Digital Public Services for SMEs in Kazakhstan: Prospects and Opportunities

Digital Public Services (DPS) for Small and Medium-sized Enterprises (SMEs) as a driving force of the digital transformation of North and Central Asia

in support of the Asia Pacific Information Superhighway (APIS) Action Plan 2022-2026

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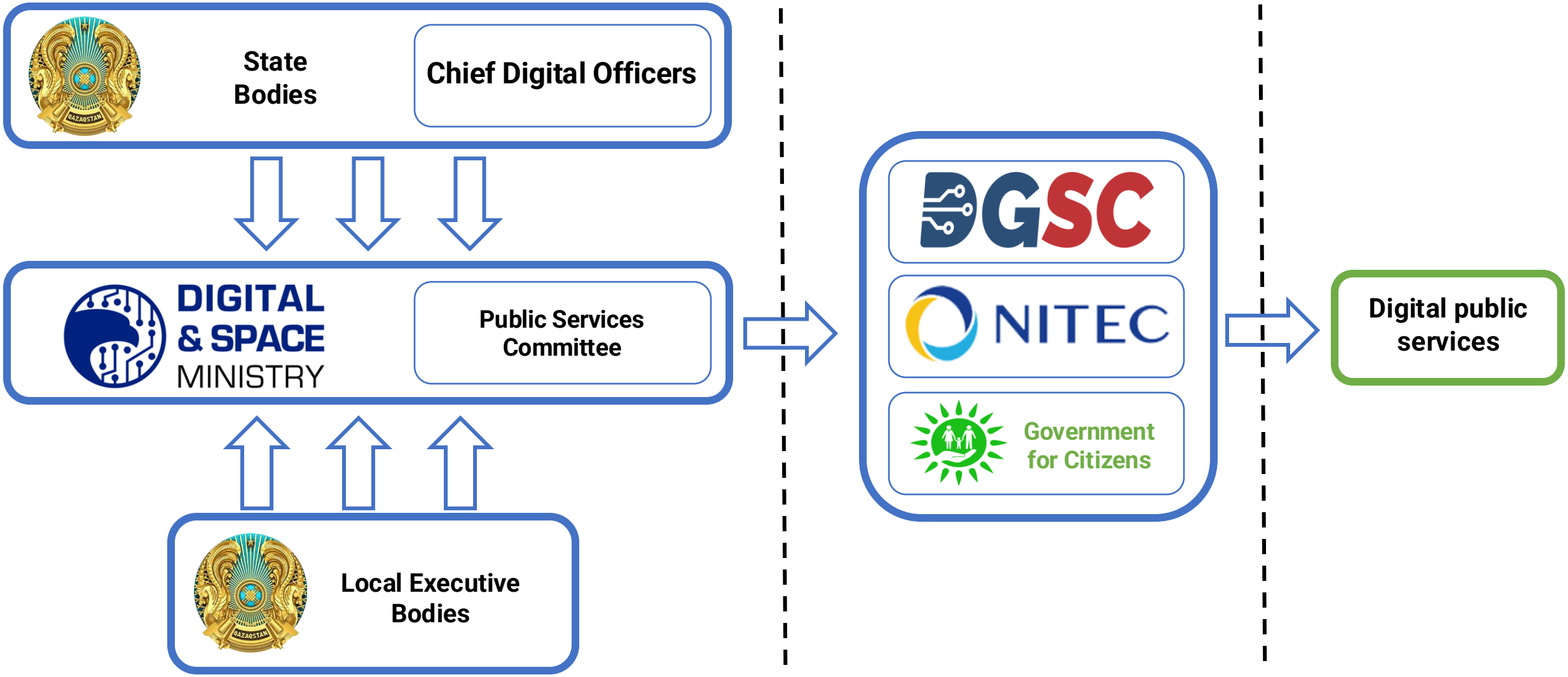




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Astana, 2025

Main Acting Parties



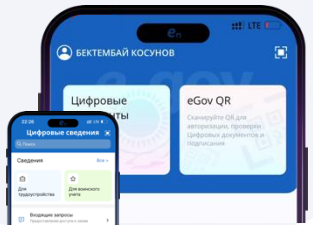
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eGov Today

92%
services available online

86%
services available on smartphones

85M
services provided online in 2024



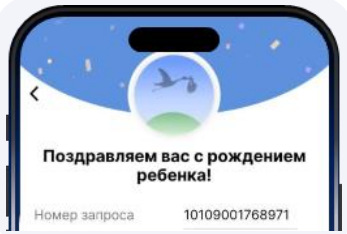
6M+
Digitized Families

4.6M
MAU
x6

56
services on external platforms

33M
services

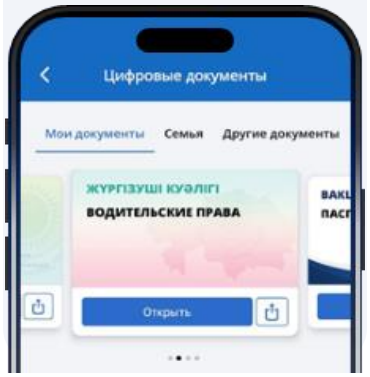
In 2023
on external platforms:
- **17** government services and services;
- **10M** services rendered



50
proactive services
46 in 2023

3M+
Proactive services provided
2M in 2023

Digital documents



34
digital documents
29 in 2023

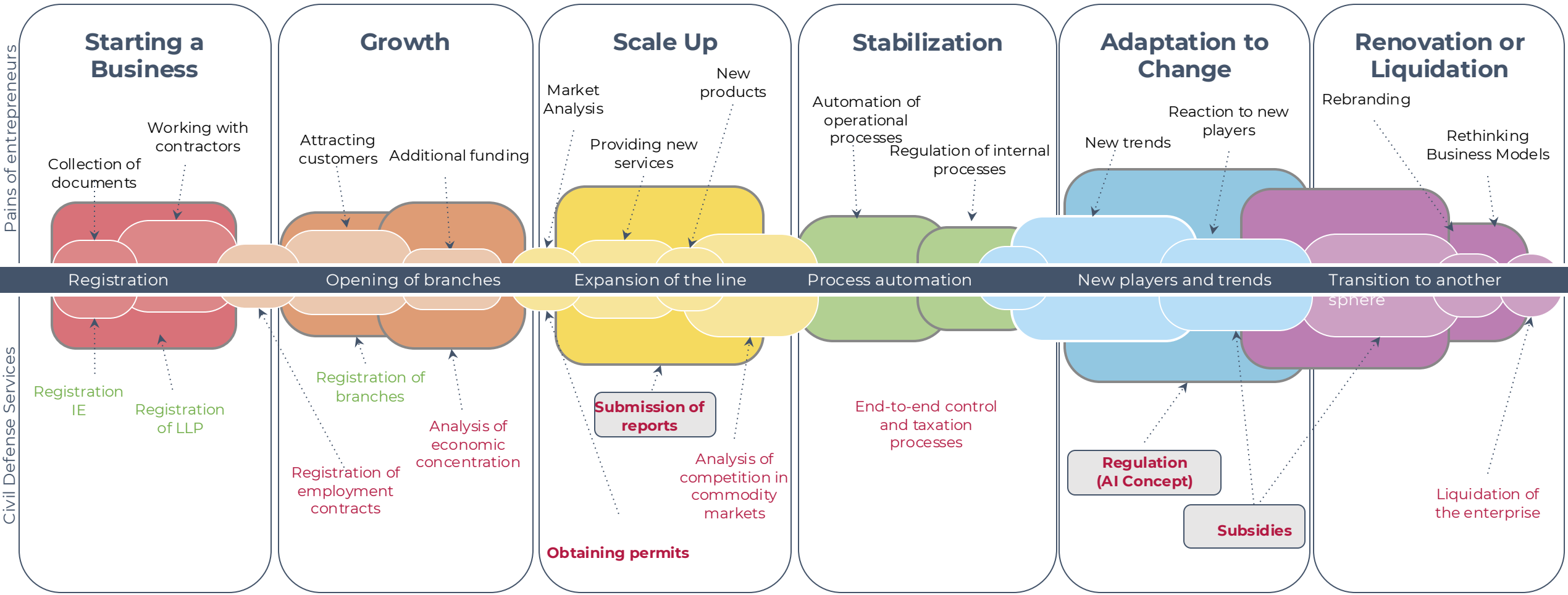
8M
QR signatures in 2023



18M
Biometric Identification
Digital ID
14 M in 2023

Source: NITEC

Life cycle of SMEs



Source: Digital Government Support Center

Best Practices of Kazakhstan

Public services via external platforms

Smart Bridge

Services Showcase

a platform for simplified integration between government information systems and businesses

1.1B requests

1.9K services published

4.5K G2B integrations

51 Types of public services on external platforms

27 Types of public services

QazPost

33M All-time provided

12K+ Digital public services provided

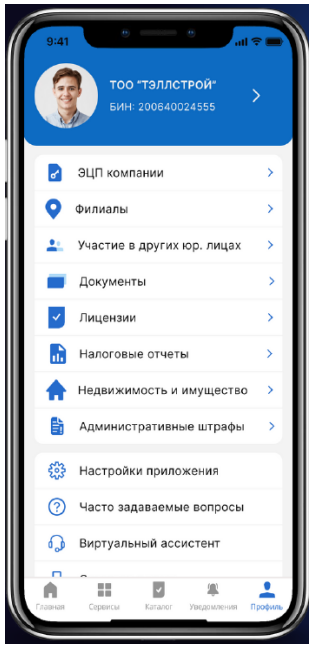
Best Practices of Kazakhstan

Smartphonization

18 M Digital ID — Biometrics-based identifications

557K QR signatures

As Is



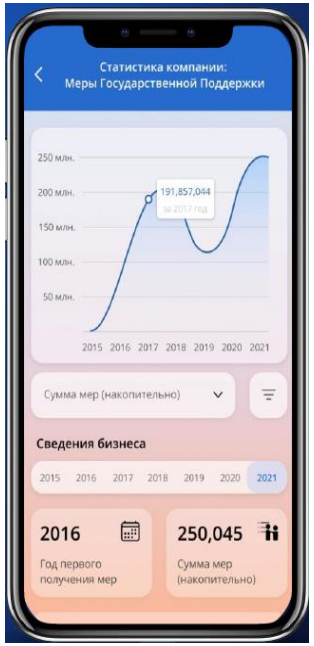
11 200 MAU

33 Services and eGov services

640 eLicense Services

441 QR signing

To Be

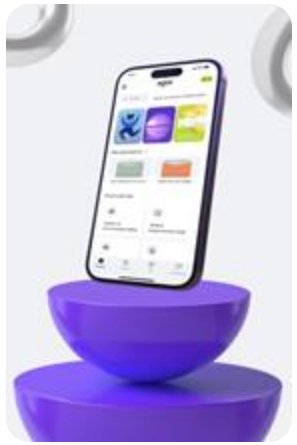


- Proactive Services
- State Support Measures
- Public Service Showcase
- Automatic scoring
- B2B-services
- Online Contracts
- Risk-management System
- AI-chatbot
- Digital Assistant
- G2B “One Window” Principle

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eGov Business 2.0

AS IS



Signing:

- QR
- Push
- In another application or browser

Biometric identification and issuance of digital signature

Legal entity account:

- > 1000 state services and state support measures
- marketplace of business and startup services

Toolset:

Viewing notifications and service history (Executive manager only)

Public services:

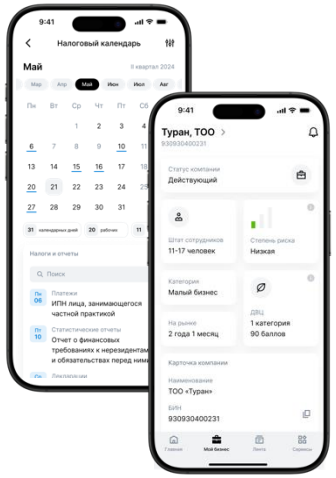
About 398 types of eLicense government services for business, including:

- 266 types of permits;
- 79 types of licenses;
- 52 types of notifications;
- 1 reference.

Smooth onboarding and travel guide

- The application immediately offers sequential steps after business registration
- immersion in services according to the stages of the organization's life cycle
- portioned and clearly grouped information, sorted in order of importance

TO BE



Services and facilities

- registration/re-registration services
- obtaining licenses and permits
- Electronic financial activity reports
- proactive services
- government support measures
- services of NPP Atameken

Digital assistant

- tax calendar
- notifications of the risks of appointment of inspections
- recommendation of measures of state support of the article
- business re-registration
- termination of activity

Showcase of services

- government portals
- quasi-governmental portals
- private projects, startups

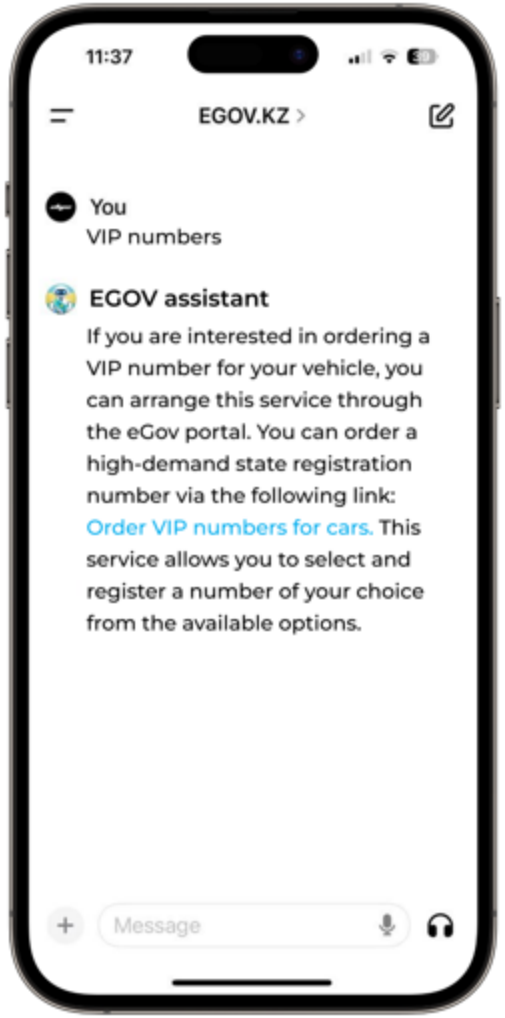
AI Chatbot

- answers to all questions about doing business in Kazakhstan
- assistance in selecting the necessary documents for reporting
- quick commands

Source: Digital and Space Ministry of Kazakhstan

AI in eGov

- eGov AI
- Qazaq Law
- Analytics Bot
- Calendar Optimizer
- Exam Assistant Bot
- Tax Guide
- The Supreme Court



- Navigating Public Services
- Assistance in Legislation
- Legal Advisory
- Assistance in Reporting
- BigData-based Decision-making
- Instant Calculations

Source: Digital and Space Ministry of Kazakhstan

Feedback

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Alibek is an expert in the field of supporting various public sector bodies in Kazakhstan developing their digital capacities and outreach with the private startups and innovative enterprises.

Alibek has a long history of supporting digital transformation for state bodies and their digital public services, providing educational programs and events, facilitating and developing export potential of the ecosystem projects, and has contributed to designing various state support measures, including several legislative works.



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