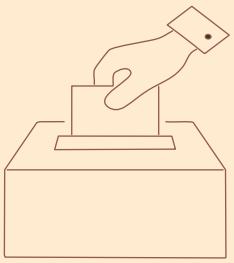
SDI Solonian Democracy Institute



Voting Applications

Digital Democracy Report '26

Eligo

ELIGO

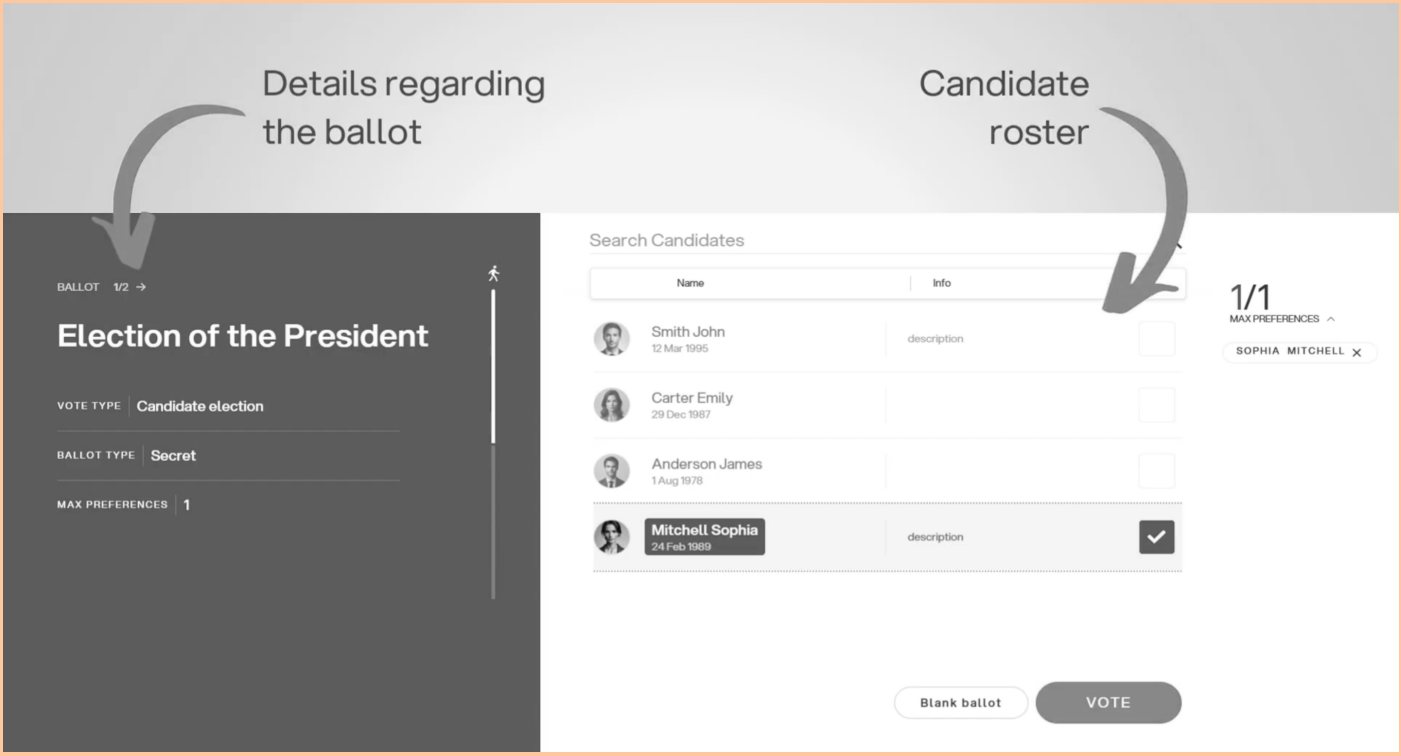
https://www.eligovoting.com/

Overview

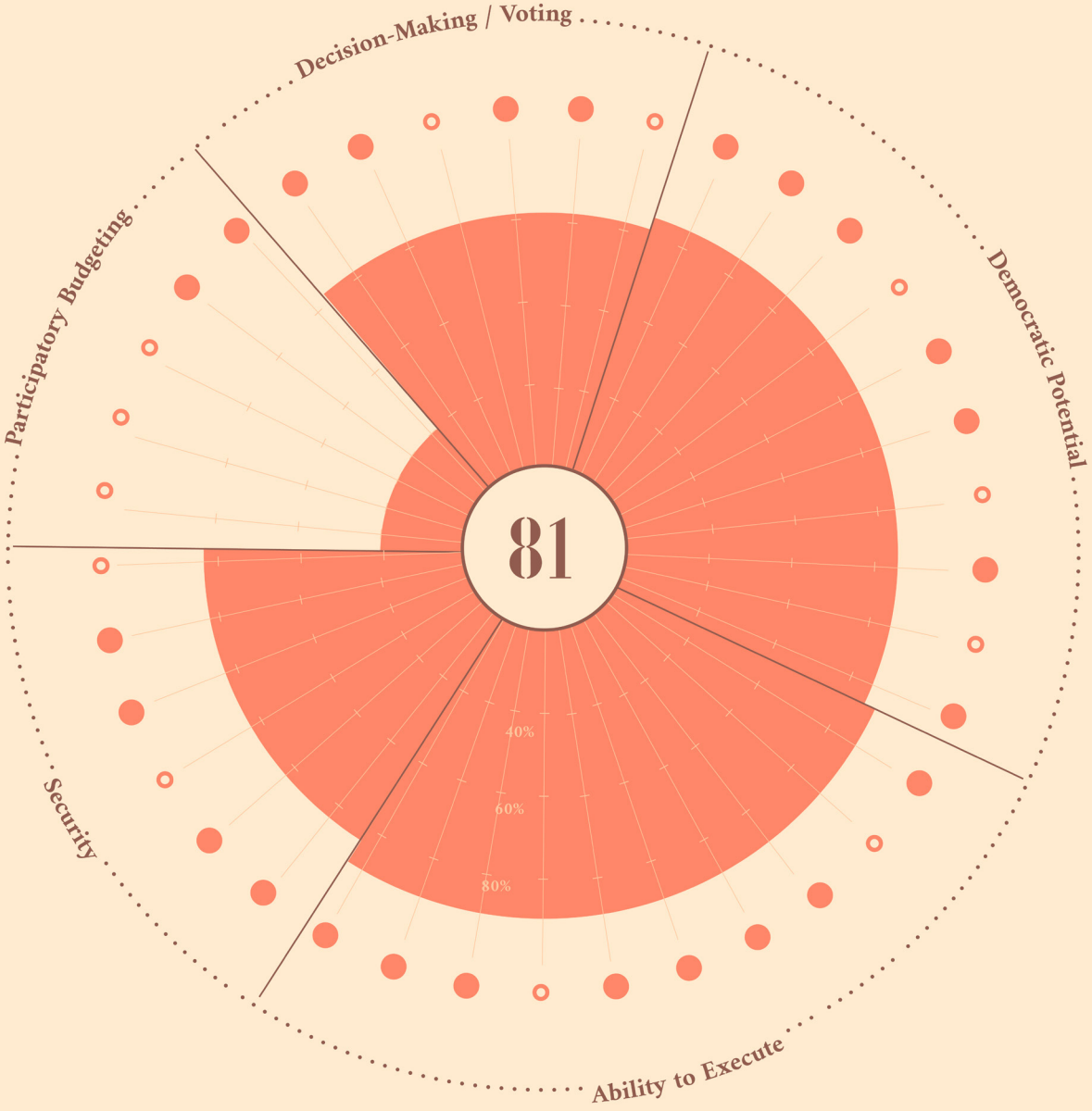
Eligo, its name derived from the Latin *eligere* - to choose - was established in 1994. Since 2005 it has facilitated online decision-making and since that time, over 20 million votes have been cast using its eVoting application.

Used primarily by private, educational and membership organisations to run elections for board members, officials & union representatives, the Eligo platform has increasingly been used to vote on single issues, agenda topics and procedures for its varied set of customers.

With its 22 employees, Eligo enables online, hybrid and in-person voting events for 4,000 customers across 10 different countries.



Eligo



ELIGO DATA

Name: Eligo Technologies S.R.L.
Type of Organisation: Company
CEO: Irene Pugliatti

Year founded:

1994

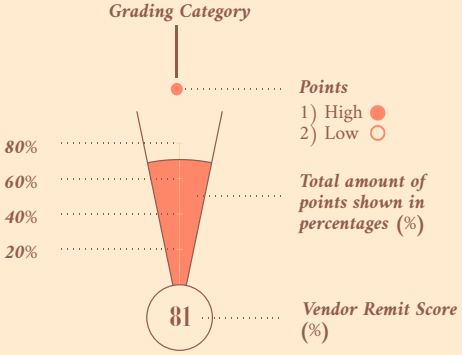
Number of Clients:

4000+

HQ Country:

Italy

LEGEND



Eligo

PB *Participatory Budgeting*
DM *Decision Making*
Id *Idea Generation*
D/D *Debate & Deliberation*
PC *Public Consultation*

Scope of Offering

Eligo supports three main activities:

- **Eligo Vote**: Standalone application used to vote on issues or candidates
- **Eligo Assembly**: Provides an integrated solution, where participants can meet virtually and vote at the same time (particularly useful for e.g. general assemblies of a company or cooperative)
- **Eligo Nominees**: Simplifies the process of nominating candidates for an election

Voters typically join the application after receiving an email notification with a user name and password. The application, with its clean and simple UI, quickly allows voters to nominate candidates and to vote on measures or candidates, depending on the use case. Eligo also offers more complex voting methods such as STV (single transferable vote), locked list voting (where a voter votes for an entire list of candidates at the same time) and budget approval voting. For virtual meetings, Eligo provides integration with multiple video applications, such as WebEx and Zoom.

Administrators can monitor the vote turnout in real time. Once voting is completed, Eligo creates automatic polling reports and results, alongside additional raw data, which can be further analysed and filtered (e.g. to determine the participation or outcome in a certain region).

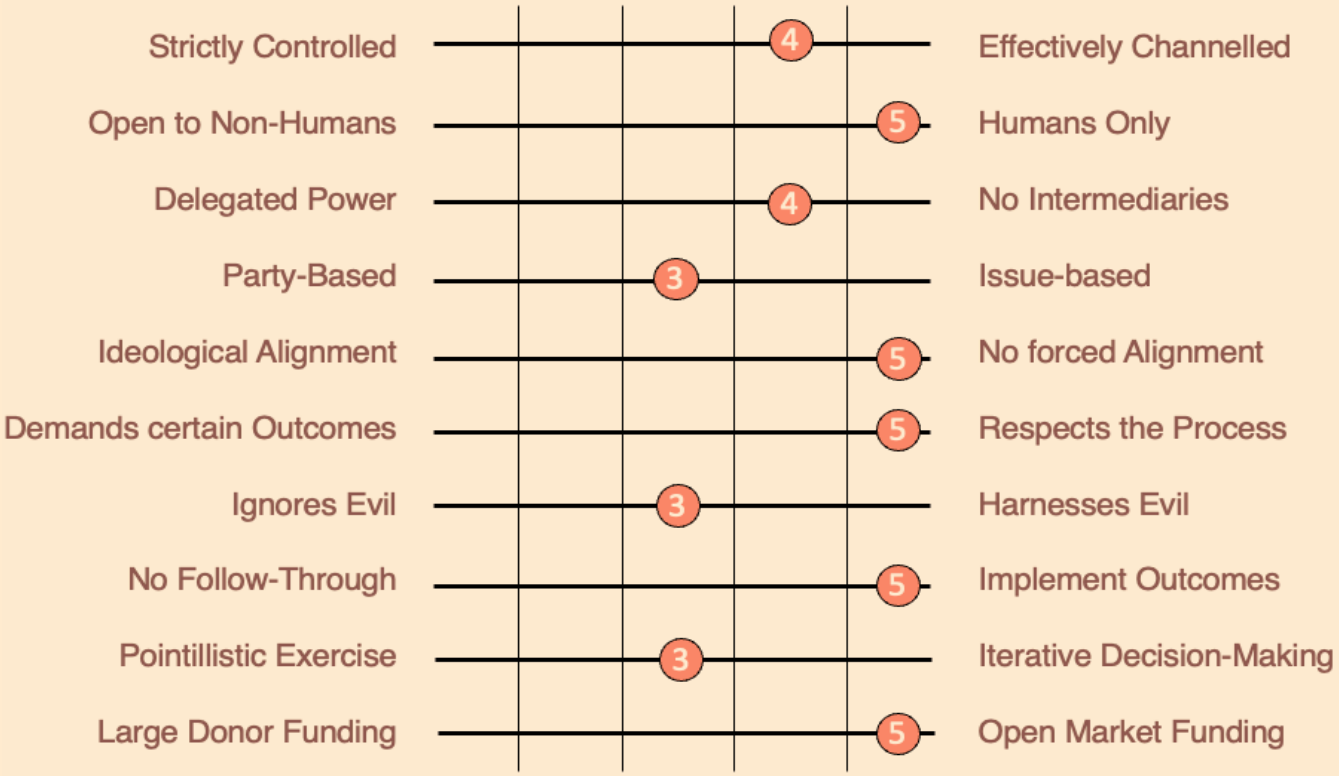
Who should use this?

01 Associations & Membership Organisations

02 Companies and Cooperatives

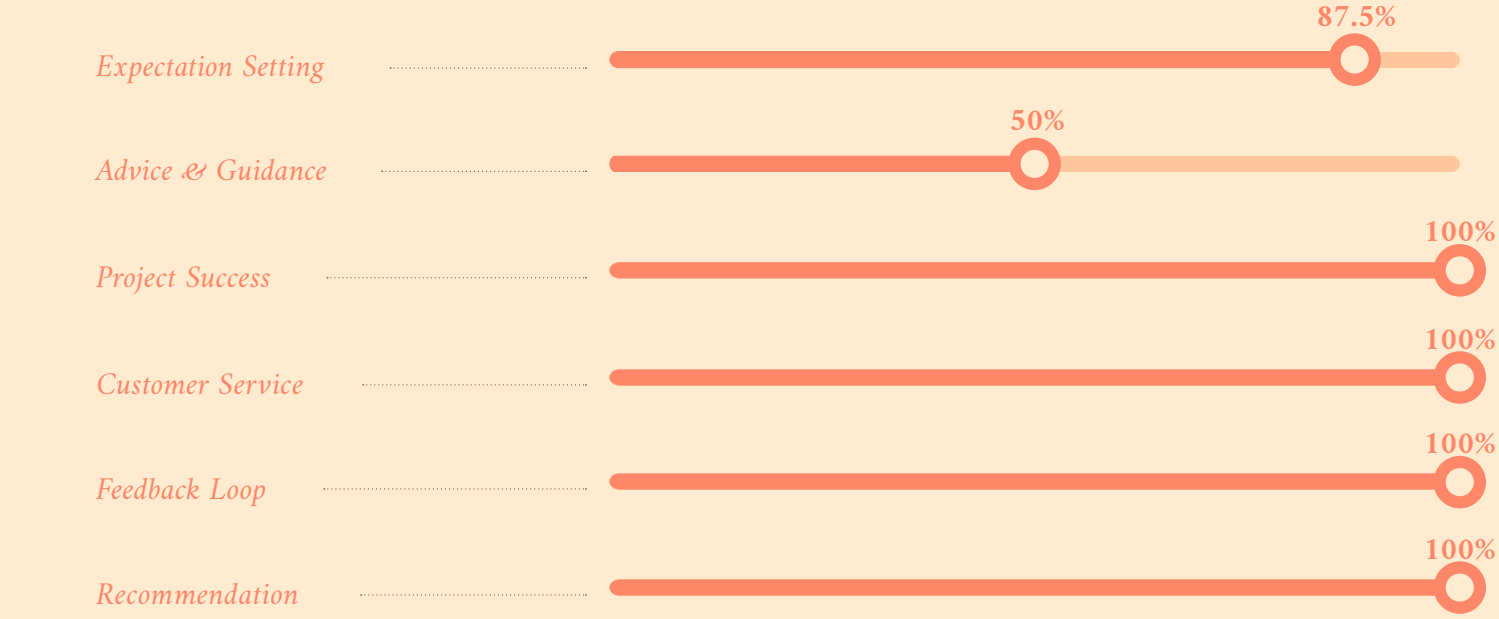
Democratic Potential

Eligo is primarily used in corporate or cooperative settings, where votes often directly translate into action, whether it is a change in the by-laws of a company or the constitution of the officers of a university board. This focus on decisions with immediate impact creates direct accountability. As a consequence, Eligo has the potential to be applied to electoral or democratic decision-making in the public sphere.



References

Eligo received extremely positive feedback across all aspects of the customer lifecycle. Respondents in particular stressed the high quality of customer service, while Eligo's pricing was seen as very competitive compared to similar products in the market.



Ability to Execute

Eligo boasts a mid-sized workforce and an effective Go-To-Market strategy, with a mix of direct sales and a diverse set of distribution partners across multiple countries. With over 4,000 clients, Eligo has collected a significant number of customer success stories, ranging from pure voting scenarios to participatory budgeting, some of which have continued over multiple years.

Eligo is funded exclusively through its commercial activites and does not depend on external funders, creating a sustainable basis for future growth.

Eligo is working towards WCAG accessibility guidelines and their commitment to meeting these standards is evident, from including the guidelines as part of their development, to publicly documenting their progress on their website.

Active Customers

Customer Studies

Experience

Workforce

Sales channels

Accessibility

Considered as part of software design.

Security

Eligo utilises several security measures, including an asymmetric 2048-bit encryption process, as well as the generation of digital signatures and logging of time stamp data. Voting data is stored separately from voter data to protect against votes being traced to the person who cast them. For added security, Eligo clients can give access to third party observers, such as an Election Commission or a Board of Arbitrators to monitor participation trends and activity on the platform.

Eligo is GDPR-compliant, stores its data on Microsoft Azure Data Centers in Europe and ensures that all data remains under European jurisdiction.

Eligo also places significant emphasis on internal security procedures, as evidenced by a number of ISO certifications, including ISO 27001.

Transport Encryption

Vote/Voter Separation

User Data Protection

Storage Location

ISO 27001

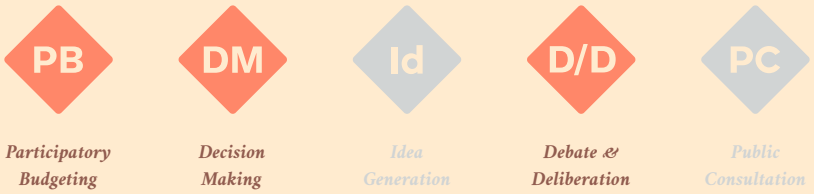
Methodology

Our analysis is based on a combination of self-reported and independently researched data points across a variety of criteria. Where possible we have taken advantage of the vendors' offer to analyse a test environment of their software. At a high level we have scored vendors on the following:

A. Functionality
B. Democratic Potential
C. Ability to Execute
D. Security

A. Functionality

We have assessed all vendor solutions against all functionality areas they are active in:

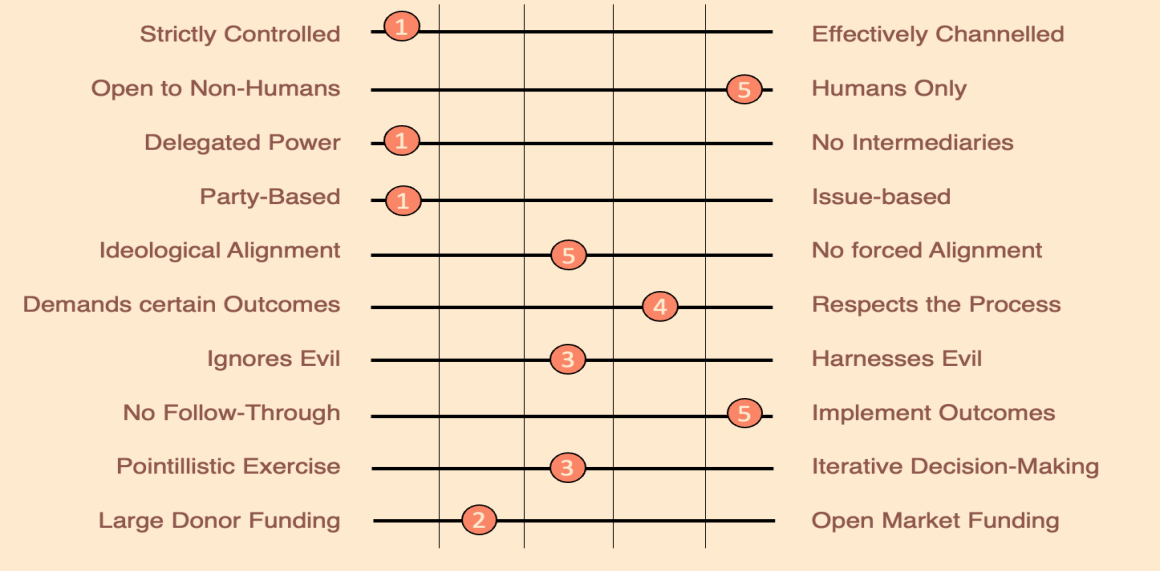


In the above example, the vendor does not provide ideation or public consultation functionality, meaning that their Remit Score (see below for definition) is not affected by lack of functionality in these areas.

Methodology

B. Democratic Potential

For each vendor, we have assessed the democratic potential of their platforms against the *Fuller Democracy* framework. While a summary is provided below, for more details refer to *Principles of Digital Democracy*: *Theory and Case Studies* (De Gruyter, 2023).



1) Control of Power

Measures whether the software effectively channels the expressed will of its participants into outcomes or whether the process is guided and/or confined to a limited number of pre-set outcomes. This criterion asks how manipulable the process is.

2) Legal Personality of Participants

Processes and software that allow for the participation of legal entities (such as NGOs, companies, etc.) rather than just natural entities (people) de facto inflate the influence of some people (who can utilize organizations to scale their influence), thus subverting the principle of 'one person, one vote'. This criterion asks whether the software can ensure that only those entitled to participate democratically can make use of it.

3) Delegation of Power

Applications that allow or encourage vote delegation (e.g. forms of liquid democracy) enable a form of representation with little scrutiny or accountability, and they encourage passivity on the part of participants. Applications that allow such delegation are thus seen as less democratic than those that demand that participants directly choose to vote or abstain on an issue.

Methodology

4] Party–based vs. Issue–Based

Software that allows for issue-based voting, where one decision is taken at a time, rather than voting for an entire package or platform of proposals helps to counteract groupthink as well as enabling issues and areas of disagreement to be identified with greater precision. It also makes it harder for organisers to manipulate participants into consenting to policy they disagree with in order to get some other desired policy.

5] Over–Alignment

Software that attempts to force alignment, e.g. pre-agreement on certain issues, discouraging forthright debate, arbitrarily limiting the parameters of a discussion, or funnelling contributions into consensus, is less democratic than software that facilitates the expression of honest debate and disagreement.

6] Accepting Wins and Losses

Tools that communicate clear outcomes based on the agreed-upon rules without forcing consensus, changing goal posts, or making participants re-evaluate decisions that have been made, allow voters to move on constructively rather than descending into interminable argument. This criterion thus asks whether the software allows participants to reach a conclusion and move on or whether decisions can be vetoed or impeded by the organisers or minorities.

7] Constructively Leveraging Bad Actors

This criterion asks whether the application makes provision to deal with bad actors - those intentionally or by reason of mental illness disrupting the process. This could be done in a number of ways, such as ensuring ID verification to prevent bad actors who are not entitled to participate flooding a local process. However, the process itself can also be constructed in such a way that bad actors are not able to derail a process or unduly harass others. Software that can achieve this while not or only minimally invading the rights of bad actors themselves is preferred over heavy-handed interventions.

8] Follow–Through on Outcomes

Software platforms that include the ability to track whether decisions were implemented are preferred to those that simply ask for engagement without follow-through.

Methodology

9) One-off vs. Iterative Process

Most decision-making processes are by their nature directional; not all future issues can be foreseen. Platforms that allow for an iterative decision-making process, where participants are asked to fine-tune their decisions based on changing real-world circumstances are therefore preferred to isolated processes.

10) Overreliance on NGO or Large Donor Funding

A greater reliance on funding from NGOs or large donors makes it more likely that the vendor is focussed on achieving certain policy outcomes rather than on the democratic process itself.

C. Ability to Execute

This category assesses how well the vendor is able to translate their vision into reality. Factors that we examined here were:

- **Number of active customers:** A greater number of active customers generates more revenue as well as increased feedback from users, which in turn can be used to improve the product. Additionally, the number of active users can serve as a proxy for the financial stability and expected future growth of the company.

- **Concurrent Users:** Assesses the number of users that can use the platform simultaneously and thus the ability of the vendor to scale.

- **Testimonials / Case Studies:** In conjunction with the number of active customers, case studies are a good indicator of successful customer projects. We give stronger weighting to case studies where customers confirm the success of the project.

- **Workforce:** The number of full-time employees working for the vendor. We use this as a proxy to determine how established the vendor is, which will affect their ability to execute.

- **Experience:** The number of years this vendor has been active. Generally, how long an organisation has been active is an indicator of their ability to maintain a positive cash flow and the level of professionalisation (i.e. business vs. hobby).

Methodology

- **Policy Impact:** Assesses whether use of the vendor's platform has resulted in political change, for example, a change in national law or local government procedure, and whether the software has proven that it can be an effective vehicle for what it promises to do.

- **Sales Channels:** Assesses the vendor's go-to-market strategy. Generally a multi-channel sales approach is a stronger indicator of the ability to execute than e.g. only a self-serve option.

Accessibility

For any technology solution to have a truly inclusive impact, everyone needs to be able to access it, including people living with disability. We asked all vendors to provide evidence (and sought out publicly available information where we did not receive it) on how vendors have considered accessibility in the design of their platforms.

Not implemented or no information available.

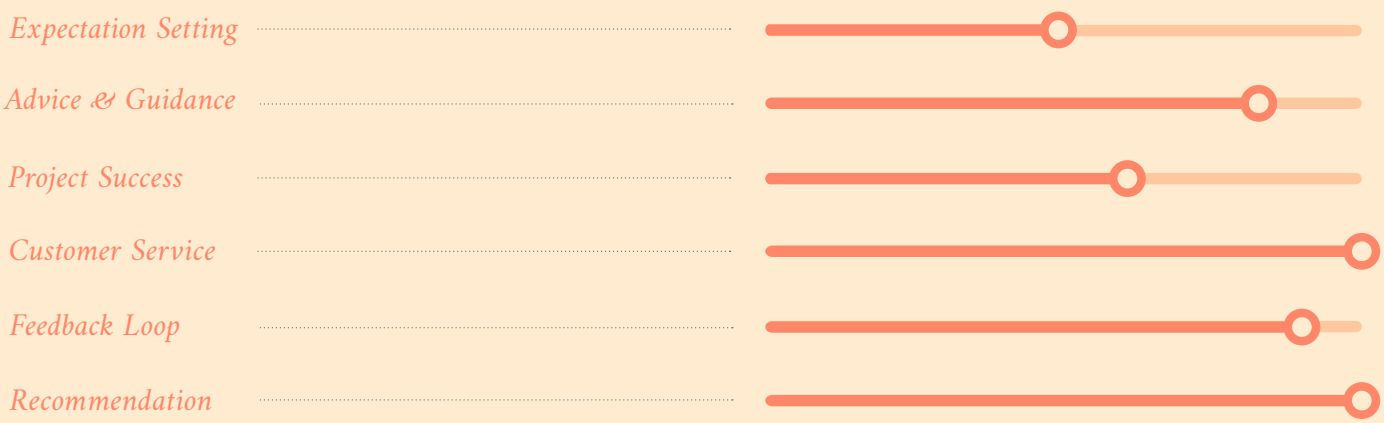
Considered as part of software design.

Follows WCAG or similar standard.

The Web Content Accessibility Guidelines (WCAG) are the most common measurement of accessibility, but we have also considered similar standards in a number of countries to fairly assess vendors.

Customer References

We asked vendors to nominate reference clients we could speak to about the functionality and usage of their platform. Reference clients were asked to score vendors on certain criteria as well as provide general feedback. The following rating criteria were used and visualised.



Methodology

D. Security

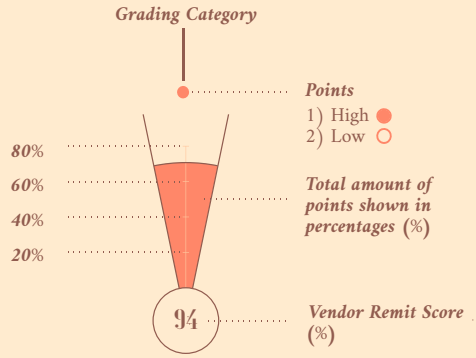
We have assessed a number of different aspects to determine how secure a vendor solution is, such as encryption, data storage and - particularly for vendors involved in political voting - how securely a vote is protected against subsequent changes from the administrators or external parties. Please note that for the purposes of this review we are relying on information provided by the vendor and publicly available information about the solution. We have not performed our own penetration tests.

- **SSL (HTTPS) Encryption:** Does the website use standard SSL encryption to prevent the data being intercepted or changed between the user device and the server?
- **Protection of User Data:** Does the vendor take measures to protect login data (including passwords) against leaks or hackers (e.g. salting passwords, multi-factor authentication, etc.)?
- **Storage Location of User Data:** Where is user data stored (e.g. own server, hosted with mass providers such as Microsoft Azure, Amazon AWS, etc., smaller providers, on Blockchain, etc.)?
- **Blockchain Anonymity:** If the solution uses Blockchain to store voting data and prevent modification, how does the solution ensure that voters cannot be linked to their vote?

Where appropriate, we also consider ISO certification and evidence of external penetration testing.

E. Combined Assessment

After scoring Functionality, Democratic Potential, Ability to Execute and Security, we then assign an overall Remit Score.



The Remit Score is calculated by dividing the overall score of the vendor by the maximum available points for the functionality areas the vendor is active in, as well as their score for Democratic Potential , Ability to Execute and Security.

The assessment for each category is displayed as a detailed data visualisation chart.