



CASE STUDY

Statistics South Africa

“In many ways, process automation was the parent of innovation in this case – with time, operations and financial responsibility demanding we find a better way.”

Evelyn Maelane, Census End to End System Development Workstream Deputy Head, Census 2022

HIGHLIGHTS

- Statistics South Africa’s international market scan concludes identityONE is the best card issuance solution available worldwide.
- identityONE readily integrated with Statistics South Africa’s broader business systems
- Hassle free implementation and high levels of user acceptance
- Streamlined card issuance process results in significant time and cost savings

ABOUT STATISTICS SOUTH AFRICA

Stats SA is a national government department in South Africa. It is responsible for the production and dissemination of official statistics in order to assist organs of state, businesses, other organisations and the public in planning, decision-making, and monitoring or assessing government policies. Stats SA aims to reduce the cost of doing business by refining methodologies, implementing smart operations and taking advantage of technology. More information on Stats SA can be found within its homepage: www.statssa.gov.za

THE CHALLENGE

Statistics South Africa (Stats SA) is the national statistical service of South Africa. Once every ten years, it conducts a population Census. This year’s Census (Census 2022) saw Stats SA recruit around 165,000 officials to support its data collection efforts. Stats SA staff work in the field as well as from around 149 district offices disbursed across South Africa’s nine provinces.

Identity cards are an important part of protecting people from criminal elements during the Census – enabling Stats SA officials to be positively identified both within its facilities as well as in the field. In preparing for Census 2022, Stats SA recognised that it would need a new process and system to avoid the need for its security staff to travel across the country to take photos for the ID cards. *“The alternative to new process and systems investment was time consuming, resource intensive and cumbersome”* said Stats SA’s Evelyn Maelane, Census End to End System Development Deputy Workstream Head, Census 2022.

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“With significant efficiencies enabled by the Unicard Systems solution, it was clear that a decision to invest was justified. The solution represented excellent value for money.”

Evelyn Maelane, Census End to End System Development Workstream Deputy Head, Census 2022



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“Smooth integration with existing internal systems supported by agile production and implementation ensured great success.”

Evelyn Maelane, Census End to End System Development Workstream Deputy Head, Census 2022



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SOLUTION

Stats SA identified the UniCard Systems’ solution after undertaking a comprehensive desktop review of card issuance solutions available across the globe.

The review concluded that the card issuance solution offered by UniCard Systems across its identityONE, CaptureME and IDmobile products was superior – worldwide.

Stats SA approached Unicard Systems with its requirements. Unicard Systems then tailored a solution for Stats SA and sent them a detailed, priced proposal.

After a successful proof of concept Lucky Majadibodu, Census End to End System Development Workstream Head at Stats SA confirmed that value for money equation was clear.

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“The automated process of taking and approving ID photos online was seamless and consumed limited operational time.”

Magrate Sethlabane, Census Data Operations Team

OUTCOME

Implementing Unicard’s identityONE and CaptureME products has supported Stats SA to make significant efficiency and productivity gains.

The Unicard solution overcame challenges associated with taking and approving ID photos and subsequently printing ID cards for geographically disbursed teams. In particular, by enabling ID photos to be uploaded via a secure web browser on any computer or mobile device, CaptureME removes the need for a dedicated Stats SA team to physically visit individual district offices to take staff photos. Additionally, because it is cloud based and only requires a single licence - identityONE removes location based restrictions limiting card printing to dedicated PCs.

Additional to the efficiency and productivity benefits, the Unicard Systems products have also proven beneficial in terms of limiting the need for unnecessary contact during the COVID-19 pandemic.

Evelyn Maelane reflected *“We would have found it incredibly difficult to manage the end-to-end card issuance process while our workforce was largely working from home to limit the impacts of COVID-19.”*

She continued: *“Whereas with the Unicard Systems solution - we’ve been able to work seamlessly throughout the lockdown restrictions.”*

Having now implemented the system – Stats SA report a high level of user acceptance with the system as well as easy integration with its broader systems. This includes Stats SA’s field worker verification system – which enables the public to verify an official’s validity via Stats SA’s public website.