

# Poste Italiane's Polis project – a government-mandated driver of inclusive digital transformation

Italy's Polis project, launched by Poste Italiane in 2023, exemplifies how a national designated postal operator can be strategically leveraged to advance inclusive digital transformation. Introduced as part of Italy's COVID-19 recovery and resilience plan, the project aims to overcome urban–rural disparities by transforming approximately 7,000 rural post offices into one-stop-shop service centres for government services (known as Sportello Unico) and co-locating them with green infrastructure. Through the project, Poste Italiane enables multi-channel access to digital public services – including through post office counters, electronic kiosks, ATMs with advanced functionality, mobile apps, and a call centre – ensuring that residents can interact with essential services regardless of digital access or skills.

The project is backed by a legal obligation under Italy's "Programme Agreement 2020–2024," which mandates Poste Italiane to promote digital inclusion, particularly in underserved areas. This agreement recognizes the postal network's "capillarity" – its vast and equitable reach across the country – as a national asset for bridging the digital divide. Through Polis, Poste Italiane delivers digital government services such as passport applications, social security documentation, digital ID, and vital records issuance. As of early 2024, over 1,190 post offices had already been upgraded to deliver these services.

Polis is also contributing to Italy's green and digital "twin transition" by integrating solar panels, smart building systems, and EV charging stations into its post office upgrades. The initiative is projected to reach 15 million residents, including 6 million elderly citizens, and generate over €1 billion in GDP by 2031. Additionally, the project includes the creation of 250 co-working and digital training spaces (Spazi per l'Italia), many of them co-located within upgraded post offices. These spaces are especially beneficial for MSMEs in rural areas, where high-speed internet and shared work environments are often lacking. By combining digital government service delivery with e-commerce, financial services, and local innovation spaces, Poste Italiane showcases how a trusted postal operator can act as a public platform for digital inclusion, sustainability, and territorial cohesion.



Counter in the Post Office



Totem



Advanced ATM



Call center



Web