

COMPANY & CAPABILITY PROFILE

VoiceInsights Africa

Voice-first Research, Data Collection, M&E and Decision
Intelligence Infrastructure

“Every Voice. Every Language. Every Insight.”

VERSION

1.0

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DOCUMENT

VIA-CORP-CAPABILITY-
PROFILE

AUDIENCE

Public · Procurement

Who we are

VoiceInsights turns community and field evidence into traceable, decision-ready institutional intelligence.

VoiceInsights Africa

The institutional brand, and the party an organisation contracts with. It carries the research and delivery capability: instrument design, field operation, quality control, analysis and governed publication.

VoiceInsights Workspace

The platform that capability runs on. It holds the instruments, the collection routes, the evidence chain, the review workflow and the publication engine, and it is the system an institution licenses when it wants to operate the capability itself.

The distinction matters in procurement. A buyer commissioning a study contracts for evidence; a buyer licensing the Workspace contracts for the system. Both are supported, and the engagement models on the next pages set out what each asks of your team.

What this document is. The institutional form of the capability the Enterprise capability statement publishes on the website. Both are built from the same governed registries, so the attachment and the site cannot disagree. Every capability statement here carries the status the registry gives it, and the limits are published alongside the capabilities rather than behind them.

The institutional problem

Organisations rarely lack data. They lack evidence they can defend when somebody asks where a number came from.

FRAGMENTED SYSTEMS

Instruments in one tool, field data in another, analysis in a spreadsheet and the report in a document nobody can trace back to a response.

EVIDENCE THAT WILL NOT HOLD

A finding survives a meeting but not a donor's follow-up question, because the chain from statement to source was never kept.

MULTILINGUAL COMPLEXITY

The language a respondent speaks, the language a team works in and the language a report ships in are three different decisions, routinely collapsed into one.

CONNECTIVITY

Field work happens where the network does not. Collection has to continue offline and reconcile later without losing the record of who collected what.

TOO MANY ROUTES IN

Phone, messaging, web and paper-replacement apps each arrive in a different shape, and the differences surface at analysis.

SLOW REPORTING

The gap between the last interview and a decision-ready publication is measured in weeks, and the decision has usually been taken already.

What follows is what Voicelnsights does about each of these, stated at the level the registry supports and no higher.

How we work

Three engagement models. The evidence chain is the same in all three; what changes is who operates it.

Managed research delivery

WE RUN THE STUDY

For an organisation that needs the evidence, not the software. Instrument design, translation of the instrument into the collection languages, enumerator arrangement, collection, quality review, analysis and the governed publication.

Technology-enabled delivery

YOUR TEAM RUNS IT, WITH US ALONGSIDE

For an organisation with its own M&E or research team that wants the instrument, the field workflow and the evidence chain to be somebody else's engineering problem.

Enterprise platform

THE PLATFORM AS INSTITUTIONAL CAPABILITY

For an institution standardising how evidence is collected, governed and published across programmes, countries and teams.

The delivery lifecycle

1 Design

2 Field preparation

3 Collection

4 Getting the work back

5 Evidence management

6 Quality control

7 Analysis

8 Reporting and decision support

The same evaluation boundary in all three. Most evaluation commissions use the OECD-DAC criteria. Our evidence base supports relevance, effectiveness and sustainability, and efficiency where the programme supplies its cost figures. It does not establish impact: a DAC impact finding needs a counterfactual, and the analytical engine refuses causal inference by name. Impact and coherence are an independent evaluator's judgement; we supply the evidence they reason from. Naming the criteria is not a claim of accreditation — no such accreditation exists for a platform.

Research, surveys and evaluation

36 commissionable study types across 8 categories, each carrying the status the registry gives it.

STUDY TYPE	STATUS
SURVEYS	
Household survey	Supported, bounded
Population survey	Supported, bounded
Kap survey	Proven
Farmer survey	Supported, bounded
ASSESSMENTS	
Facility assessment	Proven
Health facility assessment	Supported, bounded
Needs assessment	Supported, bounded
Rapid needs assessment	Supported, bounded
Wash assessment	Supported, bounded
Protection assessment	Supported, bounded
Gender inclusion assessment	Supported, bounded
School assessment	Supported, bounded

Deliberately not offered.

Causal impact evaluation. A causal impact claim requires an identification strategy and a counterfactual. The analytical engine implements neither and refuses the request by na

Census enumeration. A census enumerates every member of every unit, which is a repeat group — and repeat groups are deliberately not supported, because flattening one int

Conjoint pricing research. Conjoint, MaxDiff and constant-sum allocation are question types the collection surfaces do not implement, and the estimation behind them is not in th

Qualitative research

Qualitative is a registered research mode, and the interview formats sit inside it rather than beside it.

STUDY TYPE	STATUS
QUALITATIVE	
Kii study	Proven
Idi study	Proven
Fgd study	Supported, bounded
Stakeholder consultation	Supported, bounded
Community dialogue	Supported, bounded
COMMUNITY FEEDBACK	
Citizen feedback survey	Proven
Community scorecard	Supported, bounded

Key informant interviews, in-depth interviews and focus group discussions are **formats within qualitative research**, not separate designs. There is no separate KII module, route or table, and the qualitative model is instrument-agnostic: transcripts code against the same codebook whoever was in the room. Presenting a format as a module would claim a capability the system does not have.

What is produced

Audio evidence retained with its consent record, transcripts bound to the response they came from, thematic coding against a project codebook, and narrative findings that resolve to the material they came from.

What is not

Speaker identification in a group recording is not performed. Focus group audio is preserved and attributable to the session, not to the individual speaker.

Monitoring, evaluation, research and learning

Programme evidence that holds together between rounds, and a record of how each figure was produced.

STUDY TYPE	STATUS
MONITORING EVALUATION	
Baseline survey	Proven
Midline study	Supported, bounded
Endline survey	Supported, bounded
Post distribution monitoring	Supported, bounded
Programme monitoring	Supported, bounded
Evaluation study	Supported, bounded
Programme review	Supported, bounded
GOVERNMENT	
Service delivery survey	Supported, bounded
Public consultation	Supported, bounded

Baseline and endline are programme phases, not designs. A baseline is a structured survey run at the start of an intervention and publishes as a baseline publication; an endline repeats the baseline instrument so the two can be compared. Change is reported descriptively — a value, a later value, and the difference between them — because the platform implements no identification strategy and makes no attribution claim.

Indicator and results framework handling is configured per programme against the instrument and the evidence base. The platform tracks values and their provenance; it does not replace a results framework your institution already maintains.

Field operations and collection routes

6 registered routes into one governed pipeline. What arrives is shaped the same way whichever route it came through.

ROUTE	STATUS
Phone Call	Proven
WhatsApp	Proven
SMS / Feature-Phone Fallback	Proven
Web Platform Link	Proven
Offline Mobile Application	Proven
Email	Proven

Field operations

Enumerator assignments bound to a project, a separate field sign-in using a project code, enumerator ID and PIN, offline collection with later synchronisation, consent recorded with the response, server-side validation and supervisory review.

Operational requirements differ by route

The web link and the offline application work wherever the platform is deployed. Phone, WhatsApp and SMS require a communications provider to be configured for your organisation — one account covers all three.

Published limitations, carried on every study type

- **No roster.** One record per unit on every collection surface. Member-level rosters — a household enumerated person by person — are held relationally by the platform, and there is no roster control on the field app or the web link, so a roster instrument is configured with your implementation team rather than built and fielded unaided.
- **No causal claim.** Change is reported descriptively — a value, a later value, and the difference between them. No causal or attribution claim is produced, because the platform implements no identification strategy and refuses to imply one.
- **No media capture.** Photographs, GPS points and file attachments are not question types a respondent or enumerator answers. Location is recorded about a submission, not asked as a question.
- **Bounded logic.** Skip logic is one condition on one earlier question — “if they said no, do not ask the follow-ups” — evaluated by the server as well as the device. Multi-condition expressions, arithmetic across questions and cross-repeat references are refused when the instrument is imported rather than accepted and ignored.

Voice and African-language research

“Do you support my language?” is six questions, not one, and we answer them separately.

AXIS	WHAT IT ASKS
Text	Can a respondent answer in writing in this language?
Voice	Can a respondent answer by speaking in this language?
Transcription	Can that speech be turned into text?
Translation	Can it be translated for analysis?
Analysis	Can free text in this language be analysed?
Output	Can a deliverable be produced in this language?

What we will not tell you. No speech-recognition accuracy figure is published for any African language, because none has been benchmarked. The platform performs no automatic language detection — a declared language is what the caller supplied. The number of registered languages is not a capability figure: registration, measurement and product editions are three different counts, and we never add the six axes into a single “languages supported” number.

The language a respondent speaks, the language your team works in and the language a report ships in are three separate decisions. The live capability state of every registered language, on each of the six axes, is published on the website and read live from the capability registry rather than restated here, because a number in a PDF ages and a registry does not.

Data management, quality and evidence governance

A publication that cannot resolve its evidence is refused rather than produced.

VALIDATION

Instrument rules evaluated on the device and again on the server, so a submission cannot bypass them by arriving from an unusual route.

CONSENT RECORDS

Consent is recorded with the response, in the collection context and language it was given in.

QUALITY REVIEW

Review and approval steps sit between collection and analysis, with the reviewer recorded.

EVIDENCE TRACEABILITY

A published statement resolves to the responses it came from; where it cannot, the publication is refused.

ACCESS CONTROL

Role-based authorisation with tenant isolation. An organisation's evidence is reachable only inside that organisation.

RETENTION AND EXPORT

Retention follows law, consent and contract. Governed dataset export in open formats.

Audit trails. Material access, permission, review, export and disposal events are designed to remain attributable without placing sensitive payloads in logs.

AI, analytics and decision intelligence

AI assists governed analysis. People retain authority, and the evidence remains the thing that decides.

- 1 Authorized evidence
- 2 AI contribution
- 3 Candidate output
- 4 Human review
- 5 Accepted, modified or rejected
- 6 Governed intelligence
- 7 Publication approval

Where AI assists

Transcription, translation, classification, summarisation, thematic coding and drafting. Every contribution is candidate intelligence until a named reviewer accepts, modifies or rejects it.

Where it does not

AI does not approve evidence, make institutional decisions or authorise publication. It must never fabricate observations, consent, authority, approvals, audit history or provenance.

Not offered as live capability. Causal inference and design-based variance estimation are refused by name in the analytical engine. Predictive modelling and forecasting are not presented as available. Confidence is contextual evidence for review, not a guarantee of correctness; known uncertainty and missing evidence stay visible.

Reporting and publication

The output is a publication, not a data dump — and it is produced in the formats an institution actually circulates.

PDF

DOCX

PPTX

XLSX

CSV

JSON

Publication types

Executive summary, full report, evaluation report, monitoring report, policy brief, donor brief, management report, statistical annex, evidence annex and board-level output, according to what the evidence base supports.

Governed publication

Evidence lineage, human review, versioning, approval, correction and withdrawal apply to released intelligence. A publication carries the conditions under which it was produced.

The reference library is a demonstration. The reference publications on the website are produced from synthetic, internally governed demonstration content. They show the format, the structure and the governance — they are not client work, and every one of them is labelled as a synthetic demonstration wherever it appears.

Enterprise, government and integration

Stated at its implementation state, because a format implemented is not a system integrated.

INTEGRATION	STATE
Channels	Live
Offline app	Live
Email delivery	Live
Rest api	Configured per deployment
Exports	Configured per deployment
Sso	Configured per deployment
Scim	Configured per deployment
Bi tools	Configured per deployment
Instrument import	Format implemented, never connected
Dhis2	Format implemented, never connected

What “format implemented” means. We can produce a DHIS2 dataValueSet and parse an XLSForm correctly. No DHIS2 server and no Kobo server has ever accepted anything from this platform. Both halves are true; only the first is ours to claim. Single sign-on and SCIM user provisioning are configured per deployment rather than available by default. SAML and on-premise deployment are not offered. No government accreditation is held or implied.

Multi-country programmes

One programme across several countries stays one institutional record, with geographic scope enforced in authorisation rather than by convention.

Workspaces and roles

Organisation and project workspaces, role-based access, and a multi-tenant architecture in which tenant isolation is an implemented boundary.

Security, privacy, governance and safeguarding

Nothing on this page is a certification, and the page says so before a reviewer has to ask.

Applicable law

Implementations are designed to support obligations under Tanzania's Personal Data Protection Act, No. 11 of 2022, alongside the applicable agreement. Where a programme falls under the EU GDPR or another regime, those obligations are assessed and documented during implementation. No independent assessment of GDPR alignment has been carried out, and none is claimed.

Implemented controls

Authentication, scoped authorisation, encryption in transit and at rest, tenant isolation, auditability, retention and deletion controls, subprocessor and processing-location registers published and read live.

Held by no one here. Voicelnsights holds no SOC 2 report, no ISO/IEC 27001 certificate, no independent penetration test and no independently audited accessibility conformance. Each is listed in the procurement pack as requiring an independent party. Accessibility is a design target of WCAG 2.2 AA, measured with automated testing at four viewports plus targeted manual checks by the team that built the pages — which is a measurement, not a conformance claim.

Safeguarding, research ethics, responsible AI and publication governance each have a published position, and the procurement pack lists **15 published documents of 25**, with the remainder shown at their real state rather than omitted.

Who we serve

NGOS AND INGOS
Programme evidence that survives a donor’s follow-up question.

GOVERNMENTS AND PUBLIC SECTOR
Citizen evidence a ministry can act on, with the account of where it came from.

DEVELOPMENT PARTNERS AND DONORS
Impact data from grantees rather than their self-reports.

RESEARCH INSTITUTIONS
Evidence a client can defend, with the trail attached.

PRIVATE SECTOR
Customer, employee and market evidence where the registry supports it.

MULTI-COUNTRY PROGRAMMES
One programme, several countries, still one institutional record.

Private sector and market research

STUDY TYPE	STATUS
MARKET ENTERPRISE	
Customer satisfaction	Proven
Employee engagement	Supported, bounded
Market research	Supported, bounded
Financial inclusion survey	Supported, bounded

Sectors

HealthEducationAgricultureHumanitarianLivelihoodsGovernance

Citizen engagementYouth and employmentMarket research

Where subject-matter expertise comes from. The platform carries research method, governance and evidence structure. It does not contain sector expertise. Where a study needs domain judgement — a clinical definition, a protection protocol, an agronomic measure — that comes from your team, from the consultants engaged for the study, or from a partner, and the proposal says which.

Procurement and engagement

Routes in, and what each one needs from you.

ROUTE	WHAT IT SUITS
RFI / EOI	Early market engagement. We answer at capability level and name what requires an independent party.
RFP / Tender	A specified study or platform requirement. The procurement pack supplies the standing documents.
Framework agreement	Repeat commissioning across programmes or countries under agreed terms.
Pilot	A bounded first study, scoped so the result is usable whether or not it continues.
Annual platform agreement	The Workspace as institutional capability, with implementation and support.
Managed research engagement	A study delivered end to end, with the evidence and the publications as the deliverable.

The procurement pack. 15 standing documents are published and can be supplied immediately. A further 6 require an independent party: we hold none of them, and each is listed at that state rather than promised. A vendor due-diligence response pack is available on request.

Request a Demo

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Request a Proposal

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“Every Voice. Every Language. Every Insight.”

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