

10 GovTech Projects Worth Replicating

Real projects, real results, and what makes each one replicable, drawn from the GovTech 4 Impact World Congress 2026.

The most consistent message of G4I 2026 was that the answers to the hardest questions in digital government already exist. They are scattered across cities, ministries, and institutions that rarely get the chance to talk to each other. **The work is not to invent them. The work is to connect them.**

This library gathers ten of the most instructive projects presented at the Govtech 4 Impact World Congress 2026. Each one has moved beyond the pilot stage into real deployment, each has delivered measurable results, and each contains a design decision or an operating principle that other governments can adapt. Some are national infrastructure built for a billion people. Some are a single city solving a single problem well. **All of them are worth stealing.**

How to Use This Library

Each entry follows the same structure: who built it, what problem it solved, what it achieved, and, most importantly, what is genuinely transferable. The 'What to Steal' note in each case identifies the underlying principle rather than the specific technology, because the technology will change and the principle will not.

01/10

Córdoba's Single Platform

Replacing 40 disconnected systems without interrupting a single service.

Who: Municipality of Córdoba, Argentina, presented by Ignacio Gei, *Secretary of Smart City and Digital Transformation*

The problem: A slow, fragmented, paper-heavy administration running on roughly 40 disconnected legacy systems, each with different languages and databases.

What they did: Rather than continuing to patch systems piecemeal, Córdoba built a single integrated platform and replaced the old systems step by step, keeping services running throughout and making the transition largely invisible to citizens. More than 3,000 public employees were trained as part of the change.

The results: 70% of citizen requests now begin online. Average resolution times fell from 20 days to 4. Resolution rates exceed 90% across the first 60,000 requests. In-person transactions dropped sharply. The city estimates savings of over \$5 million in the first year.

WHAT TO STEAL

Legacy transformation does not require a big-bang replacement. Migrate incrementally, keep services running, and invest as heavily in retraining staff as in the technology itself. The 3,000 trained employees mattered as much as the platform.

02/10

Estonia's Data Tracker

Making transparency a thing citizens can actually use.

Who: Government of Estonia, presented by Ott Velsberg, *former Government Chief Data Officer*

The problem: Transparency is easy to declare in policy and hard to deliver in practice. Citizens had no concrete way to see how the state used their personal data, and no meaningful control over it.

What they did: Estonia built a data tracker allowing any citizen to see who accessed their personal data, when, and for what purpose. It was later complemented by a consent service giving people greater control over who may process their data, a legal basis that took six years to secure against institutional resistance.

The results: The tracker handles over 100,000 queries per week, and peaked at 450,000 users in a single week during a public scandal, evidence that citizens use transparency tools precisely when trust is under strain.

WHAT TO STEAL

Transparency principles are worthless until they become interfaces. Give citizens a concrete, usable mechanism to see and control their own data, and the political case for trust builds itself. Expect the legal groundwork to take years, and start now.

03/10

Ukraine's Diia Ecosystem

A digital state that reinvented itself under fire.

Who: Government of Ukraine, presented by Valeriya Ionan, *strategic adviser to the Ministry of Digital Transformation and Ministry of Defence*

The problem: A state ranked 102nd globally for digital public services in 2018, later forced to maintain continuity of government under full-scale invasion.

What they did: Diia evolved from an app into a national ecosystem: a super-app, web portal, digital documents, and enabling infrastructure. Ukraine became the first country where digital passports are fully equivalent to physical ones. Under wartime conditions the platform embedded TV and radio broadcasts for citizens in shelters, launched displaced-person registration and support within weeks, enabled war bond purchases, and added services for reporting enemy movements and claiming compensation for destroyed property.

The results: 24 million users, more than 80 services, and a rise to 5th globally in the UN E-Government Development Index. The online marriage service alone recorded 50,000 completed marriages and three million proposals.

WHAT TO STEAL

Design public services to be genuinely desirable, not merely functional, competing with the best private-sector experiences rather than asking citizens to tolerate bureaucratic tools. And build resilience in advance: a mature digital state can adapt in weeks when it has to.

04/10

Madrid's Paloma

Using AI to find the people nobody is looking for.

Who: Madrid City Council, presented by José Manuel Ropero, *Deputy Director General for Older People and Unwanted Loneliness*

The problem: Madrid has more than 700,000 residents over 65, a quarter of whom live alone. Loneliness is a serious health and dignity issue, and the people most affected are the least likely to ask for help.

What they did: Paloma uses AI to proactively contact and screen older residents for loneliness. The first phase reached over 5,000 people aged 75 and above; 646 requested follow-up, after which professional psychologists provided human support. Paloma 2.0 expands from detection into prevention, stratifying severity, escalating serious cases to humans, and steering milder cases toward municipal activities, with a conversational interface and a memory function that recalls, for instance, a person's interest in walking and checks in later.

The results: A scalable model for proactive social care, positioned explicitly as a complement to human care rather than a replacement for it.

WHAT TO STEAL

AI is at its most valuable when it finds the citizens who will never come to you. Use it for outreach and triage, keep humans in charge of care, and design the handoff between them deliberately.

05/10

India's Aadhaar

Identity infrastructure at one dollar per person.

Who: Government of India, presented by Pramod Varma, *Co-Creator and Chief Architect*

The problem: 1.4 billion people, weak civil registration, low banking penetration, and large leakage in welfare delivery. Hundreds of millions of people had no recognized way to prove who they were.

What they did: India built usable identity infrastructure rather than a card-issuance program, designed with radical minimalism, collecting only a very small number of attributes, both to protect privacy and to reduce exclusion. Adoption was engineered by pairing identity immediately with a high-value use case: opening a bank account.

The results: The cost of opening a bank account fell from roughly ten dollars to a few cents. Hundreds of millions of new accounts followed, many of them for women. Total system cost: approximately one dollar per person, inclusive of staffing, enrolment, data centers, and issuance.

WHAT TO STEAL

Identity is meaningful because it is usable, not because it is issued. Collect the minimum, link the infrastructure to a concrete high-value benefit from day one, and adoption will follow. Transformative systems need not be maximalist or expensive.

06/10

Portugal's National ICU Data Infrastructure

GovTech4All Awards — Innovation, Gold

Who: Starkdata, in partnership with Portuguese hospitals and clinical governance bodies

The problem: Fragmented, underused ICU data across institutions, with incompatible systems lacking the real-time information needed for critical decisions. The result was limited national benchmarking, uneven quality of care, and poor resource planning — a core challenge for healthcare fairness, not a peripheral digitization issue.

What they did: Built a shared national platform around interoperability, integrating a national registry, automated anonymization, KPI dashboards, and predictive capabilities.

The results: Nearly 90% of Portugal's ICU beds integrated, an estimated 25% reduction in doctors' administrative burden, and an ambition to improve nationwide strategic planning accuracy by 30%.

WHAT TO STEAL

In high-stakes public services, the win is national interoperability rather than local optimisation. A shared registry with automated anonymisation turns scattered clinical data into a planning and equity instrument.

07/10

Catalonia's Satellite Water Leak Detection

GovTech4All Awards — Innovation, Silver

Who: Kimesdes AI, with GUSAM / Aigües d'Arenys de Munt, Catalonia, Spain

The problem: Across Europe, between 20% and 35% of treated drinking water is lost before reaching users. For smaller municipalities with limited budgets, proactive leak detection is especially difficult.

What they did: Used Sentinel-1 satellite radar imagery and AI, delivered through a SaaS platform, to detect anomalies linked to underground leaks in municipal pipe networks. The project was co-designed with water managers and public works technicians through interviews, working sessions, and pilot feedback.

The results: A replicable system requiring no local hardware, producing GIS-compatible outputs, and priced to remain affordable for smaller administrations.

WHAT TO STEAL

Deeptech can solve everyday public service problems without heavy infrastructure. Design for replicability from the start: no local hardware, standard data outputs, and a cost model that works for small municipalities, not just capitals.

08/10

Helsinki's Summer Streets Co-Design

GovTech4All Awards — Innovation, Bronze

Who: Toretei / UrbanistAI, with the City of Helsinki

The problem: Citizens are nominally at the center of urban planning but are usually consulted only at the margins. Technical drawings and specialist language make genuine participation difficult for non-experts, and input often arrives too late to matter.

What they did: Used generative AI to bring citizens directly into the design process. Through structured workshops, residents and local business owners worked in small groups to generate visual proposals, vote on ideas, and engage directly with city planners. Participation was the method itself, not an add-on.

The results: A lightweight, replicable co-design model that shifts citizens from consultees to co-designers.

WHAT TO STEAL

Generative AI can lower the expertise barrier to participation. If citizens can see and shape a visual proposal rather than interpret a technical drawing, consultation becomes co-creation.

09/10

France's Le Fil

GovTech4All Awards — Impact, Gold

Who: La Manufacture, with participating French départements

The problem: In France, child welfare services support over 380,000 children and young people. Information on health, schooling, activities, documents, and lived experience is dispersed across incompatible systems, paper records, and informal exchanges, weakening continuity of care for those who need it most. It is a question of dignity and safeguarding, not efficiency.

What they did: Built a shared, child-centered digital platform connecting children, families, foster carers, and professionals, interoperating with existing departmental systems. Essential information now follows the child rather than being lost when placements or professionals change. Young people also receive a personal vault for their own documents and memories.

The results: Developed with over 60 participants, currently tested with approximately 600 children, and offering a scalable model for France's 101 départements.

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Greece's No One Left Behind

GovTech4All Awards — Impact, Silver

Who: Evenly, with Greece's Independent Authority for Public Revenue (IAPR)

The problem: Deaf and hard-of-hearing citizens, elderly people with hearing loss, non-native speakers, and neurodivergent individuals face communication barriers in essential administrative procedures. Traditional accessibility approaches, permanent interpreters, specialized infrastructure, are expensive and hard to scale.

What they did: Integrated real-time accessibility tools directly into the country's digital tax services through a cloud platform, combining AI-powered real-time subtitling, multilingual translation, and on-demand Greek Sign Language interpretation.

The results: Within the first two months of the pilot, the service facilitated 128 successful calls with an 87.93% success rate and a citizen satisfaction score of 9.65 out of 10.

WHAT TO STEAL

Build accessibility into the service rather than around it. Cloud-delivered, AI-supported accessibility scales across an entire administration at a fraction of the cost of physical infrastructure, and starting with the most unavoidable service (tax) proves the model fastest.

Also Worth Your Attention

Three further projects presented at G4I 2026 that reward a closer look:

MesAides28 (France, GovTech4All Awards — Impact, Bronze). Built by the OpenFisca Association with the Département d'Eure-et-Loir, MesAides28 translates benefits legislation into machine-readable rules that automatically calculate eligibility and direct users to the right support. OpenFisca-based tools are already used across France and in Barcelona, Tokyo, New Zealand, and Australia. What to steal: rules-as-code turns legal complexity into a citizen-facing calculator, and the engine is reusable across jurisdictions.

EducaMadrid (Community of Madrid). A fully sovereign educational digital platform serving approximately 2 million users from the region's own hardware, open-source software, and internal civil service team, at a cost of roughly three euros per user per year. What to steal: full sovereignty at scale is achievable in a defined domain, and the cost case can be compelling.

Decide Madrid (Madrid City Council). A civic participation platform with over 500,000 registered users, more than 200,000 comments, and over €325 million in participatory investment commitments. What to steal: participation becomes a governance instrument, not a consultation exercise, when it demonstrably shapes real spending.

The Patterns Behind the Projects

Read across all ten and the same design decisions keep recurring. These are the transferable lessons, independent of technology or jurisdiction:

- 1 *Start with the citizen's problem, not the institution's structure.*
- 2 *Fix the data and the process before reaching for AI.*
- 3 *Pair new infrastructure with a concrete, high-value use case from day one.*
- 4 *Design for replicability: no local hardware, open standards, affordable for small administrations.*
- 5 *Keep humans in charge of judgment; use AI for reach, triage, and repetition.*
- 6 *Migrate legacy systems incrementally, and train staff as seriously as you build.*
- 7 *Make transparency and consent into usable interfaces, not policy statements.*
- 8 *Measure impact in citizen outcomes: days saved, people reached, trust earned.*

The answers to the hardest questions in digital government already exist. The work is not to invent them. The work is to connect them.

The fourth edition of the GovTech 4 Impact World Congress will be announced in the coming months. To stay connected and be the first to hear about G4I 2027, visit g4i-congress.com and follow us on social media.

