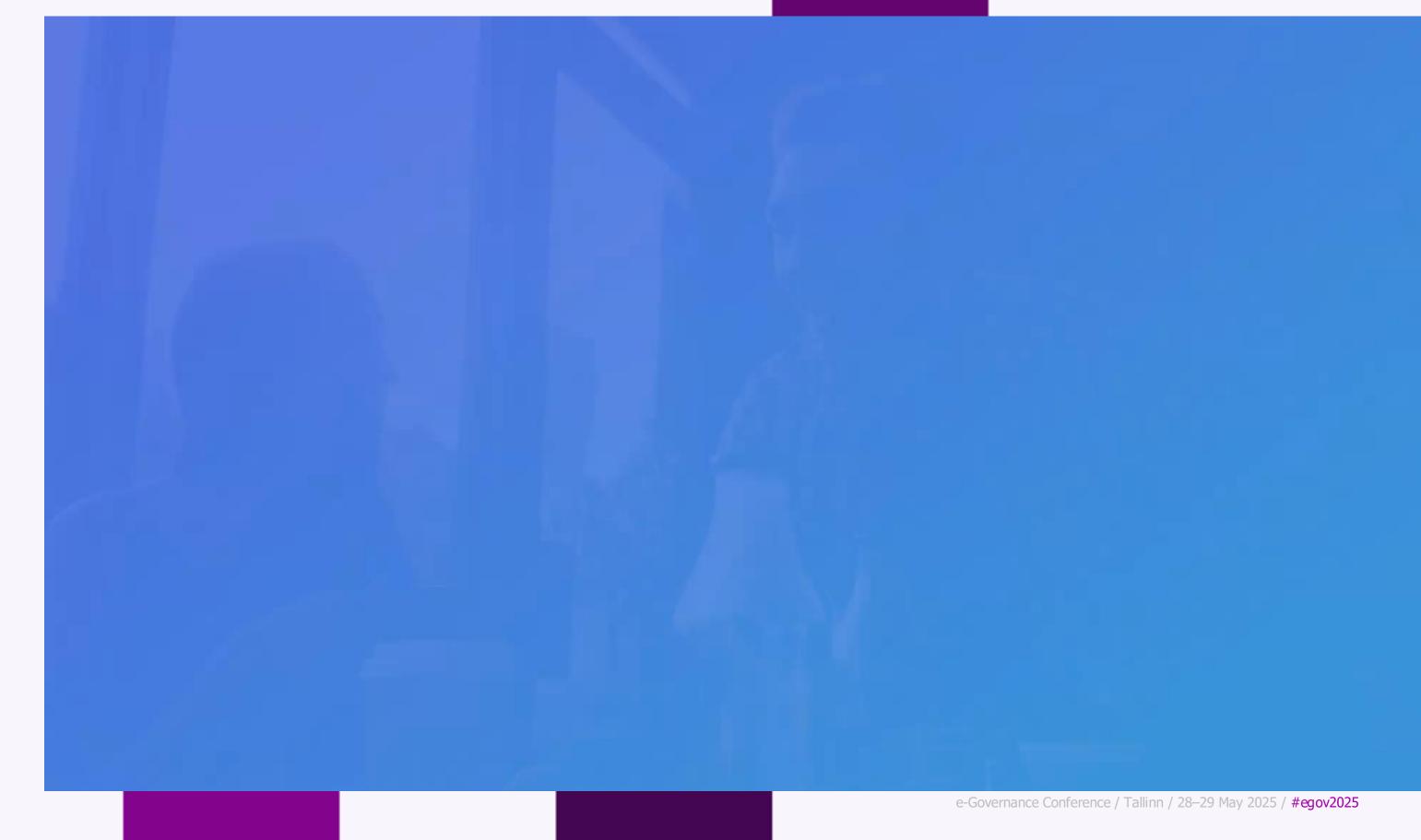|		
5 Years from idea to launch	**2** Adopted Legal acts	**500** Meetings with State Authorities
300k Potential users per year	**3k** Already submitted	**32** Data Interactions

Case

AI features to speed up service development:

✦ **Builder Mode**
Generate service logic and base code automatically

✦ **Copilot Mode**
AI offers real-time code suggestions helping to build more complex components

✦ **Assistant Mode**
A built-in chat assistant answers questions

Let entrepreneurs focus on their ideas, not bureaucracy