

# Fast, flexible tools to deliver social protection are needed now, more than ever.

There has never been a greater need for strong social protection systems to help people meet their basic needs when their livelihoods come under threat.

In the face of the COVID pandemic and mounting climate emergencies, governments around the world have been moving to establish or expand social protection. The question is no longer whether to invest in social protection, but how to deliver it efficiently.

To meet today's interconnected challenges, the world needs social protection systems that are quick, flexible and integrated. Digital information systems can make the delivery of social protection more efficient, but not all digital solutions are created equal. Many governments, social protection providers, and scheme operators continue to invest in stand-alone digital solutions that are designed to meet specific needs.

Often, these turn out to be difficult to sustain: licensing fees are expensive, users become reliant upon a single vendor, and information cannot be shared across systems, leading to 'data silos.'

Interoperable digital systems offer a better way forward. They allow the many different actors in the social protection delivery chain to exchange data with one another in real time, despite being housed in separate systems. This results in smoother experiences for beneficiaries – simpler procedures, fewer touch points, and quicker assistance – and better managed and monitored programs.



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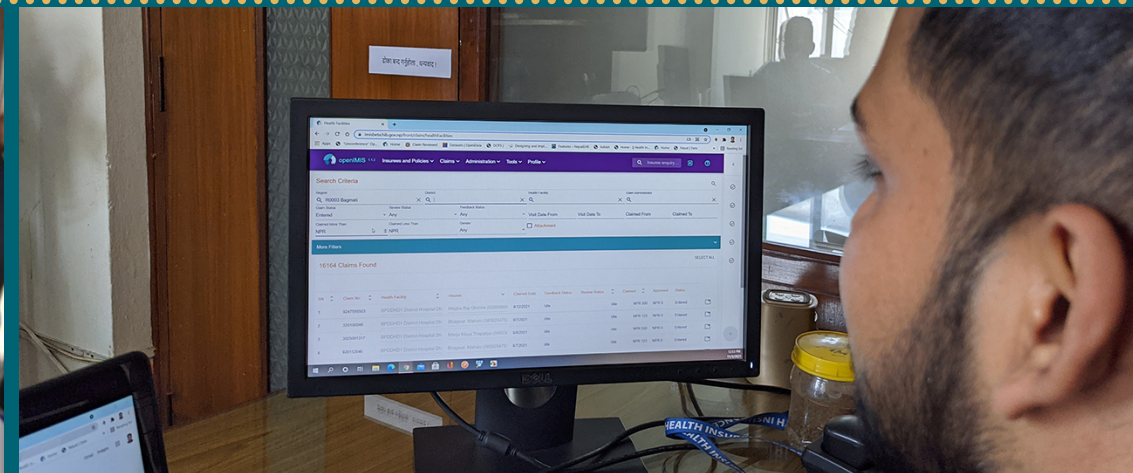


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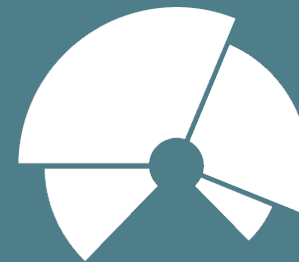
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# openIMIS is a digital tool that can meet today's needs – and tomorrow's, too.

openIMIS is an open source software designed to manage the complex, high-volume data flows which are required to operate social protection schemes. More than 6.3 million people in six countries already benefit from health insurance, employment injury insurance and cash transfer schemes managed using openIMIS.



open**IMIS**

## What sets openIMIS apart?

1

### A recognised digital public good

Certified by the **Digital Public Goods Alliance**, openIMIS can be downloaded, adapted and freely used by people anywhere in the world. Like other open source software, it offers a scalable, replicable solution that can be applied to local requirements. Customising openIMIS is less time- and resource-intensive than developing something from scratch. What's more, the software is continuously improved and updated based on user feedback. This means that users not only benefit from a top-quality product, but can help to shape it for future users as well.

2

### Co-created by a vibrant community

openIMIS has been developed – and continues to evolve – through an open and collaborative process. Users, developers and implementers spread across the world are all part of the openIMIS community. They provide suggestions for new features, report and address technical glitches, and provide expert support to other users. In the openIMIS community, knowledge and expertise are diversified, rather than concentrated in a few hands. Anyone can contribute – and everyone benefits in return.

# 3

## Modular and fully customisable

openMIS offers functionality in beneficiary management (including registration), benefits administration (including payments), and data analysis. Users can pick and choose which modules they wish to use and can adapt these to the specific needs of different use cases, from social insurance to cash transfer schemes. This is possible because the core processes involved in social protection schemes are largely the same everywhere, even if the strategy and policy frameworks differ.

# 5

## Offers a business model for local companies

openMIS is a global product whose implementation in countries is made possible by the contributions of local companies and software developers. This arrangement is mutually beneficial. Local companies which develop expertise in digital global goods can translate this into a successful business model. By providing services and support to users of openMIS, these companies create jobs and generate benefits for the local economy. They also help to ensure the long-term sustainability of the software.

# 4

## Enables the seamless exchange of information

Because it is built in accordance with industry standards for information exchange (HL7 FHIR specifications), openMIS can communicate seamlessly with other systems, including data analytics platforms (e.g. DHIS2), electronic medical record systems, and existing beneficiary lists held by social protection agencies. This results in faster, smoother experiences for the scheme operators and health/payment providers who work directly with openMIS – and for scheme beneficiaries as well.

# 6

## A sustainable solution

All of these attributes help to make openMIS a sustainable solution that not only meets the needs of the current moment, but can evolve to meet tomorrow's as well. openMIS is not a faceless product, interchangeable with any other. Scheme operators and implementers feel particular ownership of openMIS because they have been part of creating it. This makes it likely that they will continue to use and maintain it using their own resources.



Photo by Alexander Suhorucov from Pexels



Photo by Mimi Thian on Unsplash



## openIMIS delivers ‘quick benefits’ in The Gambia

As COVID-related lockdowns began to devastate people’s incomes, the government of The Gambia acted fast. In cooperation with the World Bank, it set up a \$10 million cash transfer scheme, known as Nafa Quick (‘quick benefits’), to provide cash to 83,000 households in 30 of the country’s poorest districts.

Nafa Quick was not only the largest cash distribution scheme in the country’s history, it was also one of the fastest. Within a four-month period in mid-2020 the National Nutrition Agency (NaNA), which administered Nafa Quick, succeeded in providing cash support to more than 650,000 people.

The secret which made this possible? openIMIS.

NaNA had contracted a local software company called 2M Corp to come up with a digital information system to manage Nafa Quick. As a small start-up in a country where IT expertise is scarce and expensive, 2M Corp works with open source software whenever possible.

‘You can save time, human resources and money by bringing in something that’s already working elsewhere,’ according to Momodou Jarju of 2M Corp. ‘The client spends less and gets the benefits of an open source platform that’s already doing 80% of what you want. The other 20% you can customise.’

Jarju and his colleagues at 2M Corp scanned available open source options and discovered openIMIS. They quickly grasped its potential for managing a cash transfer scheme. Within a month, they had adapted openIMIS to handle household registration, enrolment and payment processes for Nafa Quick, and had trained end-users at NaNA and the payment provider how to work with openIMIS.

Photo by Hella Nijssen  
from Pixabay

# Support openIMIS and make integrated solutions for social protection a reality for people around the world.

International organisations, development partners and foundations can help the openIMIS Initiative to bring the benefits of integrated social protection programs to people everywhere.

openIMIS is a certified digital public good, listed in the registry of the **Digital Public Goods Alliance**. By supporting openIMIS, you are supporting the movement towards aligned investments in 'shareable' digital solutions in line with the **Principles for Digital Development** and the **Digital Investment Principles**.

Interested? Find out more



To discuss how your institution can support openIMIS please contact the openIMIS Coordination Desk ([contact@openimis.org](mailto:contact@openimis.org)).

## Two avenues for support

### Catalytic Implementation Fund

When a potential new openIMIS use case arises, a feasibility assessment or scoping mission can help to determine whether openIMIS is the right solution. The Catalytic Implementation Fund, managed by the openIMIS Initiative, provides the start-up resources needed to explore new openIMIS implementations.

There are two ways you can support the Catalytic Implementation Fund:

- By contributing resources into the pooled fund.
- By encouraging partners in countries where you work to apply to the Catalytic Implementation Fund for start-up support.

For more information, visit the wiki: <https://bit.ly/3Bt9LMT>

### Direct implementation support

openIMIS can help to streamline the administration of existing social protection schemes or form the operational basis for brand new ones. Resources from external development partners can support the initial identification of software needs, the customisation and initial deployment of openIMIS, and the training of frontline users.

The team at the openIMIS Coordination Desk stands ready to engage partners supporting the direct implementation of openIMIS. By keeping the openIMIS team appraised and informed, you ensure that lessons from country implementations are fed back into the Initiative, and that country-level partners are integrated into the global community.