

DIGITAL CUSTOMER CENTER

Local and state government services FOR CITIZEN



ADVANTAGES OF INTRODUCING A SELF-SERVICE POINT



Digitalisation of state and municipal services in one place

- A multitude of municipal services on one device
- Expanding range of other services such as tourism services, client centre, social insurance and other providers
- The possibility of unlimited use of all services 24/7 even outside office hours

For the citizen: Self-service comfort and time savings

For the municipality: Innovative approach and visibility of the municipality in the field of digitalisation

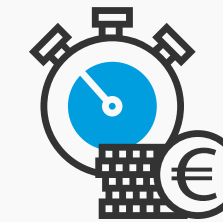


Automation of municipal administration processes

- Submission of applications, display of tax and fee levy decisions and their payment directly on the kiosk
- Access to the status of applications
- Use of a virtual advisor to answer various questions from citizens and to inform them about the services and activities of the municipality

For the citizen: Use of digitalisation of processes

For the municipality: Reducing the workload of municipal employees



High savings in costs and time for municipality

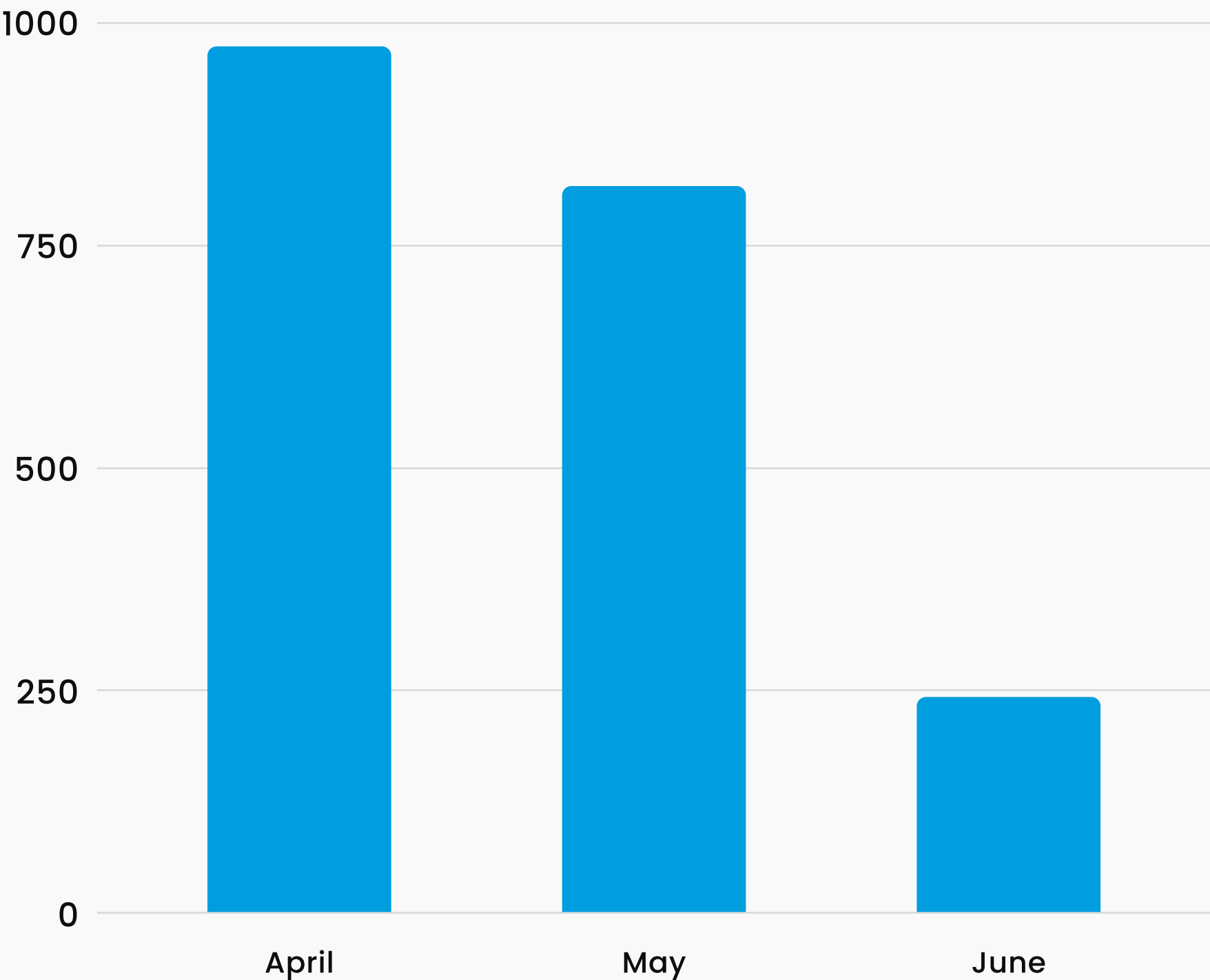
- Saving time and expenses on printing and postage when sending documents and decisions to the citizen
- Easy integration into existing accounting systems
- Process automation eliminating errors

For the citizen: Satisfaction with the quality of services of municipality

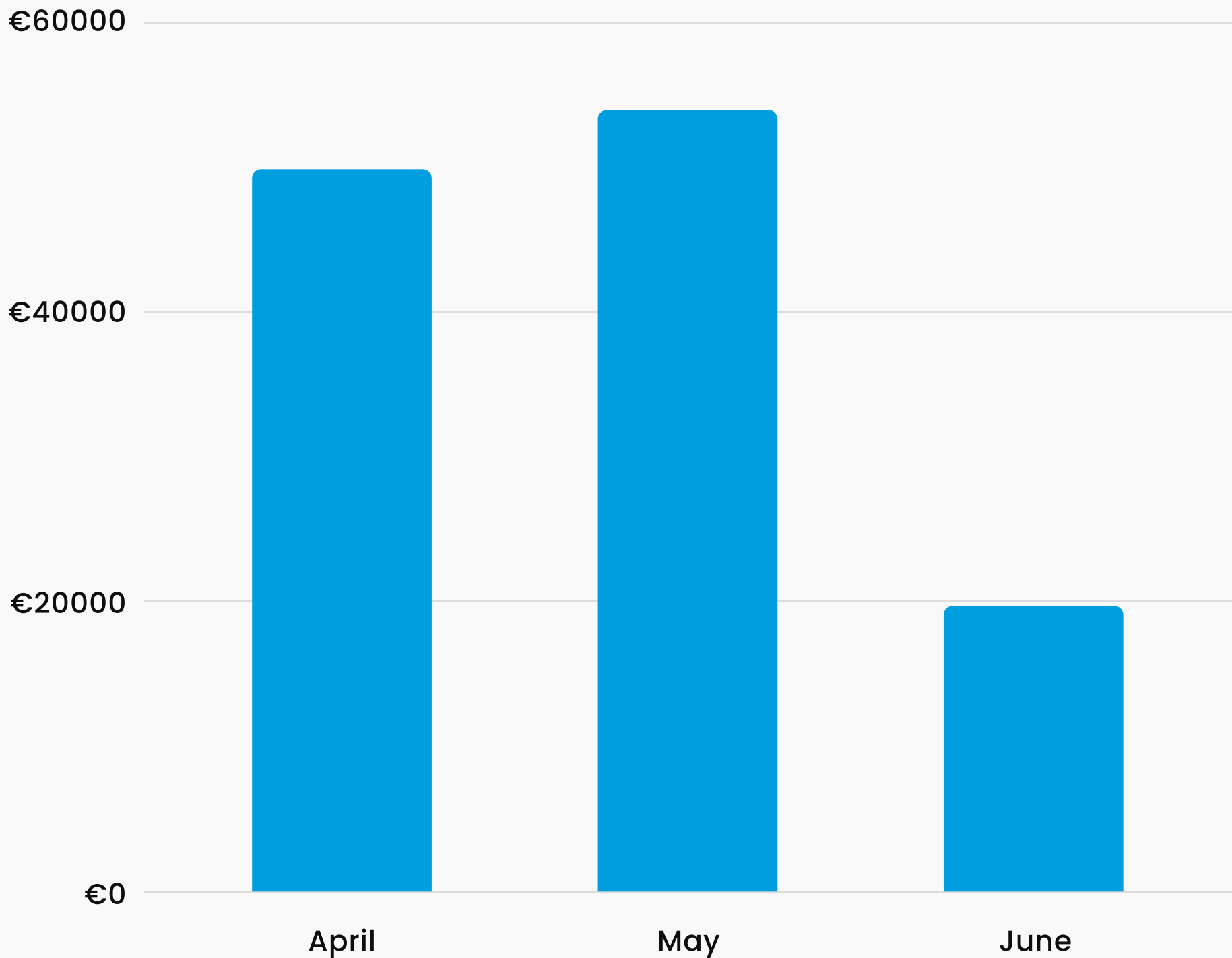
For the municipality: Cost reduction and high reliability for the municipality

NUMBER OF TRANSACTIONS AT THE CITY OFFICE

Number of transactions



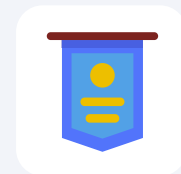
Turnover



SELF-SERVICE POINT FOR MUNICIPALITIES

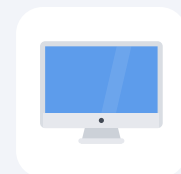


MUNICIPAL SERVICES



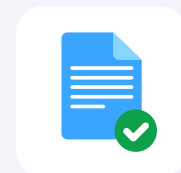
MUNICIPAL SERVICES

Payment of administrative and municipal fees, access to levied taxes and their payment



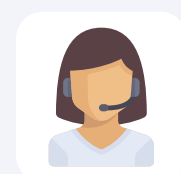
ELECTRONIC OFFICIAL NOTICE BOARD

Publishing of municipal official documents, notices and news



SELF-SERVICE FORM SUBMISSION

Quick and convenient processing via Municipal Data Centre DCOM



MUNICIPAL VIRTUAL ASSISTANT

Voice operated guide utilizing AI



MUNICIPAL RESERVATION SYSTEM

Simple reservation of time slot for personal interaction with municipal clerk



MUNICIPAL INFORMATION CENTRE

Providing a wide range of information to the citizen

OTHER SERVICES

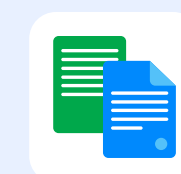


CASH SERVICES

Simple and quick cash deposit and withdrawal



Payment for any invoice via scanning of QR code or barcode



EXCERPTS FROM REGISTRIES

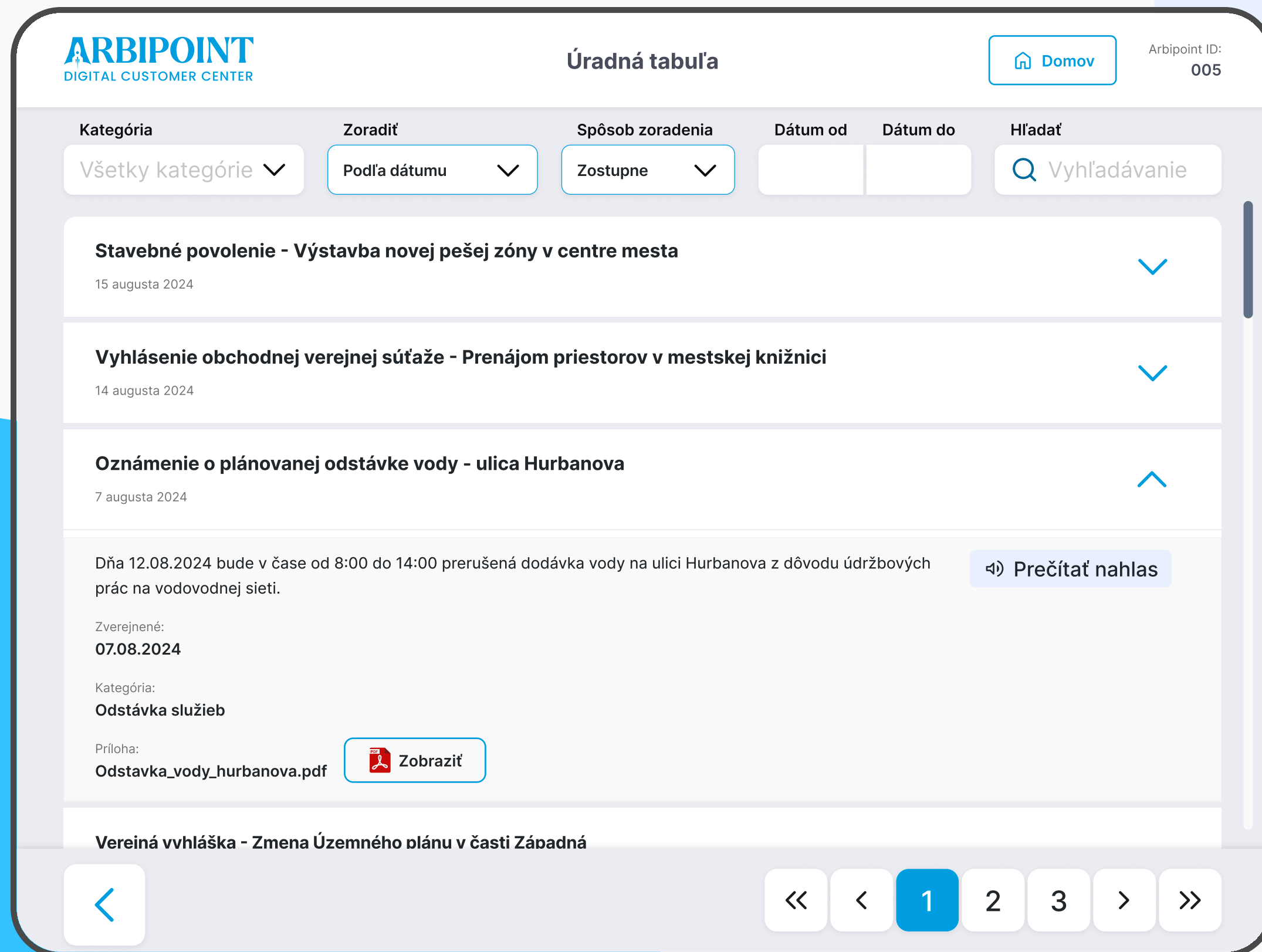
Submission of requests for excerpts from public registries and databases

MUNICIPAL SERVICES

- ◆ Possibility to select fees directly from the list or search for them using a short code
- ◆ A clear list of the taxes levied after identification of the citizen
- ◆ Unlimited number of services can be added into the cart at once and pay all fees and taxes together with a single payment.
- ◆ Possibility of sending official documents to the citizen directly to the kiosk

The screenshot shows the ARBIPOINT digital customer center interface. At the top, the logo 'ARBIPOINT DIGITAL CUSTOMER CENTER' is on the left, and 'Mestské služby/Obecné služby' with 'Správne poplatky' is on the right. A 'Domov' button and 'Arbipoint ID: 005' are also visible. Below the header is a search bar with the text 'Vyhľadavanie podľa čísla služby'. A list of services is displayed, each with an icon and a label: I. Všeobecná správa, II. Vnútorá správa, III. Pôdohospodárstvo, V. Stavebná správa, VI. Doprava, VIII. Finančná správa a obchodná činnosť, and X. Životné prostredie. On the right side, there is a 'Košík' (cart) section showing 'prázdny' (empty) and a message: 'Zatiaľ nie sú vybrané žiadne poplatky na úhradu. Vyberte zo zoznamu alebo vyhľadajte podľa čísla.' At the bottom, there is a navigation bar with a back arrow, a consent statement 'Používaním kiosku dávam súhlas so spracovaním osobných údajov.', and a payment section with 'Zaplatiť' and '0,00 €'.

ELECTRONIC OFFICIAL NOTICE BOARD



- ◆ Simple and practical solution for publishing of information in accordance with the applicable legislation
- ◆ Reduction of costs for installation of separate equipment
- ◆ Automatic updating of the published information from web or information system
- ◆ Convenient access for citizens to all services and information in one place
- ◆ Easy accessibility and visibility of documents, intuitive operation
- ◆ Reading the displayed information aloud

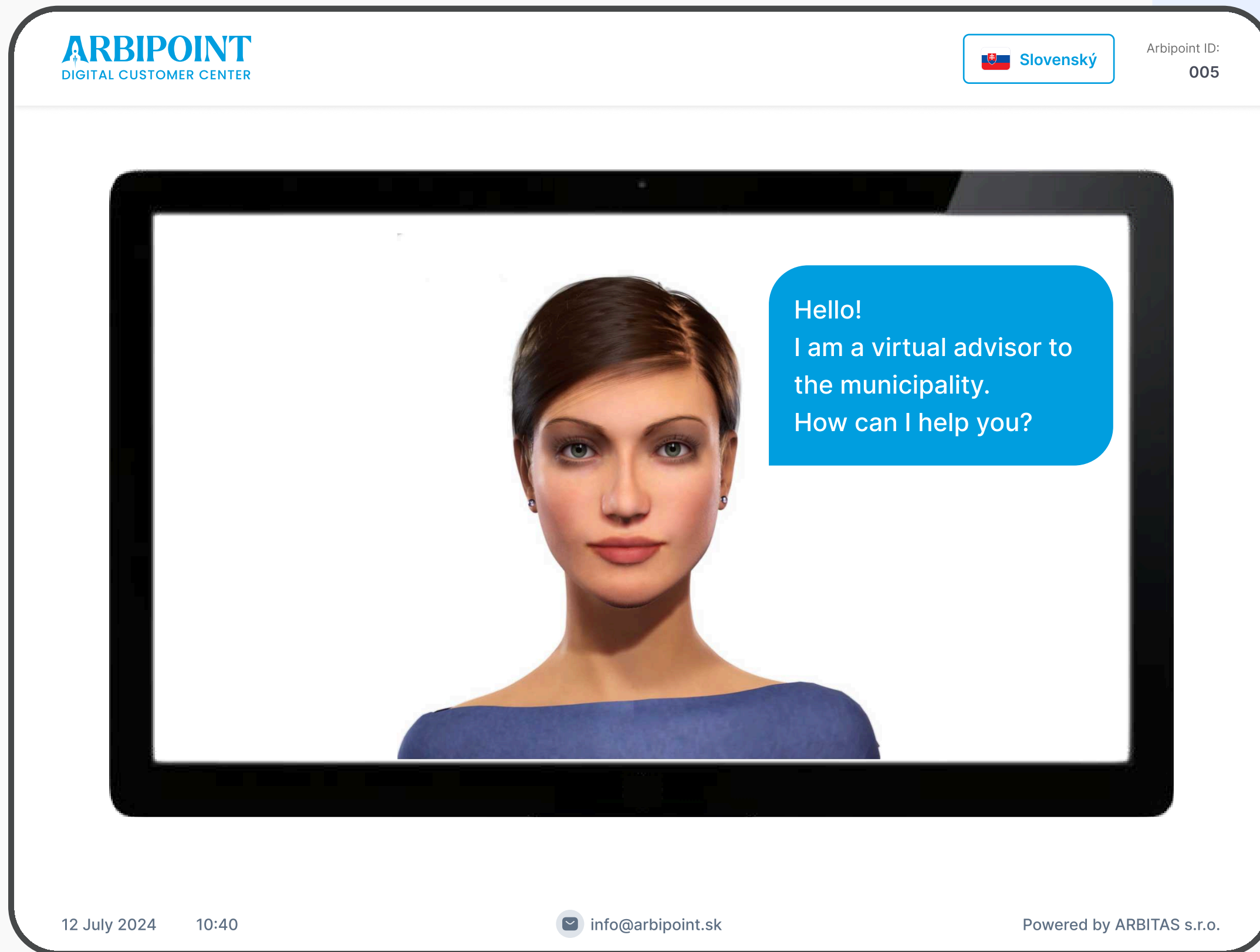


SELF-SERVICE FORM SUBMISSION

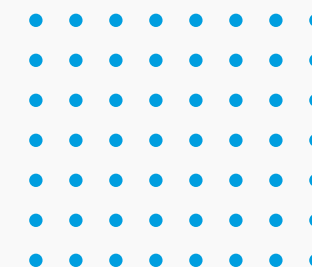
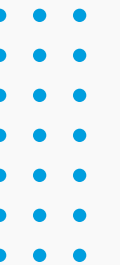
- ◆ Identity verification by scanning an identity document
- ◆ Automatic filling in of user's data in the forms
- ◆ Card payment for processing of the submission
- ◆ Submissions are automatically transferred to the DCOM system
- ◆ Processing and issuance of requested confirmation

The screenshot displays the ARBIPPOINT Digital Customer Center interface. At the top, the logo 'ARBIPPOINT DIGITAL CUSTOMER CENTER' is on the left, and 'Mestské služby/Obecné služby' with 'Žiadosti' is in the center. A 'Domov' button and 'Arbipoint ID: 005' are on the right. Below the header is a search bar with the text 'Vyhľadávanie podľa čísla služby'. A list of services is shown: 'Žiadosť o vydanie rybárskeho lístka', 'Žiadosť o povolenie terénnych úprav', 'Žiadosť o povolenie parkovania', 'Žiadosť o vydanie stavebného povolenia', and 'Žiadosť o povolenie na odstránenie stavby'. On the right, a 'Košík' (shopping cart) section shows 'prázdny' (empty) and a message: 'Zatiaľ nie sú vybrané žiadne platby na úhradu. Vyberte zo zoznamu alebo vyhľadajte podľa čísla služby'. At the bottom, there is a navigation bar with a back arrow, a consent statement 'Používaním kiosku dávam súhlas so spracovaním osobných údajov.', a 'Zaplatiť' (Pay) button, and a price display '0,00 €' with a forward arrow.

MUNICIPAL VIRTUAL ASSISTANT



- ◆ An innovative and intuitive way to communicate using AI
- ◆ Simple voice access to all services available via the kiosks
- ◆ Deals with frequently asked questions and provides tailor-made information
- ◆ Alleviates administrative burden for municipal clerks
- ◆ Reservation of time slot for personal interaction with municipal clerk



MUNICIPAL RESERVATION SYSTEM

- ◆ Integration with the local office calendar
- ◆ Selection of particular department
- ◆ Selection of time slot
- ◆ Confirmation by municipal clerk
- ◆ Confirmation of reservation
- ◆ Providing clear reports on the number and subject matter of meetings between municipal clerk and the citizen



ARBIPPOINT
DIGITAL CUSTOMER CENTER

Rezervačný systém

 Domov

Arbipoint ID:
005

Výber pracoviska

Referát matriky

Referát daní a poplatkov

Referát stavebného úradu

Referát dopravy

Výber termínu

Október 2024

< >

SUN	MON	TUE	WED	THU	FRI	SAT
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Volné časy dňa 01.10.2024

09:00

09:30

10:00

12:00

14:30

15:00

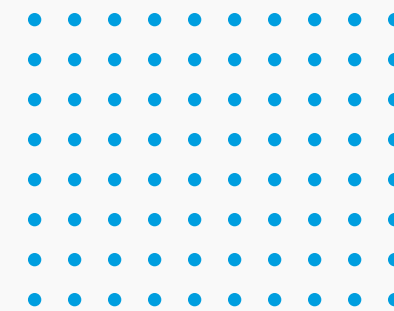
17:00

17:30

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Používaním kiosku dávam súhlas so spracovaním osobných údajov.

MUNICIPAL INFORMATION CENTRE



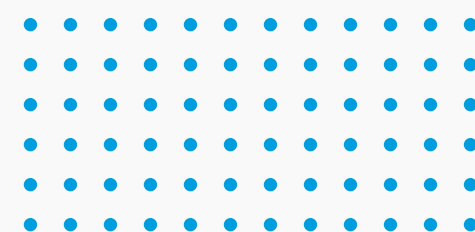
Provide the citizen with information about activities and events in the municipality

General information:

- Information on the activities of the municipality
- Information on tourism
- Information on regional development and its support
- Information on the closure of local roads
- Information on the environment
- Information on social facilities
- Information on cemeteries

Information from education and leisure:

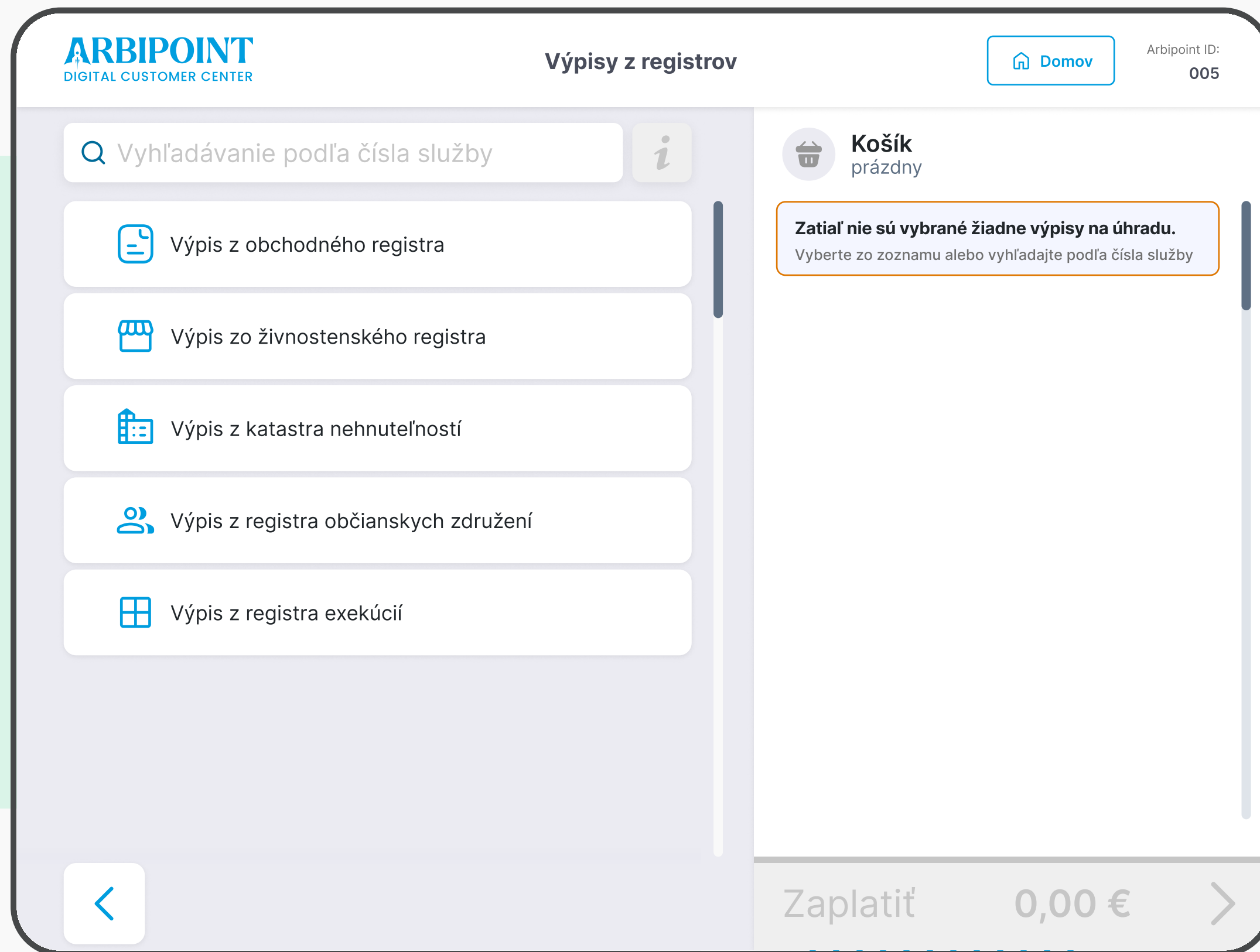
- Information on primary schools
- Information on kindergartens
- Information on primary art schools
- Information on language schools
- Information on leisure centres
- Information on animal shelters and quarantines



Tax information and fees:

- Information on the local development charge
- Information on property tax, dog tax, accommodation tax, public space tax
- Information on tax on vending machines and non-gaming machines
- Information on the local tax on municipal waste and small construction waste

EXCERPTS FROM REGISTRIES



- ◆ Search using company registration number
- ◆ Selection of form of excerpt: hard copy or electronic copy
- ◆ Card payment for processing and delivery of the excerpt
- ◆ Sending of excerpts to e-mail or by post in hard copy

CASH SERVICES

ARBIPOINT
DIGITAL CUSTOMER CENTER

Vklad na IBAN účet

Domov

Arbipoint ID:
005

 **Košík**
1 vklad

Poplatok ⓘ

IBAN
Názov prijemcu

SK11 0900 0000 0006 3096 4920
NAME

Vložte hotovosť do otvoru na prijímanie bankoviek
max. 100 bankoviek
max. 500 EUR



<

Používaním Kiosku súhlasím so spracovaním mojich osobných údajov.
Vykonaním transakcie súhlasím s [Obchodnými podmienkami](#).
Poplatky za služby podľa [Sadzobníka](#).

Ďalej >

- ◆ Cash deposit to IBAN account
- ◆ Cash withdrawal from payment card

PAYMENT OF INVOICES AND CHEQUES

Users can pay their invoices by way of scanning of QR code or bar code and thus save time and prevent typos bypassing manual data input.

ID and phone number are required for execution of payment.

Payment confirmation can be sent via e-mail, downloaded to phone via scanning of QR code or photographed on the screen.

ARBIPPOINT
DIGITAL CUSTOMER CENTER

Platba faktúr a úhrada poukazov

Domov

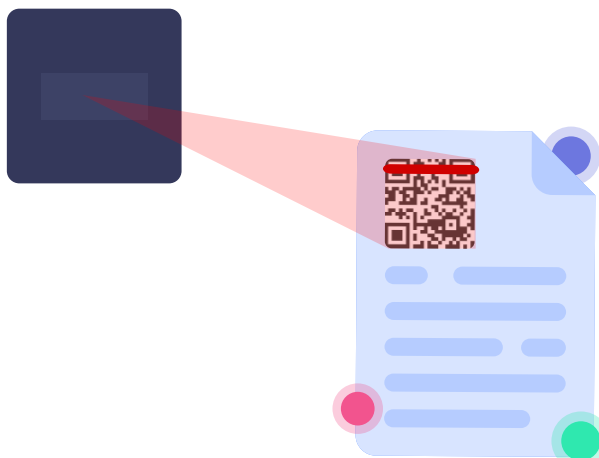
Arbipoint ID:
005

Príjemca: ZSE Energia, a.s.

Suma: € 34,56

Poplatok: € 1,44

Údaje na faktúre



Naskenujte ďalšiu faktúru alebo vykonajte platbu ⓘ

Košík

7 platby

Slovak Telekom, a.s.

Variabilný symbol: 1234567890

123,80 €

Poplatok: 1,20 €

×

Slovak Voda, a.s. upravené

Variabilný symbol: 1234567890

27,88 €

Poplatok: 0,50 €

×

Home Maintenance Slovak, a.s.

18,76 €

Poplatok: 0,50 €

×

Global-Lift Slovak, a.s.

Variabilný symbol: 1234567890

9,50 €

Poplatok: 1,00 €

×

Heating Bratislava, a.s.

89,50 €

Poplatok: 1,00 €

×

ZUS, a.s.

Variabilný symbol: 1234567890

10,00 €

Poplatok: 0,50 €

×

ZSE Energia, a.s.

Variabilný symbol: 1234567890

34,56 €

Poplatok: 1,00 €

×

Suma: 314,00 €

Poplatok: 5,70 €

Zaplatiť 319,70 €

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Používaním Kiosku súhlasím so spracovaním mojich osobných údajov.

Vykonaním transakcie súhlasím s Obchodnými podmienkami.

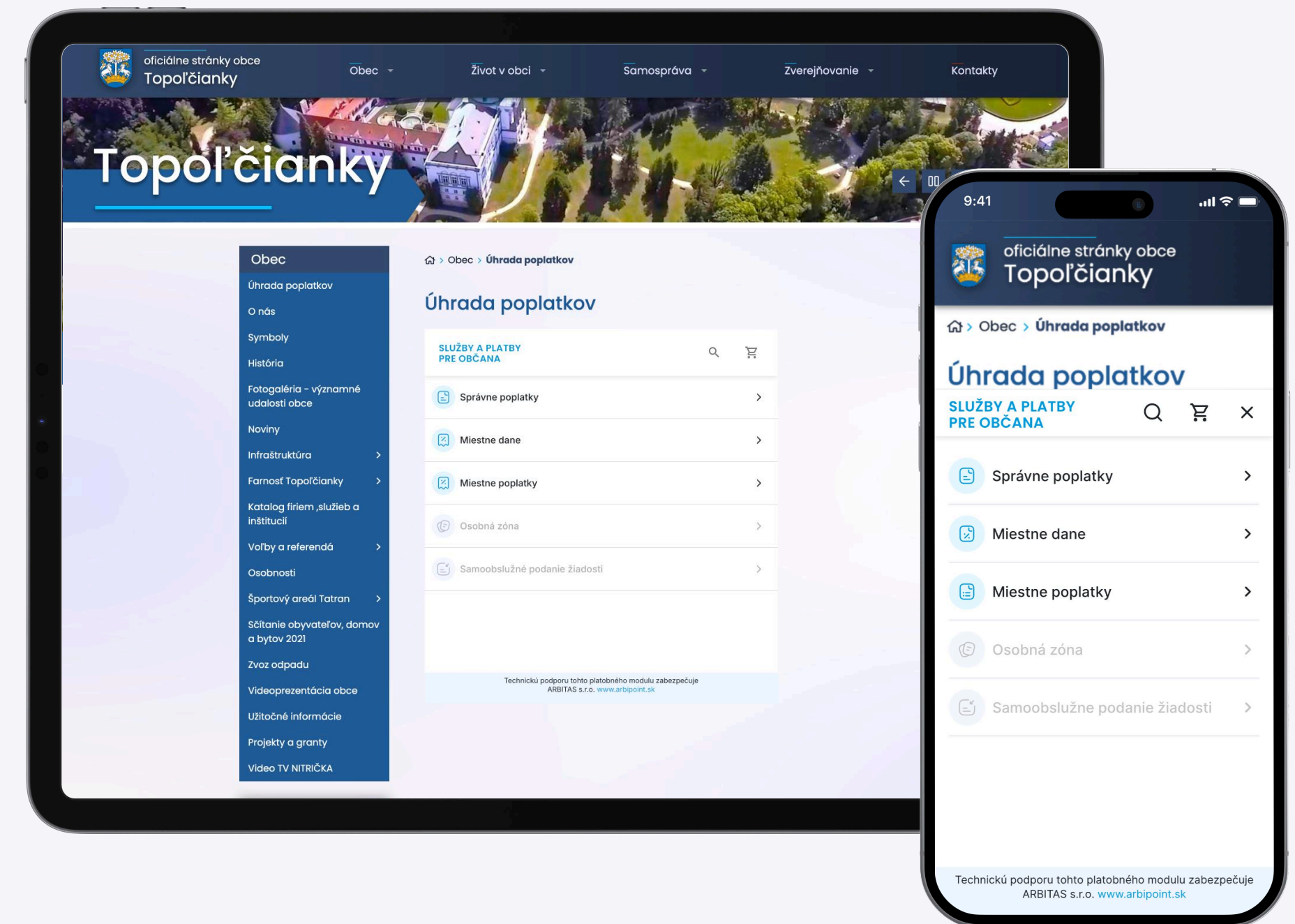
Poplatky za služby podľa Sadzovníka.

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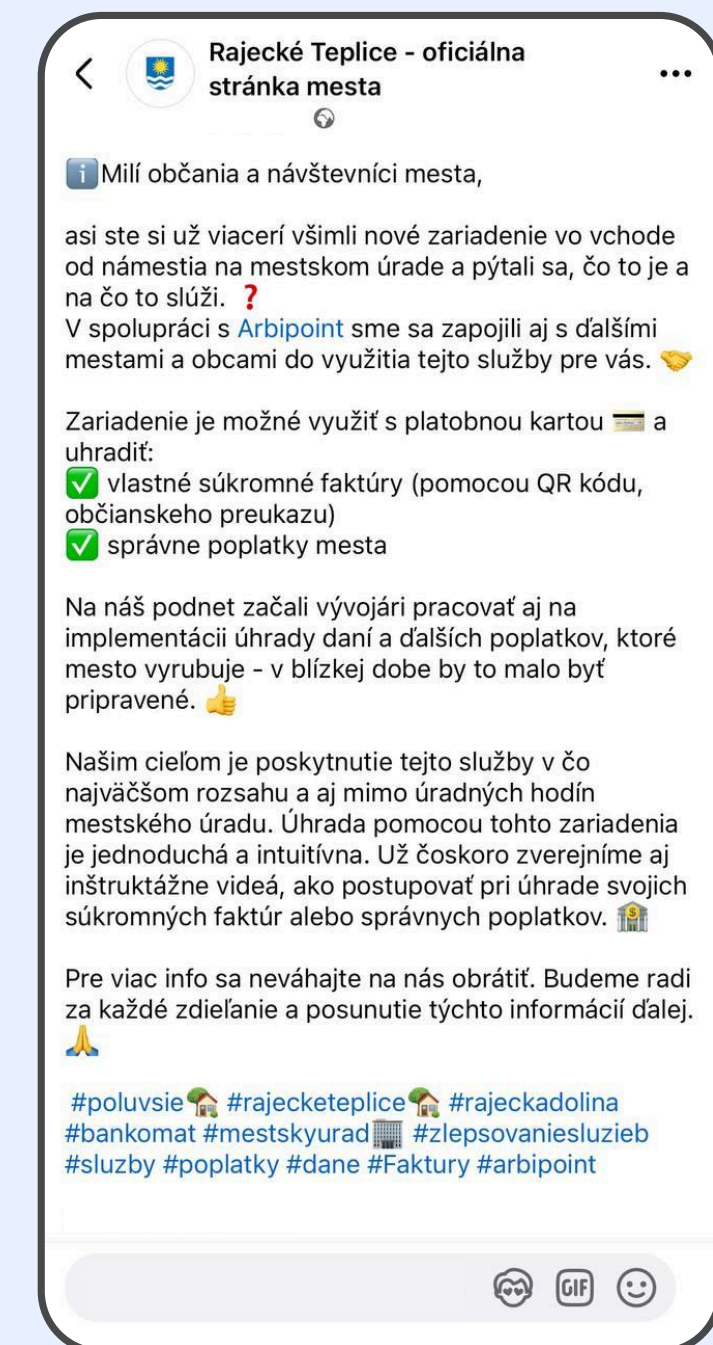
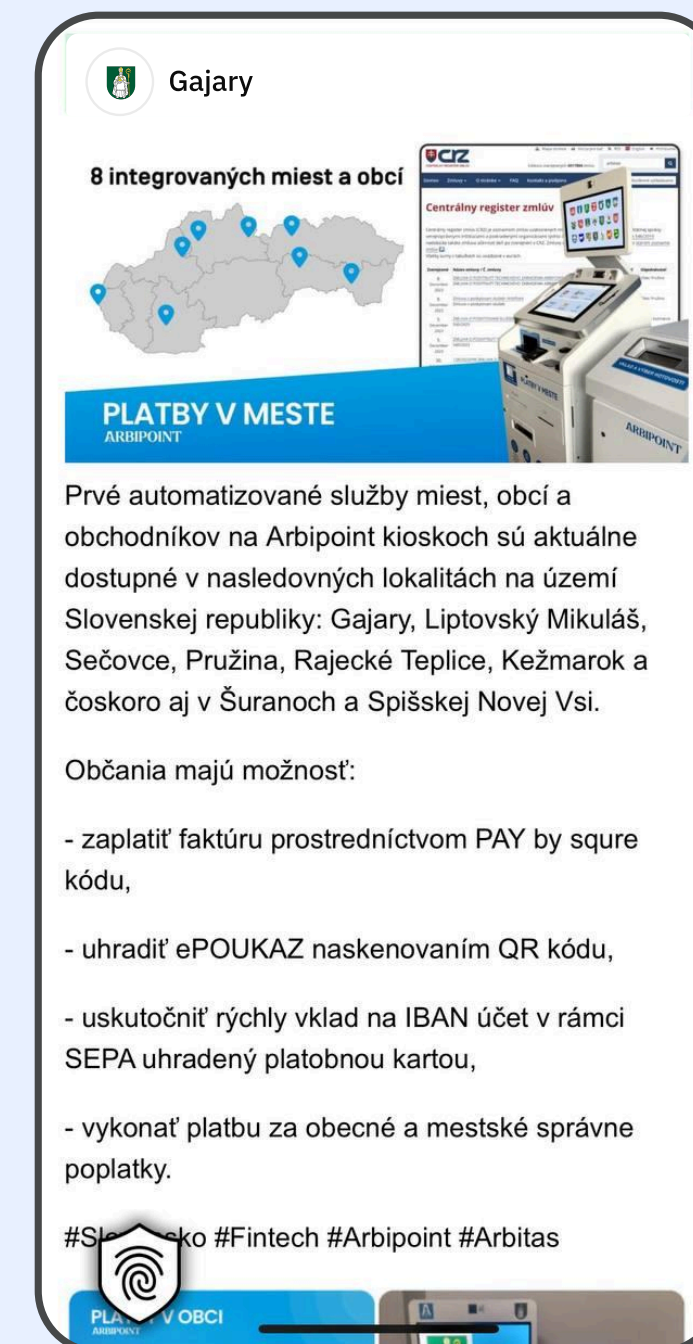
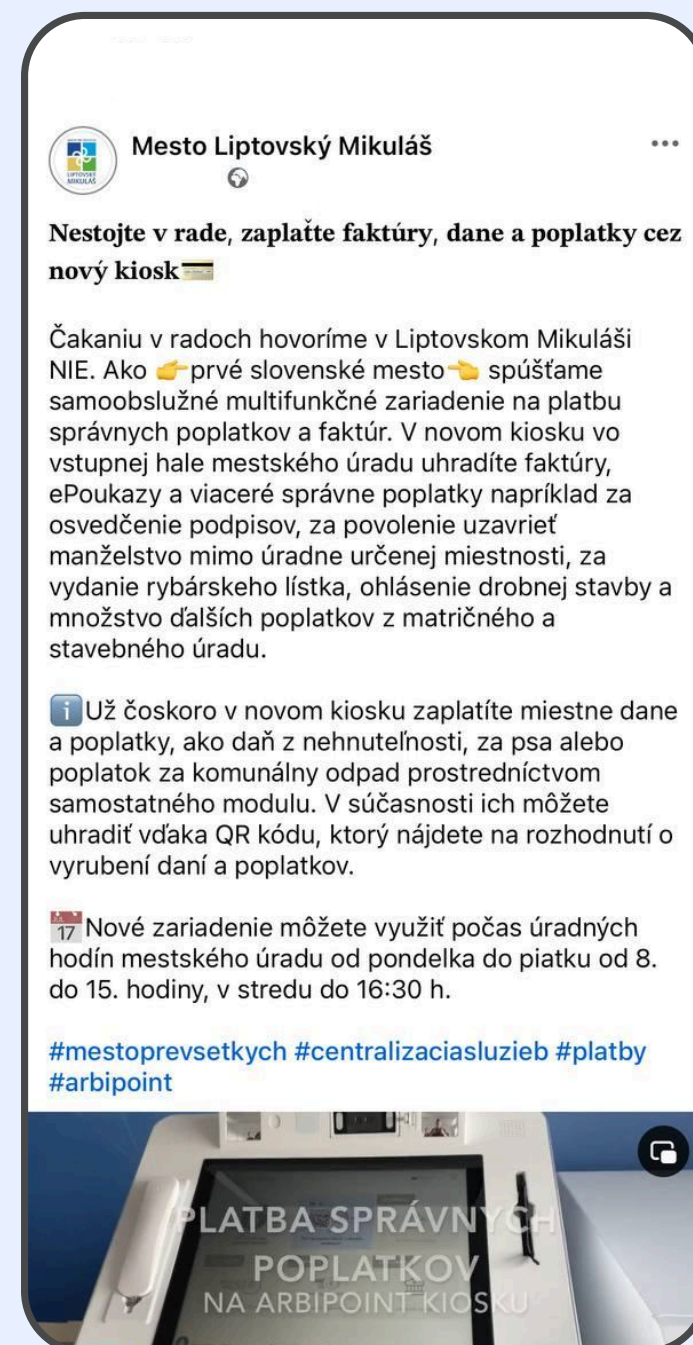
ARBIPOINT

ONLINE ON THE MUNICIPALITY'S WEBSITE

- ◆ Making state and municipal services available on the municipality's website
- ◆ Online payment of administrative, municipal fees and taxes
- ◆ Convenient submission and processing of applications without a visit to the municipality
- ◆ Possibility to pay for services and fees by card

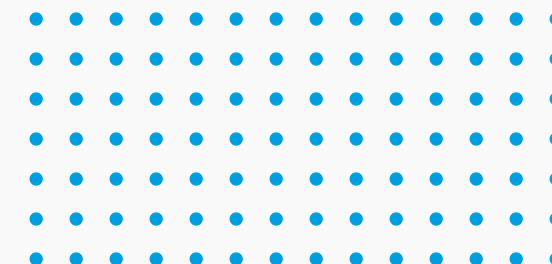
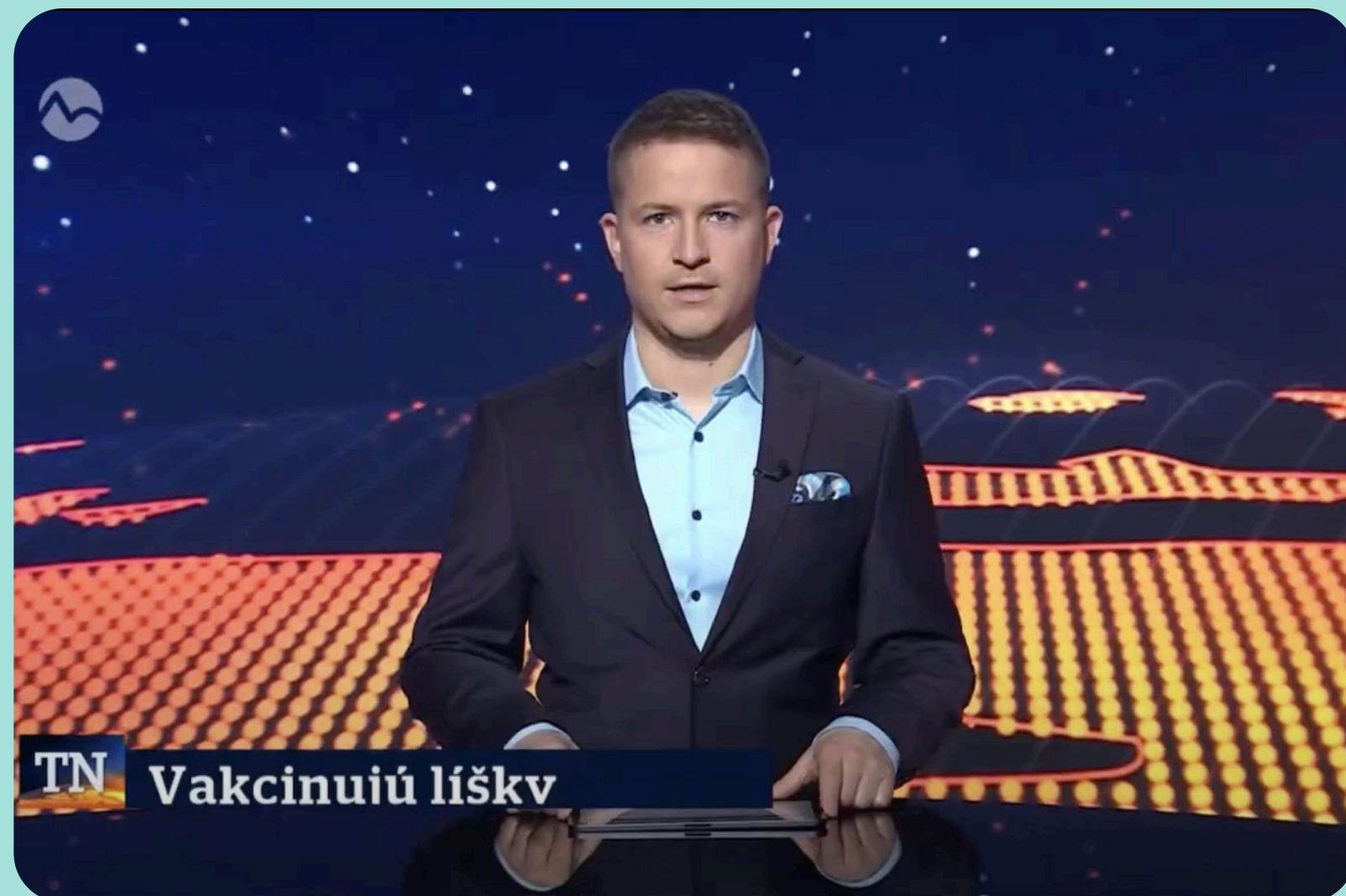


REFERENCES FROM INNOVATIVE MUNICIPALITIES

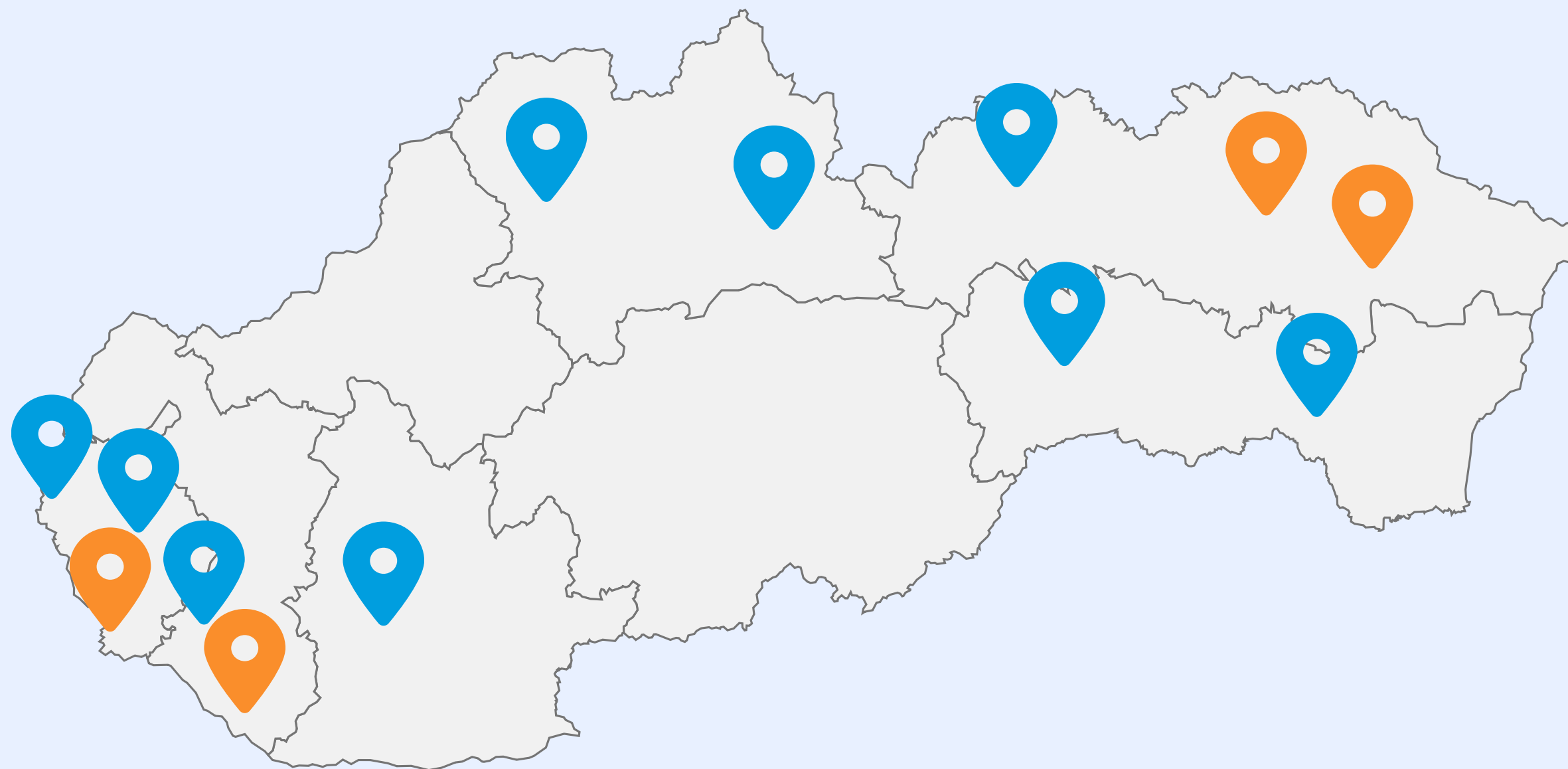


Do you also consider yourself an innovative mayor?

ARBIPOINT IN THE MEDIA



ARBIPOINT IN SLOVAKIA



CURRENT LOCATIONS IN SLOVAKIA

- ◆ Gajary
- ◆ Secovce
- ◆ Liptovský Mikuláš
- ◆ Rajecké Teplice
- ◆ Kežmarok
- ◆ Šurany
- ◆ Topoľčianky
- ◆ Hvezdoslavov
- ◆ Bernolákovo
- ◆ Kalinkovo
- ◆ Maď
- ◆ Sabinov
- ◆ Malá Domasa

 CENTRÁLNY REGISTER ZMLÚV	 Sitemap  Printable version  RSS  English  Login Total published 4823668 contracts arbitas 																																																																																
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Central Register of Contracts																																																																																	
The Central Register of Contracts (CRZ) is a list of contracts concluded by ministries, central state administration bodies, public institutions and subordinate organizations of these institutions, since 1.1.2011. According to Act 546/2010, such a contract enters into force on the day after its publication in the CRZ. Contracts concluded until 31.12.2010 can be found in the old list of contracts ↗. All amounts in the tables are given in euros.																																																																																	
<table> <tr> <th>Published</th><th>Contract name / Contract No.</th><th>Price ↕</th><th>Supplier</th><th>Client</th></tr> <tr> <td>12. March 2025</td><td>Contract for the provision of services of the Public Administration Office MAD20/2025-269/2025</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>Village of Mad</td></tr> <tr> <td>30. December 2024</td><td>Service Agreement ZM2024/159</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>Village of Hviezdoslavov</td></tr> <tr> <td>24. December 2024</td><td>Service Agreement 1007/2024</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>Bernolákovo village</td></tr> <tr> <td>24. December 2024</td><td>Service Agreement 82/2024</td><td>€250.00</td><td>ARBITAS Ltd.</td><td>Municipality Kalinkovo</td></tr> <tr> <td>26. April 2024</td><td>Memorandum of cooperation ZL-2024-008</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>Data Center for the Electronicization of Local Government in Slovakia (DEUS)</td></tr> <tr> <td>15. March 2024</td><td>Contract for the provision of technical equipment Arbipoint Kiosk 1097/2024</td><td>€0.00</td><td>Arbitas Ltd.</td><td>Topoľčianky village</td></tr> <tr> <td>15. March 2024</td><td>Service Agreement 1096/2024</td><td>€0.00</td><td>Arbitas Ltd.</td><td>Topoľčianky village</td></tr> <tr> <td>8. December 2023</td><td>AGREEMENT FOR THE MOVEMENT OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK AGREEMENT FOR THE MOVEMENT OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>Village Pružina</td></tr> <tr> <td>8. December 2023</td><td>Service Agreement - Arbipoint Service Agreement</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>Village Pružina</td></tr> <tr> <td>5. December 2023</td><td>SERVICE CONTRACT 550/2023</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>City of Kežmarok</td></tr> <tr> <td>5. December 2023</td><td>CONTRACT FOR THE PROVISION OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK 549/2023</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>City of Kežmarok</td></tr> <tr> <td>30. November 2023</td><td>128/2023/PRI CONTRACT FOR THE PROVISION OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK 128/2023/PRI</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>City of Rajcke Teplice</td></tr> <tr> <td>30. November 2023</td><td>SERVICE CONTRACT 127/2023/PRI</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>City of Rajcke Teplice</td></tr> <tr> <td>13. November 2023</td><td>Service Agreement Service Agreement</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>City of Šurany</td></tr> <tr> <td>13. November 2023</td><td>Contract for the provision of technical equipment ARBIPOINT KIOSK Contract for the provision of technical equipment ARBIPOINT KIOSK</td><td>€0.00</td><td>ARBITAS Ltd.</td><td>City of Šurany</td></tr> </table>		Published	Contract name / Contract No.	Price ↕	Supplier	Client	12. March 2025	Contract for the provision of services of the Public Administration Office MAD20/2025-269/2025	€0.00	ARBITAS Ltd.	Village of Mad	30. December 2024	Service Agreement ZM2024/159	€0.00	ARBITAS Ltd.	Village of Hviezdoslavov	24. December 2024	Service Agreement 1007/2024	€0.00	ARBITAS Ltd.	Bernolákovo village	24. December 2024	Service Agreement 82/2024	€250.00	ARBITAS Ltd.	Municipality Kalinkovo	26. April 2024	Memorandum of cooperation ZL-2024-008	€0.00	ARBITAS Ltd.	Data Center for the Electronicization of Local Government in Slovakia (DEUS)	15. March 2024	Contract for the provision of technical equipment Arbipoint Kiosk 1097/2024	€0.00	Arbitas Ltd.	Topoľčianky village	15. March 2024	Service Agreement 1096/2024	€0.00	Arbitas Ltd.	Topoľčianky village	8. December 2023	AGREEMENT FOR THE MOVEMENT OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK AGREEMENT FOR THE MOVEMENT OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK	€0.00	ARBITAS Ltd.	Village Pružina	8. December 2023	Service Agreement - Arbipoint Service Agreement	€0.00	ARBITAS Ltd.	Village Pružina	5. December 2023	SERVICE CONTRACT 550/2023	€0.00	ARBITAS Ltd.	City of Kežmarok	5. December 2023	CONTRACT FOR THE PROVISION OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK 549/2023	€0.00	ARBITAS Ltd.	City of Kežmarok	30. November 2023	128/2023/PRI CONTRACT FOR THE PROVISION OF TECHNICAL EQUIPMENT ARBIPOINT KIOSK 128/2023/PRI	€0.00	ARBITAS Ltd.	City of Rajcke Teplice	30. November 2023	SERVICE CONTRACT 127/2023/PRI	€0.00	ARBITAS Ltd.	City of Rajcke Teplice	13. November 2023	Service Agreement Service Agreement	€0.00	ARBITAS Ltd.	City of Šurany	13. November 2023	Contract for the provision of technical equipment ARBIPOINT KIOSK Contract for the provision of technical equipment ARBIPOINT KIOSK	€0.00	ARBITAS Ltd.	City of Šurany
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13. November 2023	Contract for the provision of technical equipment ARBIPOINT KIOSK Contract for the provision of technical equipment ARBIPOINT KIOSK	€0.00	ARBITAS Ltd.	City of Šurany																																																																													

NEW GENERATION KIOSKS 2025



POSSIBILITIES OF **INSTALLATION**

INTERIOR



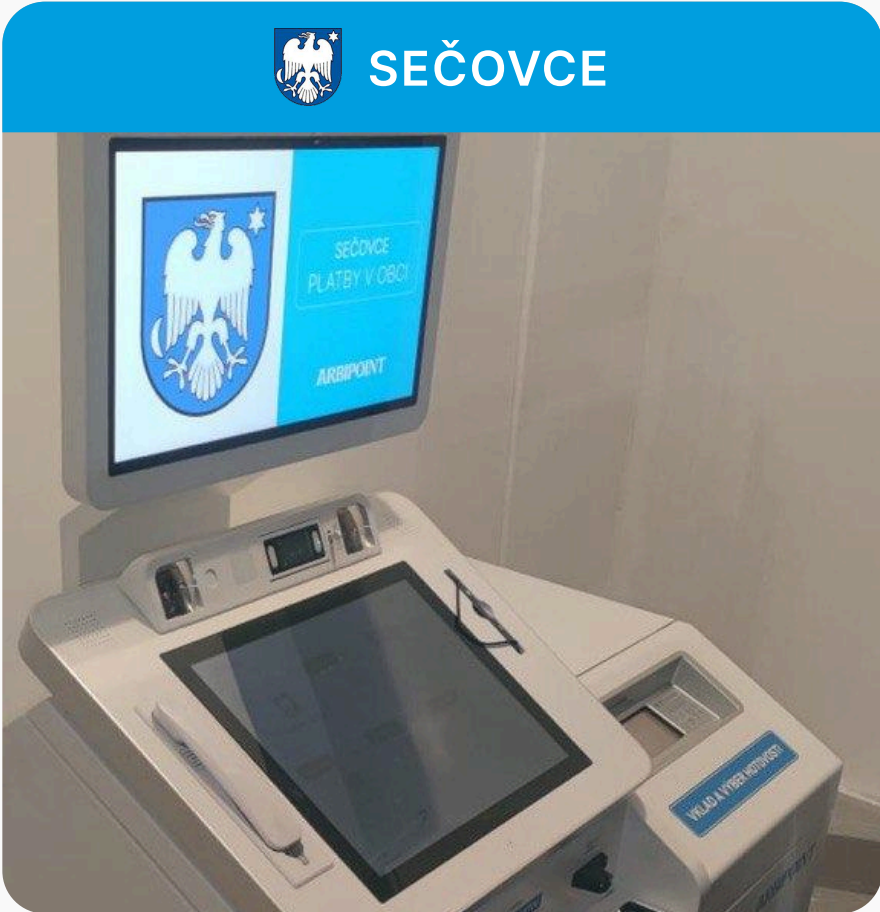
Ideal for safe interior
environment

EXTERIOR

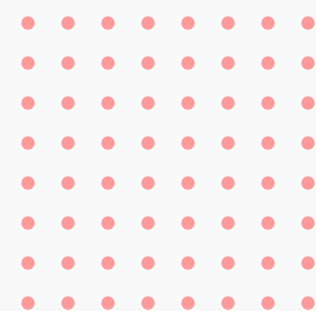
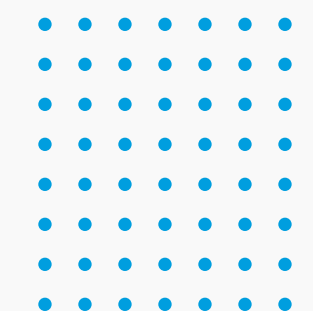
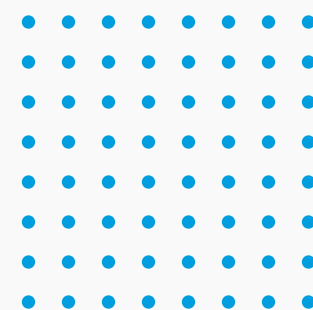


For reliable operation
in the exterior

INSTALLED ARBIPOINT KIOSKS



LOCATIONS WITH INSTALLED KIOSKS



**Arbipoint #1
Obecný úrad
Gajary**

PRICE LIST FOR INDIVIDUAL ITEMS

Basic

€250/month

- ✓ Payments for municipal services
- ✓ Self-service form submission
- ✓ Payment of invoices
- ✓ Cash services
- ✓ Excerpts from registries

- * Electronic official notice board + **€120**
- * Municipal virtual assistant + **€250**
- * Municipal reservation system + **€100**
- * Digital advertising space + **€100**
- * Municipal information centre + **€100**
- * ARBIPOINT online services on the website + **€100**

Full

€650/month

- ✓ Payments for municipal services
- ✓ Self-service form submission
- ✓ Payment of invoices
- ✓ Cash services
- ✓ Excerpts from registries
- ✓ Electronic official notice board
- ✓ Municipal virtual assistant
- ✓ Municipal reservation system
- ✓ Digital advertising space
- ✓ Municipal information centre
- ✓ ARBIPOINT online services on the website

WHO IS ARBITAS

ARBITAS was established in 2014, with the aim to bring digital innovation to different market segments.

We are a leader among fintech companies, we have developed our own digital ecosystem Arbipoint, which is part of our network of multifunctional self-service points of sale in the premises of Slovak municipal and city offices. These modern devices provide users with the ability to purchase and pay for a range of services from local municipalities as well as commercial providers – all quickly, conveniently, securely and in one place.

Our innovative solutions help drive public administration and citizen services to be among the top in Europe – making everyday interactions between municipalities and citizens seamless, modern and efficient.

FINANCIAL AND ECONOMIC RESULTS

Zisk
ARBITAS s.r.o.



Tržby
ARBITAS s.r.o.



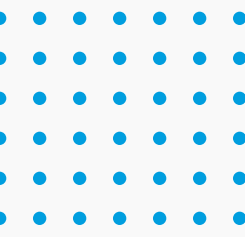
MEMBERSHIP IN ASSOCIATIONS



IT Asociácia
Slovenska



LICENSE FROM THE NATIONAL BANK OF SLOVAKIA





Databáza na stiahnutie

Contact

Slovensky

Financial Entities Register

Search by company, reference number or other relevant figure. At least 3 characters.

Search

ARBITAS s.r.o.
Reference Number: 47818875
LEI: 097900CAKA0000186797
Sídlo: Ul. svornosti č.42, 82106 Bratislava
Country: Slovakia

Rozbaliť / Zbaliť

▼ Authorizations

▼ distributors of electronic money services for:

▼ SKPAY, a. s.

01.07.24 –

Scope of Activities: According to the annexes to the directives on payment services in the internal market in connection to the article 3 (1) of Directive 2009/110 / EC on the taking up, pursuit of and prudential supervision of the business of electronic money institutions:
b) spätná výmena elektronických peňazí;



Databáza na stiahnutie

Contact

Slovensky

Financial Entities Register

Search by company, reference number or other relevant figure. At least 3 characters.

Search

SKPAY, a. s.
Reference Number: 46552723
LEI: 097900CAKA0000231708
Sídlo: Nám. SNP 35, 81101 Bratislava
Country: Slovakia
Webové sídlo: http://www.skpay.sk/

Rozbaliť / Zbaliť

▼ Authorizations

▼ E-Money Institution

04.07.18 –

Scope of Activities: Pursuant to Article 81 in connection to Article 2, section 1 of Act number 492/2009 Coll. on Payment Services

▼ distributors of electronic money services

Ahoj, a. s.

Slovenská pošta, a.s.

ARBITAS s.r.o.

01.12.19 –

23.11.15 –

01.07.24 –

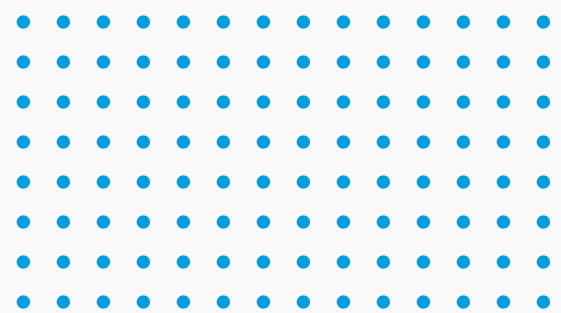
ARBITAS s.r.o.

ARBIPOINT.SK

25

COOPERATION WITH DCOM

MUNICIPAL DATA CENTER



 PRE OBČANOV A FIRMY PRE OBCE O DCOME



< Elektronické služby na dosah ruky



Združenie DEUS podpísalo memorandum o spolupráci s inovatívnou spoločnosťou Arbitas, ktorá prevádzkuje automatizované služby miest, obcí a obchodníkov prostredníctvom svojich kioskov.

Občania tak získavajú možnosť pristupovať k rôznym službám novým, moderným spôsobom a naším cieľom je využiť túto príležitosť a priblížiť služby samosprávy o krok bližšie jej obyvateľom. Teda tým, ktorých obce a mestá využívajú služby IS DCOM®. Občania tak budú mať elektronické služby doslova "na dosah ruky". Okrem osobnej návštevy pracovníka na úrade či elektronického podania cez internet alebo mobil, tak budú mať pri vybavovaní svojej žiadosti aj ďalšiu možnosť.



Thank you for your attention

ARBIPPOINT
DIGITAL CUSTOMER CENTER

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Ulica Svornosti 42
821 06 Bratislava
Slovakia

✉ info@arbipoint.sk

🌐 www.arbipoint.sk

