



AIDCARD[™]
by OPS

Overview **AIDCARD**[™]

AIDCARD[™] is a secure, simple to use Biometric, digital software solution that enables OPS Group to manage all our programs for our clients. The AIDCard system improves operational efficiency and ensures that programs remain relevant and fit for purpose.

The AIDCard Solution is a fundamental component of the core services offered by OPS, providing operational support and “last mile solutions” in challenging environments.

AIDCARD[™] Platform Features

There are four key features within the OPS Group AIDCard Platform;

1. **Beneficiaries:** Managed profiles of people benefiting from the system.
2. **Sources of Funds:** Donors (i.e. USAID, DFID, ECHO, Public etc.), Grants (i.e. separate Projects or Budget Lines etc.)
3. **Commodities:** All items that can be tracked and redeemed within the AIDcard system, including; goods, food, NFI's, cash, virtual currencies etc.
4. **Vendors:** Managed profiles of people, shops, agents, distribution points etc.

Once these above entities have been setup, the AIDCard platform can **record and report all the transactions** happening in the **Market** including full line item details (i.e. **who bought how much of what product at which vendor and at what time**). Within the AIDCard platform there are additional **built-in functionalities** for further utilization of the data:

- **Surveys:** With the help of the AIDCard Collect App, any type of data-collection survey can be implemented. There are built-in customizable surveys for the following tasks
 - Beneficiary Registration (with the ability to decide on eligibility in offline and record the delivery of any item at the same time as registration)
 - Complaint Registration
 - Post Distribution Monitoring (PDM's)
 - Distribution Monitoring (DM)
 - Price Monitoring
 - Generic Surveys
- **Dashboards:** Displays Key Performance Indicators (KPIs) with graphs, charts, tables etc. in real or near real-time. There are different perspectives focusing into different entities and their metrics within AIDCard platform;
 - Beneficiary Dashboards
 - Vendor Dashboards
 - Transaction Dashboards
 - Market Dashboards

- **Excel Export:** AIDCard platform can export any data stored in its database to Excel for further data analysis. These reports contain cross-references of entities and can be enriched by the collected survey data.
- **User Management:** Within AIDCard platform it is possible to control which user has access to different sections of the data and which user is able to perform certain actions in a very fine-grained manner.

Beneficiaries

- Each **Beneficiary** or **Household** is assigned a unique **profile** within the AIDCard platform
- For each profile the following can be managed within the AIDCard platform;
 - **Registration Details:** Data for any number and type of fields including Photo, Fingerprint/Iris (Biometrics), GPS Coordinates, Photo, Signatures etc. This information can be imported from existing sources of organization or can be collected using the AIDCard Collect App
 - **Surveys:** There can be any number of linked surveys to any beneficiary profile including PDMs, Complaint Registration, and Beneficiary Information Update etc.
 - **Assistance:** At any time, all the allocations (reservations) to any profile and their redemptions can be monitored; beneficiary balances can be tracked
 - **Transactions:** All details of each transaction made by beneficiary can be accessed from the profile including; time, vendor, item details; GPS etc.
 - **Attendance:** Entry/Exit events to different sites (training, work-site, schools etc.) with optional pictures and GPS coordinates can be stored and viewed within Beneficiary Profile.
 - **Complaints:** Beneficiary complaints and history of actions related to each complaint can be tracked within a Beneficiary Profile.
- Beneficiary Identities can be accessed/managed/secured by using different identity products/features;
 - **Smart-Cards (e-Vouchers):** Electronic cards with a built-in secure memory and able to hold multi-wallets [22 wallets in standard smart card]
 - **QR Codes/Barcodes:** Paper cards or lists with unique barcodes for identifying beneficiaries quickly and conveniently
 - **Phone Numbers:** Mobile numbers can be linked to beneficiary profiles and can be utilized for making transactions, complaint registration, SMS texts etc.
 - **Biometrics:** Fingerprint or Iris data can be used to verify a beneficiaries' identity.

Sources of Funds

- AIDCard platform can track **multiple Activities** originated from *multiple Donors and Donor Grants*.
- There can be **any number of Donors**
- There can be **one or many Grants** from any Donor or Donors
- There can be **one or many Activities** from any Donor Grant with **multiple modalities**, sector (FSL, WASH, Shelter etc.) and types.
- AIDCard platform can track the following Activity types:
 - **E-Vouchers**

- Currency Values
- In-Kind Values
- **Distribution Lists (QR Codes or Barcodes)**
 - In-Kind
 - Cash in Envelope
- **SMS Mobile Money**
 - Close-Loop
 - Open-Loop Integrated
- **Cash for Work**
- **Attendance**
- **On-site verifications**

Commodities

- Inside the AIDCard platform a **Commodity** can equate to both **Currency** or Quantity of a valued item, with a **Single or Multiple Units**
- In a closed-loop operation the AIDCard platform **1:1 virtualizes the Local Currency** for electronical exchange between entities.
- There are two main types of Commodities;
 1. **Virtual Currency:** Is the main monetary value tracked within the AIDcard platform (usually the local currency of the mission)
 2. **Redeemable items:** All the items that the credits distributed (e.g. currency or quantity) can be redeemed for like Food, Clothing, Cash etc.

1. Sales Baskets

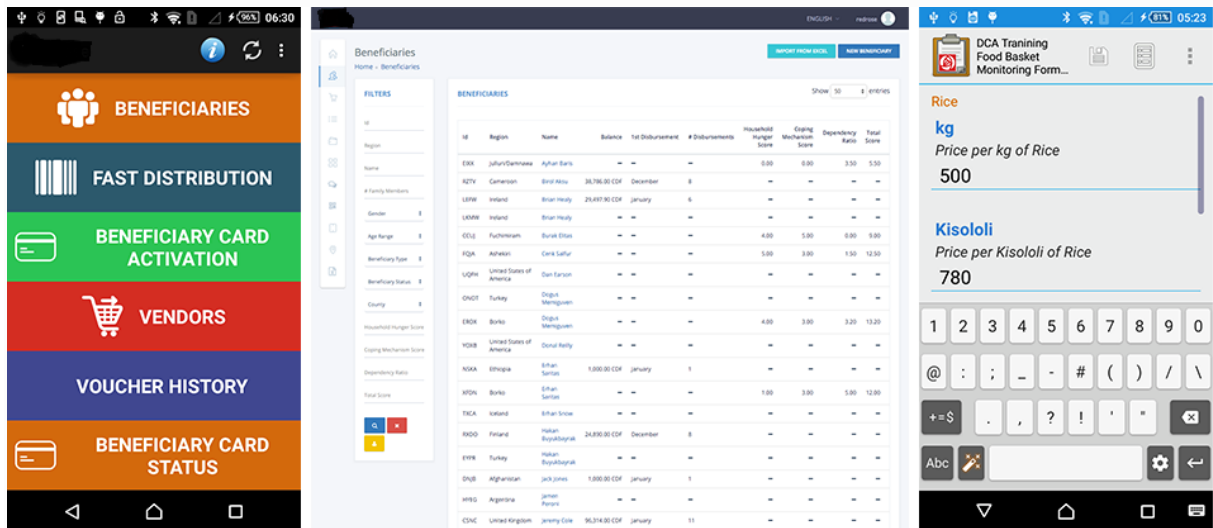
- **Any number of Sales Baskets** can be generated with different levels of control of the **market**. Ranging from **very loose** with low M&E (monitoring and evaluation) data to **very sophisticated** control (fully imposed price control with ranges and per vendor enablement of commodities) with detailed M&E data
- Sales Baskets can contain **Cash** distributions; (for Money Agents, Hawala etc.)
- Sales Baskets can be categorized (i.e. Food, Wash, NFI etc.)
- For any Commodity, **Multiple Units** can be tracked (kg., ltr., tonne etc.) and **Local Units** are also supported (kolba, mudu, kisolili, murongo etc.)

Vendors

- The AIDcard Platform enables **Assessment and Registration** of Vendors
- All **Vendor Transactions** and **Accounting** can be managed within AIDcard platform
- Vendors can hold devices (Android phones/tablets) and their synchronization status can be tracked within the AIDcard platform

AIDCARD™ Software & Hardware

Software



AIDcard™ consists of seamlessly integrated software tools utilizing different types of hardware. There are three main software components;

1. **AIDCARD™ platform:** Web-Based Information Management System
2. **AIDCARD™ app:** Multi-purpose App for Android devices for both Offline and Online
3. **AIDCARD™ Collect:** Data-collection App for Android devices (compatible with ODK and XlsForm), can be used both Offline and Online

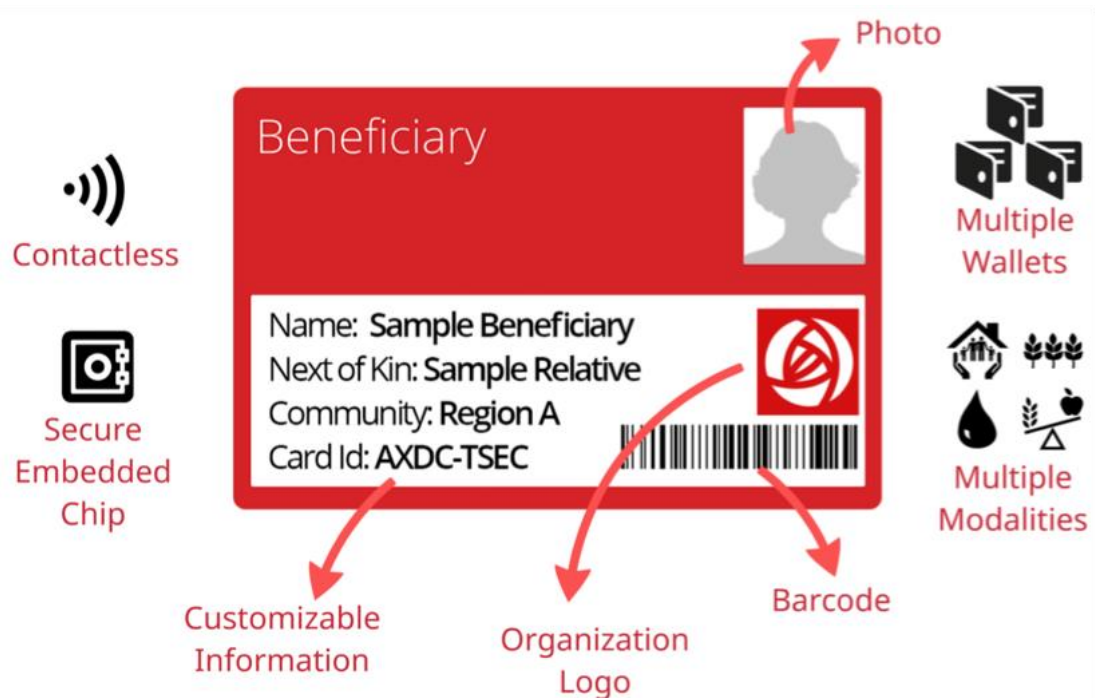
Hardware



Other hardware that could be used for different purposes;

- **Mobile Bluetooth Printer:** For printing, customizable receipts on thermal paper in any language, has its own battery and is very durable and portable
- **Barcode Scanner:** For scanning any barcode for distribution and tracking purposes, can scan 1D/2D barcodes, has its own battery and is portable
- **Biometrics:** For verifying beneficiaries' identity within the AIDcard platform. Fingerprints or Iris data can be enrolled within AIDcard platform and utilized later on.

- **Smart Card (e-Voucher):** Used as an identity product, customized with logos, photo of the beneficiary and any data fields including beneficiary name, next of kin, communities etc. and can securely hold multi-wallet balance data digitally.



AIDCARD™ Data Management

Where is the Data Stored and how it is Served?

- AIDcard is served on a **Software-as-a-Service (SaaS)** model where all the **infrastructure is managed**.
- Each mission is hosted on an **isolated instance** in **AWS** (Amazon Web Services, no.1 global IT infrastructure provider)

What are the Data Security Measures Involved?

- **Security** of data and communications is **No.1 priority!** All of the components include different standards based upon **high level security** mechanisms.
- OPS Group AIDcard (smart cards) is based on the same chip that is used in modern transportation systems like London's Oyster Card with the same levels of security. It features a **multi-wallet, with a securely accessible memory** using any Android device with NFC.
- Field staff devices can process sensitive data (mainly they collect it) but once it is **synced safely** that data **automatically gets wiped**.
- For extended security, Android devices in the field are **locked for purpose**; only allowing the use of AIDcard app or AI Card Collect and **block** all other features of the Android device like browsing web, making calls, playing games etc. This feature and policies can be **managed centrally**.

- All communication between users, apps and AIDcard platform is **encrypted** by industry-standard **SSL**.

How does the AIDcard System work Offline?

- Both **AIDcard app** and **AIDcard Collect** are designed to **work totally offline** and once they are setup; there is no limitation for the usage in offline mode. The data stored within them is **very small** and standard consumer Android Device storage spaces are very large which allows them to **be offline as long as required** (even months).