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All AFISwitch Resellers & Service Providers

### **AFISWITCH SERVICE DELAYS AND FUTURE ROADMAP**

The SA Police Service Automated Fingerprint Identification System (SAPS AFIS) was initially configured to meet the SAPS business needs when it was commissioned in 2002. Although the SAPS AFIS was enhanced by the addition of the palm print functionality in 2004, the SAPS AFIS hardware was not upgraded. A lack in the upgrade of the system's hardware and an increase in demand inevitably culminated in some over utilisation of the system and other technical difficulties.

Since SAPS AFIS went live in 2002 the system has successfully completed a day's work in a day's time. However, a recent technical difficulty has resulted in the capacity significantly dropping from the 2002 configured throughput levels.

The SAPS, Sagem SA and Ideco AFISwitch have already instituted several coherent actions in an attempt to resolve the recent technical difficulties. Sagem SA technicians from France are currently conducting a thorough investigation into the system's performance and we expect a final report to be submitted within five working days. We will then communicate the implications to the market. Please note that the matter has also been escalated to the highest levels within Sagem SA and the SAPS.

Ideco and its partners are fully reliant on the SAPS AFIS for all fingerprint background screenings and will be adversely affected until the above problem has been resolved.

In order to ensure future capacity and service levels are met SAPS AFIS has planned a full system upgrade for early 2010. Moreover, Ideco will be implementing a full replication of the SAPS AFIS towards the end of March 2010. The Ideco AFIS system will operate independently from SAPS AFIS system but will be update in real-time. This will ensure you future service requirements are adequately met and not impacted by SAPS internal requirements. All identity number and name searches will be terminated two (2) months subsequent to the commissioning of the Ideco AFIS.

We would like to sincerely apologise for any inconvenience this may cause but will appreciate it if you can convey the message to your customers.

Please do not hesitate to call us should you require more information.

Kind regards,

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**J.S.PIENAAR**  
**DIRECTOR: IDECO AFISwitch (Pty) Ltd**