Supporting national crime prevention efforts with the SAPS

Successful partnership with the South African Police Services puts law enforcement in the palm of citizens' hands.

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The South African Police Service (or SAPS) is the national police force of the Republic of South Africa, comprising a total of 1 154 stations across all of the country's provincial borders. It has the sole mandate as laid down by the Constitution of South Africa to prevent, combat and investigate crime, maintain public order, protect and secure the inhabitants of the Republic and their property. Included in this directive is upholding and enforcing the law, creating a safe and secure environment for all people in South Africa, preventing anything that may threaten the safety or security of any community, investigating any crimes that threaten the safety or security of any community, ensuring criminals are brought to justice and participating in efforts to address the causes of crime.

The challenge

In its continued efforts to curb widespread criminal activity, the SAPS needed a digital platform to make anonymous reporting by the public possible. Given the high levels of criminal activity and the fact that a large number of incidents go unreported even when there are witnesses present, a platform was required that allowed easy access for members of the public to deliver anonymous tip-offs to the authorities as when incidents occur so as to fast-track police response.

The Solution

As a long-serving partner to the public sector in the country, Vodacom was recentlyawarded the RT15 contract to provide mobile services to the government, and, through partnering with the SAPS have gone on to created and manage the mySAPS application. Based on the existing e-government SmartCitizen application, the mySAPS application enables citizens to search for the nearest police station, submit a tip-off, call the crime stop number, visit the SAPS Web site, as well as send messages.

On using the app, users are requested to provide a name and cellphone number which remains anonymous, and are also able to record video and audio, take pictures and access GPS location data. The GPS information is used to direct users to their nearest police station by using Google Maps in the backend – media access is used in reporting crimes, where users have the option to attach these files. As a free application powered and enabled by Vodacom, it is available for devices running on Android and iOS systems. For feature phones, it is still accessible via USSD.

MySAPS app The app is geared at improving everyone's safety and is Vodacom's way of changing the face of criminal reporting, now allowing the public to report criminal activities as and when they occur ensuring police are able to to act swiftly.

Why Vodacom Business

1. Reliable and cost-friendly communications solutions across mobile, fixed-line voice, and data.

2. Vodacom Business takes the journey with customers, backed by always available support and quick problem-solving.

3. Technology partners that specialise in specific sectors and meet customer requirements on their market terms.

4. Access to the insight and support that blends technology and business, allowing stakeholders to benefit from these advantages.

5. Fast and reliable deployment, meeting, and often exceeding deadlines.

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