

MEDIA STATEMENT

SITA-Built Platform Transforms Eastern Cape's Disaster Response from Fragmented to Fully Integrated

Provincial Disaster Management Application System (PDMAS)

8 months Delivered in-house March–Nov 2025	100% Built by SITA's Eastern Cape team	Real-time Live incident tracking across municipalities	Full lifecycle Mitigation → Preparedness → Response → Recovery
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When flooding struck the Eastern Cape in 2025, claiming more than 101 lives and causing infrastructure damage exceeding R1 billion, the gaps in government's disaster response capability became impossible to ignore. Coordination broke down, information was fragmented and response was delayed. The system, as it existed, was not built for the scale or speed that crisis demands.

SITA partnered with the Eastern Cape Province and built one.

The Provincial Disaster Management Application System (PDMAS) is a fully integrated, web-based digital platform developed entirely by SITA's Eastern Cape team, in partnership with the Eastern Cape Department of Cooperative Governance and Traditional Affairs (ECCOGTA). It is not a procurement or an adaptation of an off-the-shelf product - it is sovereign, in-house capability: designed by South African public servants, for South African conditions, and delivered in eight months.

"Disaster response is fundamentally an information challenge - the speed, accuracy and integration of data directly determine outcomes. PDMAS creates a unified, real-time operational picture that enables government to act decisively and with greater precision when it matters most. This is SITA's capability in action", said Tlali Tlali, Head of Corporate Affairs at SITA.

What SITA Built: A platform Engineered for Crisis

PDMAS is not a reporting tool. It is an end-to-end disaster management operating system. It is purpose-built to give government the speed, visibility, and coordination it needs to protect property and save lives.

SYSTEM CAPABILITY	WHAT IT DELIVERS FOR GOVERNMENT
Real-Time Incident Command	Incidents are logged, classified, and tracked the moment they occur, giving commanders a live, unified picture across all municipalities and spheres of government simultaneously.
Geospatial Intelligence	Integrated mapping tools overlay incident data on geographic context, enabling responders to identify affected areas, assess severity, and prioritise deployment with precision.
Live Weather & Early Warning Integration	The system ingests live weather data and triggers automated alerts - moving government from reactive response to early-warning readiness before conditions worsen.
Automated Multi-Channel Alerts	Automated SMS and email notifications push critical information directly to decision-makers and field teams the moment an incident is escalated, eliminating the manual communication chains that cost time in a crisis.

Resource Tracking & Deployment	Real-time tracking of resources - personnel, equipment, and logistics - ensures deployments are optimised and nothing falls through the cracks during a multi-site emergency.
Full Disaster Lifecycle Management	PDMAS manages the complete cycle: mitigation, preparedness, response, and recovery - replacing the fragmented, phase-by-phase approaches that previously slowed coordination and accountability.
Cross-Sphere Coordination Hub	All spheres of government - national, provincial, and municipal - operate on a single shared platform, eliminating the siloed communication that fragmented Eastern Cape's 2025 flood response.
Audit Trail & Accountability	Every action, decision, and deployment is logged - creating a full accountability record that supports post-incident analysis, planning improvement, and governance reporting.

Built by Government, for Government

PDMAS stands as one of the clearest demonstrations of what SITA's in-house engineering capability can produce.

Development began in March 2025, informed by deep consultation with disaster management practitioners on the ground across the Eastern Cape - ensuring that every feature of the system was shaped by the people who would use it under pressure. SITA's team did not build a system and ask practitioners to adapt; it built around the operational realities they described.

Using a hybrid project management methodology, SITA's Eastern Cape team took PDMAS from concept to a fully operational, officially launched platform in eight months. The system went live on 21 November 2025, accompanied by comprehensive training for provincial and municipal users across the Eastern Cape.

"When systems are fragmented, response efforts become delayed and disjointed. PDMAS integrates data, communication and coordination into a single platform, thus enhancing situational awareness and enabling faster, more targeted interventions. This is what it looks like when government builds for itself, by itself", said Tlali.

Today, municipalities across the Eastern Cape are actively operational on PDMAS, with continuous technical support and system maintenance provided by SITA's provincial team.

A New Standard for Disaster Risk Governance

Before PDMAS, Eastern Cape disaster management operated through manual reporting, telephone-based coordination, and siloed departmental systems. Visibility was limited and decisions were slow. When the 2025 floods struck, those limitations had consequences measured in lives and livelihoods.

PDMAS changes the operating model fundamentally. By consolidating incident data, resource tracking, geospatial intelligence, weather feeds, and cross-departmental communication into a single, real-time platform, the system shifts government's posture from reactive management to proactive command.

Decision-makers no longer wait for information to be compiled and reported upward. They see it as it happens. Resources are tracked, not recalled from memory. Early warnings reach field teams before conditions deteriorate. Coordination happens on a shared platform, not across disconnected channels.

As climate-related disasters grow more frequent and complex across South Africa, the Eastern Cape's approach establishes a practical, replicable model for how technology-led capability can strengthen resilience at a provincial level.

A step closer to a more Resilient South Africa

The PDMAS is more than a technological achievement as it is proof of SITA's capacity to solve complex government challenges through its own engineering capability, on timelines that make a practical difference.

The solution was built in eight months, deployed at scale and is operational today. PDMAS demonstrates that when SITA applies its technical depth to problems that matter most - protecting communities, preserving lives, enabling government to act with speed and precision - the results are real and measurable.

"Behind every incident captured on this system is a community in distress. PDMAS gives government the real-time visibility, integrated intelligence, and coordinated command to act with greater speed, precision and care. This is what digital capability built for public good looks like", Tlali concluded.

PDMAS supports government's broader mandate to build resilient, capable, and responsive institutions – and this solution positions SITA as a trusted technical partner in South Africa's digital transformation at every sphere of government.

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About SITA

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