



“ There are thousands of people in our country that have money sitting in the Government Employees' Pensions Fund (GEPF) living in poverty that we can help. We cannot do this if we are sitting in an office in Pretoria. But we can do that through mobile vans. Why? Because we're going to places where there is nothing. SIM cards don't work, there's no reception and no connectivity. We go to mountainous areas, we go to the desert, where there are a few people, but those people are government employees and need access to their information. ”

Sandi du Toit, GEPF

**CHALLENGE:** Home to one of the world's largest national pension funds, South Africa has 1.2 million people needing access to funds to enjoy daily retired life. However, an estimated 10% of the population that qualifies for a pension is unaware or unable to access it.

**SOLUTION:** An urgent need was to provide always-on broadband connectivity to allow real-time access to people's pension, no matter how remote the location. Working with Vox, YahClick provided the perfect solution – vans specially equipped with a YahClick portable satellite, helping to connect the unconnected.

**RESULT:** Today 1.2 million members of GEPF and their beneficiaries can now gain access to valuable financial services thanks to GEPF's connectivity via YahClick's high-speed, reliable satellite broadband service.

## HOW YAHCLICK HELPED GEPF REACH 1.2 MILLION PENSIONERS

South Africa's Government Employees' Pension Fund (GEPF) is one of world's largest national pensions with 1.2 million individuals needing access to the fund to enjoy daily life. With workers and their beneficiaries spread beyond the big cities and towns, often in remote and rural areas with no access to connectivity, it is a huge challenge to connect individuals. In addition, an estimated 10 per cent of the population who are beneficiaries are either unaware, or unable to get access to pensions that they are entitled to.

To facilitate the efficiency of South Africa's government pensions administration, an initiative to reach the unreachable was launched, with pension representatives travelling to remote areas. However, access to the pension's online system proved troublesome using traditional terrestrial mobile connectivity due to the poor infrastructure in remote areas.

In order to help individuals access the pension fund, an always-on broadband connectivity solution was urgently required.

Working with Vox, YahClick partnered with GEPF to deploy 11 specially adapted vans fitted with a portable YahClick satellite. Operating as pop-up offices, the YahClick Go service enabled real-time access to the government pension system. They enabled access in the remotest areas, unhindered by the likes of mountains and inclement weather, and were easily deployable.

Easily transportable, the vans offered an auto pointing satellite solution, giving instant, fast and reliable access to the internet for the on board GEPF team, who were then able to assist their members and beneficiaries. The security and reliability of the service was especially important, given the sensitive and confidential nature of the business being conducted.

As a result, the system allowed GEPF representatives to deliver full access to people's pension information, no matter how remote the location.

- **1.2 million members and beneficiaries** can now access their pension fund internet via satellite broadband internet.
- **10% of GEPF members** who were previously unable to claim their pension are now a step closer to enhancing their lives.
- **Increased service offering** such as conducting research and the ability to interact in-person with the GEPF team can now take place **even in the remotest locations.**



“ We make sure that government employees who have worked for us for a long period of time have a safe pension until they pass away. Public servants are spread throughout the country even in the most rural areas. And those people cannot get into a car and drive to a regional office – a physical building – and speak to a Government Employees' Pension Fund representative. So we created this initiative to take these services to those areas. ”

Sandi du Toit, GEPF

“ Our transportable broadband internet solution is vital for any individual or organisation that needs internet access across a variety of mobile outdoor locations. Our YahClick Go service ensures customers can achieve the same performance in every location, regardless of landscape or infrastructure. For example, you can be in a crowded city in the morning and in a small isolated village in the afternoon, and still access the same quality high-speed, reliable satellite broadband internet from the same equipment. ”

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“ Our aim was to support the GEPF reach those people who ordinarily would not be able to access their services. The portability available through satellite broadband has enabled GEPF mobile offices on wheels, allowing members vital access to the pension information and services they need. ”

Vox

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