Deis TECHNOLOGIES

CLIENT PROSPECTUS · 2026 · V2

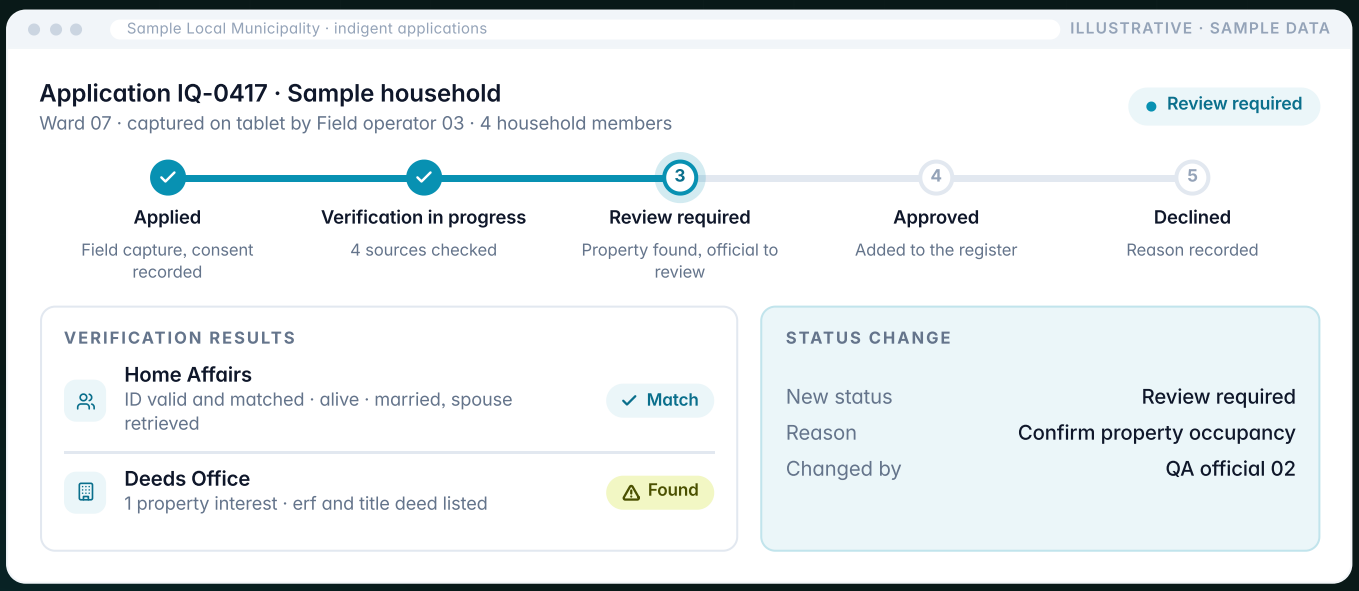
MUNICIPAL INDIGENT GRANT ADMINISTRATION

IndigentIQ

Apply. Verify. Support. Every household application, from the doorstep to the approved register, checked against official sources and in your municipality's name.

Field capture, Home Affairs, CIPC, Deeds Office and credit bureau checks, quality assurance, approvals, applicant messages and registers, all on one platform for municipalities and the service providers who run their indigent programmes.

- Field capture
- Home Affairs
- CIPC
- Deeds Office
- Credit bureau
- QA & approval
- SMS & WhatsApp
- Registers & reports



PREPARED BY

Deis Technologies

ENQUIRIES

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WHY INDIGENTIQ

Help is not lost in the policy. It is lost in the paperwork around it.

Indigent support gives qualifying households free or subsidised basic services, such as water, electricity, sanitation, refuse removal and rates rebates. The policy is clear. The administration is where it breaks down.

Forms are filled in by hand and re-typed, the same household is registered twice, identity and property are not checked, and applicants never hear what happened to their application. Each step works on its own, but because nothing connects them, the register drifts away from the truth.

WHERE PROGRAMMES LEAK

Inaccurate, outdated records

Details captured once and never checked again, so allocations go to the wrong households and the right ones get turned away.

Duplicate registrations

The same household appears more than once, which wastes budget and opens the door to abuse.

Checks that never happen

Identity, deceased status, property ownership and business interests are hard to verify by hand, so they often go unchecked.

No visibility for applicants

Households are not told where their application stands, and that breeds frustration and mistrust.

Too few hands

Small teams run manual processes with no queue, no workload view and no audit trail, so nobody can say who decided what, or why.

4 sources
Home Affairs, CIPC, the Deeds Office and credit bureaus, checked for every applicant.

1 operator
per application in quality assurance, so two people never work the same file.

5 statuses
Applied, Verification in progress, Review required, Approved and Declined.

THE PRINCIPLE

No household should be approved on an unchecked form, and none should be turned away because of a typing error. IndigentIQ checks each application against official sources and records every decision with the name of the person who made it.

ONE PLATFORM

From the doorstep to the approved register, in the order the work is done.

IndigentIQ follows the life of an application: a field team captures the household, the platform verifies it, officials review and decide, applicants are kept informed, and the approved register is kept current and reportable. Every step works from the same household record.

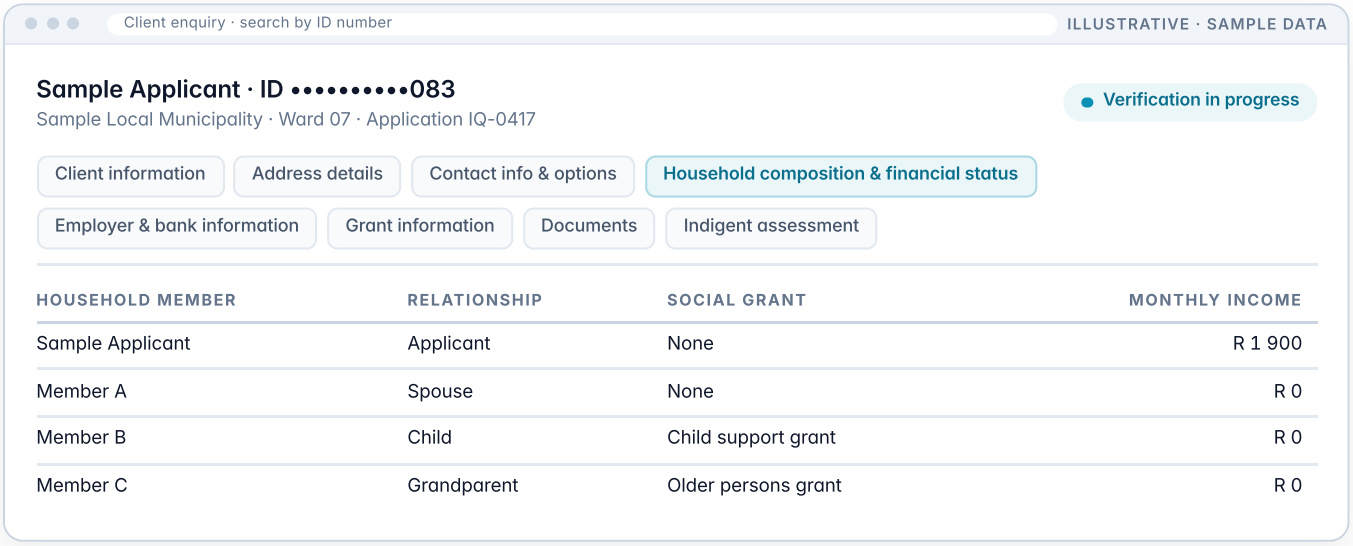
01
Capture
Field teams capture the household on a tablet, with GPS, household members, income, services, documents and applicant consent.

02
Verify
Each applicant is checked against Home Affairs (ID and alive status), CIPC, the Deeds Office and the credit bureaus.

03
Decide
Officials work a quality-assurance queue, then approve, decline or send back for review, with a reason for each decision.

04
Administer
The approved register, renewals, bulk exports, reports, dashboards and GIS ward maps.

05
Trust
Everything applicants see carries your municipality's name, and every status change is logged with who made it.



One household record. Applicant, address, contacts, household and income, employer and bank, grants, documents and the indigent assessment, on one record that every step works from. Names and amounts are fictional.

A platform in its own right

IndigentIQ uses Deis's shared verification services and OmniLink for SMS and WhatsApp status messages. It is not linked to CollectIQ or GovernIQ.

TWO WAYS TO RUN IT

For municipalities, and for the service providers who win their tenders.

Some municipalities run their indigent programme themselves. Others appoint a service provider to register or verify households. IndigentIQ supports both, and applicants always see the municipality's name.

FOR MUNICIPALITIES

Run your indigent programme on one platform

Registration, verification, approvals and renewals in one place, branded as your municipality, with an audit trail behind every decision. Officials see only their own municipality's applications.

FOR SERVICE PROVIDERS WHO HAVE WON A TENDER

Start in days, not months

Checks run through Deis's registry and bureau access, so there are no separate agreements to set up with Home Affairs, CIPC, the Deeds Office or the bureaus. Your field teams capture while the municipality reviews and approves. See deistech.co.za/indigentiq/tender.

FROM TENDER AWARD TO APPROVED REGISTER

01
Win the tender
You are appointed to run a municipality's indigent registration or verification programme.

02
We set you up
We configure IndigentIQ in the municipality's name, including forms, wards, messages, users and approval roles.

03
Capture in the field
Your teams capture applications on tablets with consent, GPS and documents. Checks run as they go.

04
The municipality reviews and approves
Officials approve or decline in the portal, with QA, a full audit trail and register reports.

No separate agreements

Registry and bureau checks run through Deis's access from day one.

Branded as the municipality

The field app, forms, SMS and WhatsApp messages carry the municipality's name, never IndigentIQ.

Consent built in

Applicant consent is captured in the application before any check runs.

ONE PLATFORM, MANY MUNICIPALITIES

A provider running several programmes keeps each municipality separate. Users are tied to their municipality, and reports and queues filter by municipality, so no household appears in another council's register.

CAPTURE

Capture the whole household on the first visit.

Field operators use a tablet app to capture everything an official needs to make a decision, so nobody has to go back to the door. Each application records its GPS position, the operator who captured it and when.

WHAT IS CAPTURED

AREA	WHAT IS RECORDED
Applicant	ID number, names, date of birth and age, title, gender, marital status, language, nationality and country of birth.
Address and contact	Residential and postal address, ward number, mobile, work and other numbers, email and an alternate contact.
Household	Each member's name, relationship to the applicant, monthly income and social grant status, and the household type.
Income and employment	Monthly income, employment status, employer, occupation and education level; social grants received (type, number and amount).
Services and meters	Municipal account number and account holder, Eskom account and meter number, district municipality account and meter, water meter number, electricity and water source.
Services received	Basic electricity, refuse removal, rates rebates and taxes, and indigent burial.
Banking	Bank, branch code, account number and account type.
Capture details	Operator, GPS position, capture date and time, application date and comments.

One record per household

Household members, grants and income sit on one applicant record, so the combined household income is visible at a glance.

Built for the field

A tablet app with GPS capture, so each application can be placed on a ward map.

Consent at capture

Applicant consent is recorded in the application before any check runs.

No second round of data collection

Capturing the meter and account numbers on the first visit means the approved register can go straight to the municipality's billing and prepaid teams.

EVIDENCE

The paperwork is captured once, in the municipality's own form.

Supporting documents are photographed at capture and stored against the household. The platform then produces the municipality's application form, with its logo, the applicant's declaration and the office-use section, ready to print, sign or file.

Supporting documents

ID copies, proof of address, proof of income, Eskom meter or token slip, and the property owner's ID, each tagged by type, dated and linked to the operator who captured it. Officials can view and download every image.

Applicant signature

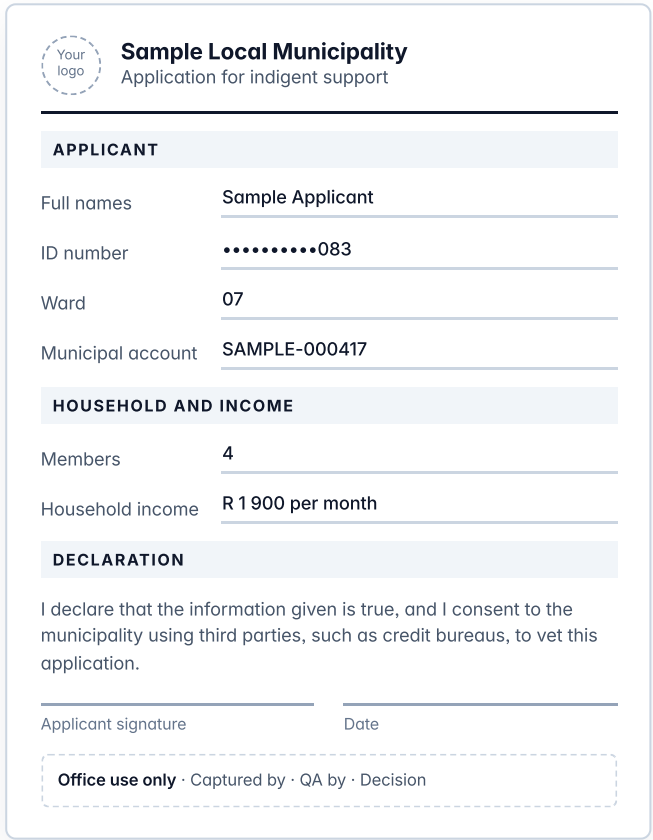
Captured with the application and printed on the form.

Declaration and consent

The applicant declares the information is true and consents to the municipality using third parties, such as credit bureaus, to vet the application.

Branded application form

A PDF form in the municipality's name and layout, with an Excel export of the same record. Officials can also produce forms in bulk.



Application form. Produced in the municipality's name and layout. Illustrative · sample data: the municipality and applicant are fictional.

AT AUDIT

When an auditor asks how a household qualified, the answer is a single file: the signed form, the documents, the checks and the decision.

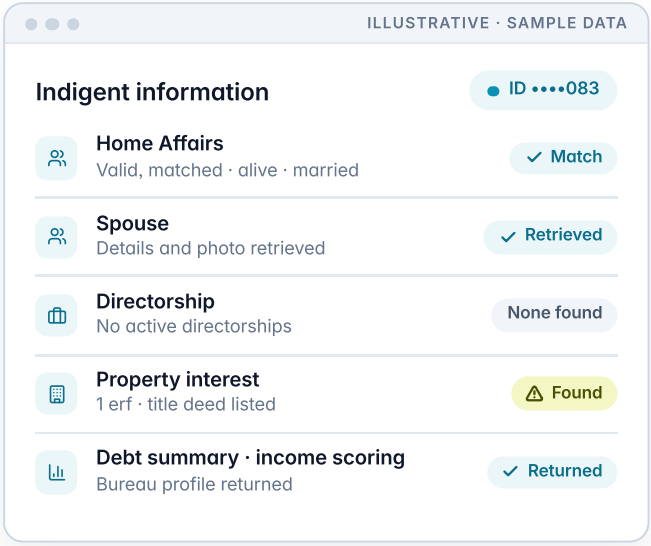
VERIFY

Check every applicant against official sources, automatically.

Checks start from the applicant's ID number and return in the same view the official is already working in. Because checks run through Deis's registry and bureau access, a municipality or tender provider does not need its own agreements to start.

WHAT EACH SOURCE TELLS YOU

Home Affairs	Whether the ID is valid and matches, alive or deceased status, marital status and spouse, and the ID photo for the applicant and spouse.
CIPC	Company directorships and whether they are active.
Deeds Office	Property interests: title deed, erf number, Deeds Office and physical address.
Credit bureau	Credit profile and debt summary, income indicators, and address, telephone and employment history.



Results beside the application. Collapsible sections in the official's view. Fictional applicant.

Spouse included

If Home Affairs shows the applicant as married, the spouse's details and photo are retrieved too, so household income and property are not understated.

In the officer's view

Debt summary, income scoring, property interest, directorship, and address, telephone and employment history, next to the application.

No separate agreements

Checks run through Deis's registry and bureau access, so a programme can start capturing in days.

WHY IT MATTERS

A deceased applicant, an undeclared property or an active company directorship usually shows up only after the subsidy has been paid. Here it shows up before the decision is made.

ASSESS

One assessment, built from every check.

IndigentIQ brings the checks together into a single indigent assessment for each applicant. It covers identity, citizenship, credit, property, employment and directorships, and ends in an overall eligibility outcome that the official reviews before deciding.

Identity and citizenship

ID verified, deceased status, and a citizenship assessment with the reason behind it.

Income

An income assessment, including a monthly-debt income indicator and employment records with the primary employer, position and salary.

Property

The number of properties owned, the value of the portfolio, and a property-ownership assessment.

Business interests

The number of directorships, active directorships, and the primary company with its registration number and director status.

Credit and fraud indicators

Credit score and classification, with flags showing whether consumer, employment, property, directorship and fraud-indicator data was found.

Final eligibility

An overall outcome, with the assessment date and processing status, on its own tab in the applicant's record.

Client enquiry · Indigent assessment — ILLUSTRATIVE · SAMPLE DATA

ASSESSMENT	RESULT	DATA FOUND
Identity and citizenship	ID verified · citizen	Yes
Income	Income assessed	Yes
Property ownership	1 property	Review
Directorships	0 active	None
Fraud indicators	None flagged	None

FINAL ELIGIBILITY

Review required

Assessment date	Sample date
Processing status	Complete
Decision	With the official

THE PRINCIPLE

The assessment informs the decision but does not make it. An official still approves, declines or sends the application for review, and gives the reason.

DECIDE

A queue, a second pair of eyes, and a reason behind every decision.

Captured applications go into a quality-assurance queue for each municipality. Officials pick up an application, review the household, documents and checks together, and move it to its next status. The system records who did it, when, and why.

HOW AN APPLICATION MOVES

01
Applied
Captured in the field and submitted.

02
Verification in progress
Checks have been run and the application is in the QA queue.

03
Review required
Sent back because something needs attention.

Approved
Added to the register of approved households.

Declined
Closed, with the reason recorded.

An official can approve, decline or send an application back for review at any point in QA. Every change needs a reason.

Single-operator lock
Each queued application is assigned to one official, so two people never work the same file.

Reasons on every change
A status change needs a reason, and it is written to a status-change log together with the user who made it.

QA accountability
The QA status and the person who carried out the QA are kept with the application.

Search by ID
Any authorised official can find an applicant by ID number and see the full record, documents and assessment in one place.

Quality assurance · Sample Local Municipality — ILLUSTRATIVE · SAMPLE DATA

APPLICATION	WARD	CAPTURED BY	STATUS	ASSIGNED TO
IQ-0417	07	Field operator 03	Review required	QA official 02 · locked
IQ-0418	07	Field operator 03	Verification in progress	Unassigned
IQ-0421	11	Field operator 05	Verification in progress	QA official 01 · locked

AN EXPLAINABLE REGISTER
Every status change is logged with the user and the reason, so the register can always explain itself.

SUPPORT

Applicants hear from their municipality, not from a system.

Households are told how their application is progressing, in the municipality's name. This cuts down on calls and walk-ins to the indigent office and builds trust in the programme.

Automatic status messages

SMS and WhatsApp updates go out automatically as an application moves, sent through OmniLink.

Scheduled messages

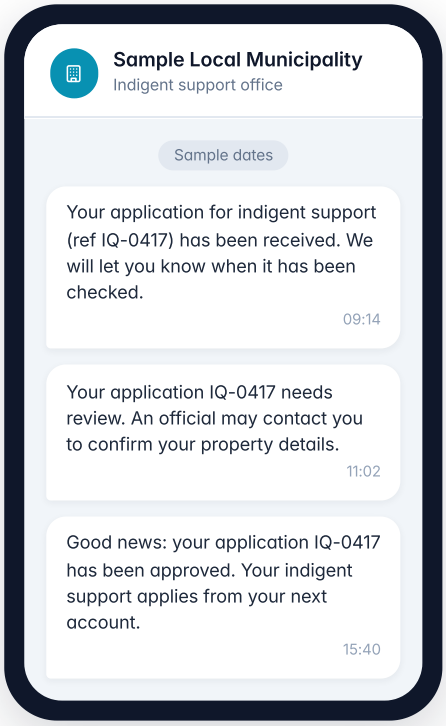
Officials can send an SMS to an applicant now or schedule it for later, and every message gets a trace number.

Branded as your municipality

The field app, forms, SMS and WhatsApp messages carry the municipality's name, never IndigentIQ.

Contact details you can trust

Mobile numbers are captured at the doorstep, together with an alternate contact.



Status messages. Illustrative · sample data. Wording is set with the municipality.

The municipality's programme, in the municipality's voice

Applicants see the municipality's name on every message, so the programme is clearly the municipality's own and the municipality can stand behind it.

ADMINISTER

A register you can hand to an auditor.

The approved register is the end product of the programme. IndigentIQ keeps it current, runs renewals on the same record, and lets managers report on the work behind it by municipality, date range, operator and ward.

Registers and renewals

The approved households, with their application status and the municipal services they receive. Renewals run on the same household record.

Operational reports

Applications by municipality, date range and operator, downloadable as CSV or Excel.

Audit extract

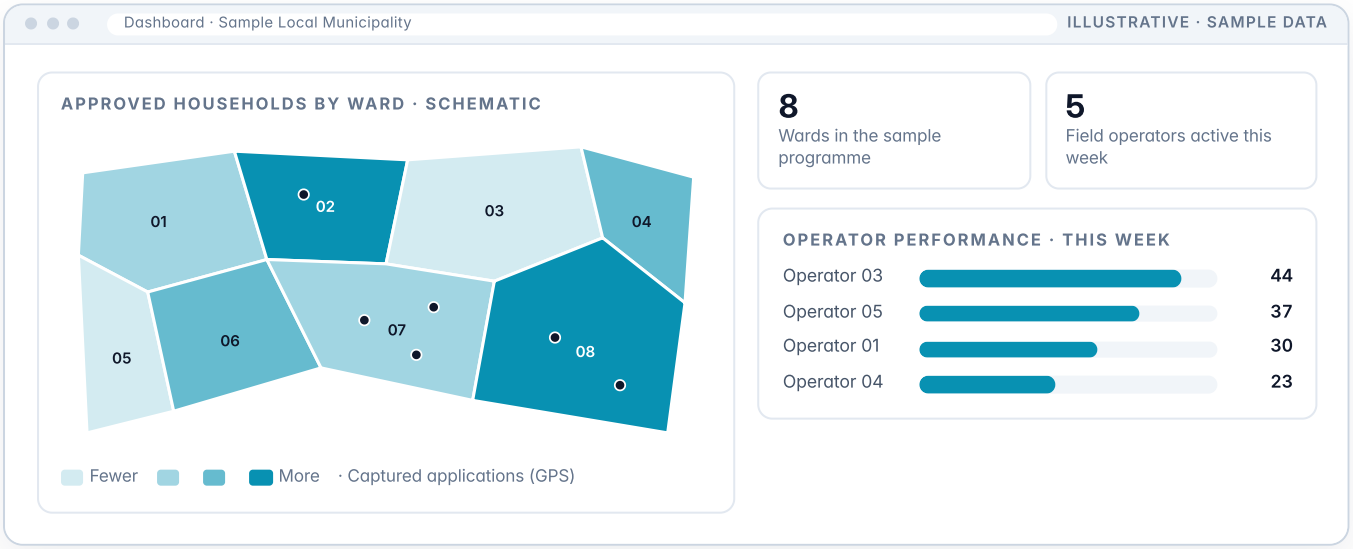
A report of each application with who captured it and when.

Bulk export and bulk forms

Export the register, or produce application forms in bulk for filing.

Dashboards and GIS ward maps

Enrolment by ward and operator performance on dashboards and GIS ward maps, built from the GPS position recorded at capture.



Dashboards and ward maps. A schematic of the ward view and operator performance. Wards, operators and counts are fictional.

REGISTERS NEVER MIX

Reports are filtered by the user's own municipality, so a provider running several programmes never mixes registers.

TRUST

Applicant data stays where it should, and only the right people see it.

Indigent applications hold identity numbers, incomes, bank details and ID photos. IndigentIQ limits who can see them, records who acted on them, and lets the municipality choose where the data lives.

Municipality-scoped access

Users are tied to their municipality and see only that municipality's applications, queues and reports.

Role-based page access

Administrators decide which users can capture, enquire, run QA, send messages or pull reports.

Sign-in controls

Two-factor authentication with an authenticator app, account lockout after repeated failed sign-ins, and a login history.

Audit trail

Status changes are logged with the user and the reason, and every capture records the operator.

WHERE IT RUNS

FREE PLATFORM LICENCE

Your own environment

Host IndigentIQ in your own environment under the free platform licence. Applicant records stay with you.

ON APPLICATION

Deis-hosted

Ask about the Deis-hosted option on Azure South Africa North if you would rather not run it yourself.

Applicant data stays in your environment

When you host IndigentIQ, applicant records stay in your environment. Verification checks call Home Affairs, CIPC, the Deeds Office and the credit bureaus, and status messages go out by SMS or WhatsApp. Applicant consent is captured in the application before any check runs, and kept with the household's record.

GETTING STARTED

A free platform licence. You pay for what you use.

Free platform licence — you pay only for the checks you run and the messages you send. The licence is free when you host IndigentIQ in your environment. For check and message pricing, the Deis-hosted option, or implementation, training and support, call us for a quote.

ITEM	HOW IT WORKS
Platform licence	Free when you host IndigentIQ in your environment.
Verification checks	Per check run: Home Affairs, CIPC, Deeds Office and credit bureau. Call for a quote.
Messages	Per SMS or WhatsApp message sent. Call for a quote.
Deis-hosted option	Hosted by Deis on Azure South Africa North, on application.
Implementation, training, support	On application, if you need them.

WHAT GOING LIVE INVOLVES

01
Scope
The municipality or municipalities, wards, expected volumes and timeline.

02
Configure
Forms, wards, messages, users and approval roles, in the municipality's name.

03
Train
Field operators and officials, on capture, QA and approval.

04
Capture
Field teams start capturing, and checks run as they go.

05
Report
Registers, reports and exports from the first day.

Is the platform licence really free?

Yes, when you host IndigentIQ in your environment. You pay only for the checks you run and the messages you send.

We won a tender. Do we need our own bureau agreements?

No. Checks run through Deis's registry and bureau access.

Will applicants see the IndigentIQ name?

No. Everything applicants see carries your municipality's name.

REGISTERED, ACCOUNTABLE AND BUILT IN SOUTH AFRICA

- ✓ Registered on the Central Supplier Database
- ✓ Level 1 B-BBEE contributor
- ✓ Registered credit provider NCRCP22187
- ✓ SACRRA member
- ✓ ISO 27001 and SOC 2: in progress

Deis TECHNOLOGIES

TALK TO US

Running an indigent programme, or just won the tender?

Send us the outline: the municipality, the number of wards, the expected number of households and your timeline. We will show you IndigentIQ running on a sample ward, map your set-up, and quote for your checks and messages.

PRICING

Call for a quote.

Free platform licence — you pay only for the checks you run and the messages you send. We quote check and message pricing, and any hosting, implementation or training, after a short scoping call.

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WHAT WE SCOPE WITH YOU

- The municipality, or municipalities, and the number of wards.
- The expected number of households and your timeline.
- Your forms, messages, users and approval roles.
- Where it runs: your environment, or Deis-hosted on Azure South Africa North.

CALL
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