

Kafó — the operating platform for institutions.

People connected. Processes coordinated. Records trusted. Decisions accountable.

Kafó turns an institution's rules into digital operations: how work arrives, who acts on it, what is decided, what is paid, what is recorded and how every action can be proven.

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INSTITUTION TYPES
READY TO START

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NO CODE

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LANGUAGES: ENGLISH
AND FRENCH

01 What it is

Institutions lose time and trust passing work between paper forms, spreadsheets, email, messaging apps and systems that do not talk to each other. Kafó replaces that fragmentation with one controlled chain — from the request to the report — configured around how the institution actually works, rather than rebuilt for it.

At its heart is a process engine. Administrators design workflows with stages, rules, deadlines and escalations on a visual canvas, simulate them, and publish versions; every case keeps the rules it started under. Around the engine sit registries, documents, fees and payments, identity, integrations, analytics and verification — eight modules that share one data model and one audit trail.

Staff work in the Workspace. Citizens, customers and businesses apply, pay and follow progress in the Portal, in English or French. Field officers inspect offline and synchronise later. And because the same product runs in Madsoft's cloud, in a dedicated environment or on the institution's own servers, where the data lives is a decision rather than a constraint.

02 The operational chain

01 Request

Applications arrive through the portal, the workspace, the API or a field device, checked as they are filled in.

02 Process

Stages, conditions and deadlines move each case to the right unit or position, and escalate when time runs out.

**03 Decision**

Every approval, return and rejection records who decided, when, on whose behalf and why.

05 Record

Licences, permits, members and assets live in registries with numbering, validity and renewals.

07 Reporting

Delays, workloads, revenue and anomalies surface in dashboards and reports built without code.

04 Payment

Fees are calculated, invoiced and paid; bank statements are reconciled against open invoices.

06 Verification

Issued documents are signed and carry a QR code anyone can check.

03 Modules**Kafó Flow**

Workflows, cases, tasks, approvals, escalations, routing and deadlines.

- Visual workflow builder with task, decision and end stages
- Conditional routing on form answers and amounts
- Deadlines in working hours, with holidays and escalation in steps
- Parallel approvals and workflows that start on a schedule
- Return for correction, withdraw, separation of duties
- Versioned workflows, simulated and reviewed before publishing

Kafó Docs

Templates, generated certificates and document lifecycle.

- Document templates with the organisation's letterhead
- Certificates, letters, invoices and receipts generated by workflows
- Every issued document signed with the organisation's key
- Registers of outgoing and incoming correspondence
- Text recognised in scans and photos, searchable

Kafó ID

Structure, positions, roles, permissions and sign-in.

- Directorates, departments and units; positions and reporting lines
- Handovers and cover while people are away
- Passkeys and authenticator-app sign-in, required by role if chosen
- Single sign-on over OpenID Connect and SAML 2.0, with SCIM provisioning
- Network allowlists, session limits and national ID checks

Kafó Records

Configurable registries and systems of record.

- Registries with their own fields, numbering and validity
- Renewals and reminders before expiry
- Links between records and to the cases that created them
- A tamper-evident history for every record
- Retention schedules, legal holds and security classification
- CSV import with preview, and export

Kafó Pay

Fees, invoices, receipts, payment references and reconciliation.

- Fee schedules with taxes, calculated from the application
- Invoices, receipts and credit notes
- Online payment through the organisation's own card or mobile-money gateway
- Bank statement import and reconciliation

Kafó Connect

APIs, webhooks, messaging and file exchange.

- Versioned REST API with an OpenAPI description
- API keys limited by scope; signed webhooks with retries
- Email, SMS, WhatsApp and HTTP connections used by workflows
- Emails that open cases
- Scheduled imports and exports over SFTP or HTTP



Kafó Insight

Operational analytics, reports and AI assistance.

- Delays by stage, workload by queue, anomaly flags
- No-code reports and dashboards, scheduled by email or published as open data
- AI that drafts workflows, prepares requests and writes case briefs
- AI never decides, works within each person's permissions, and can be switched off

Kafó Verify

Audit trails, provenance and public verification.

- Append-only, hash-chained history for every case and record
- Public verification page for issued documents, by QR code
- An organisation audit log, verifiable and streamed to your SIEM

04 Three experiences

Workspace — Officers, supervisors, managers and administrators

A queue for every position, with deadlines. Cases, records, documents and fees in one place. Administration of workflows, structure, people and integrations.

Field app — Inspectors and field officers

Download assigned visits before leaving. Record findings, photos, signatures and location offline. Synchronise later, with conflicts flagged rather than overwritten.

Portal — Citizens, customers and businesses

Create an account, apply and upload. Pay online and download issued documents. Follow progress in plain milestones, in English or French.

05 Security and audit

Tenant isolation in the database

Row-level security keeps each organisation's data apart, however the application is called.

Signed documents

Issued documents are signed with the organisation's Ed25519 key and checked on a public page.

Encryption you can hold the keys to

Sensitive fields encrypted at rest; on Enterprise, with keys the institution controls.

AI that never decides

Every AI interaction is logged, limited to the asking person's permissions, and optional.

Tamper-evident history

Each event carries the hash of the one before it, so any later change to the history shows.

Modern sign-in

Passkeys, authenticator apps, single sign-on over OpenID Connect or SAML, and provisioning over SCIM.

Plans enforced in one place

Every call is checked against the organisation's plan and permissions before it runs.

06 Integration

REST API

Start cases, act on them, read records and record payments, with scoped API keys.

Webhooks

Signed event notifications, delivered with retries from a transactional outbox.

**File exchange**

Scheduled CSV imports and exports over SFTP or HTTP, with host-key pinning.

Messaging

Email over SMTP, SMS and WhatsApp through established providers, and emails that open cases.

Identity providers

Microsoft Entra ID, Google Workspace, Okta, Keycloak and others, over OIDC or SAML.

Payment gateways

Stripe, Flutterwave and Wave, with payments confirmed with the gateway before they count.

07 Deployment

Kafó Cloud (Starter to Institution)

Start in minutes. Madsoft runs it, updates it and backs it up.

Dedicated cloud (Institution and Enterprise)

An isolated environment for one organisation, in the region it chooses.

On-premises (Enterprise)

On the institution's own servers. An installation sends nothing to Madsoft.

Hybrid (Enterprise)

Data stays on premises; the institution chooses which services connect out.

INSTITUTIONS READY TO START

Government ministries and agencies · Municipalities and local councils · Regulatory authorities · Banks and financial institutions · Universities and colleges · Schools and training institutions · Hospitals and healthcare institutions · Insurance companies · NGOs and development organisations · Utilities · Professional associations · Large enterprises · Embassies and diplomatic missions · Land and property agencies · Transport authorities · Agricultural institutions

08 Technical specifications

PLATFORM

Architecture	Web application, background worker and PostgreSQL database; one codebase for every deployment model
Tenancy	Multi-tenant with row-level security in the database, or single-tenant
Database	PostgreSQL 15 or later
Packaging	Container images with Docker Compose; migrations run before start
Clients	Current versions of Chrome, Edge, Firefox and Safari, on desktop and mobile
Languages	English and French, chosen by the organisation and by each person

PROCESS ENGINE

Stages	Task, decision and end stages; assignment by role, position, reporting line or unit head
Rules	Structured conditions on form answers, amounts and case data — never executable code
Deadlines	Per stage, with notify, reassign or escalate on breach



Versions	Drafts, simulation, publishing; cases finish on the version they started on
Forms	17 field types including calculated, lookup, table, signature, location and record link

SECURITY AND IDENTITY

Passwords	script with per-password salt; session tokens stored only as SHA-256
Passkeys	WebAuthn (Face ID, Touch ID, Windows Hello, security keys), requirable by role
Single sign-on	OpenID Connect with PKCE; SAML 2.0 with signed assertions
Integrity	SHA-256 hash-chained event history; Ed25519-signed documents with QR verification
Secrets	AES-256-GCM sealing of signing keys, credentials and client secrets

INTEGRATION

API	Versioned REST API with an OpenAPI description and scoped API keys
Webhooks	HMAC-signed, delivered from a transactional outbox with retries
Files	Scheduled CSV import and export over SFTP (host-key pinning) or HTTP
Messaging	SMTP email, SMS gateways and HTTP connections
Payments	Stripe, Flutterwave and Wave checkouts, confirmed with the gateway

OPERATIONS

Offline	Installable field app storing visits, photos and signatures on the device
Backups	Scheduled, verified database dumps with checksums, and a guided restore
Health	Health endpoint for load balancers; installation checks for schema, isolation, keys and background work
Upgrades	Forward-only migrations, each in its own transaction
AI	Optional; off without a key, and switchable per organisation and per feature

09 Plans and prices

Starter	Professional	Business	Institution	Enterprise
\$49	\$149	\$349	\$749	Custom
per month, or \$490 a year	per month, or \$1,490 a year	per month, or \$3,490 a year	per month, or \$7,490 a year	quoted to scope
10 users	30 users	100 users	300 users	Users, workflows and records sized to you
5 active workflows	20 active workflows	50 active workflows	Unlimited workflows	Dedicated infrastructure
10,000 records	50,000 records	250,000 records	1 million records	Cloud, on-premises or hybrid
10 GB storage	50 GB storage	200 GB storage	500 GB storage	Customer-managed encryption keys
Kafó Flow, Records, Docs and ID	Everything in Starter	Everything in Professional	Everything in Business	Migration, SLAs and disaster recovery
Basic dashboards and audit trails	Kafó Pay and the public portal	Single sign-on and automatic provisioning	Organisational hierarchies and positions	Dedicated support and training
Multi-factor sign-in and passkeys	Insight AI, analytics and reports	SLA policies and parallel approvals	Records management and audit streaming	
	Kafó Verify and your own branding	File exchange and scheduled reports	Sandbox, multiple entities, premium support	

FREE FOR 7 DAYS

5 users, 2 active workflows, 500 records, 1 GB storage, Kafó Flow, Records, Docs and ID, Basic Insight, Full audit trail. When the trial ends, the workspace is kept read-only for 30 days, so an organisation can choose a plan without losing anything.

IMPLEMENTATION AND PROFESSIONAL SERVICES

Basic onboarding	Free
Professional implementation	From \$500
Business implementation	From \$1,500
Institutional implementation	From \$3,500
Enterprise implementation	Custom quotation
Data migration	Custom
Custom API integration	Custom
On-premises deployment	Custom
Custom module development	Custom
Staff training	Included or custom, by plan

- Prices are in US dollars, per organisation.
- Annual billing is priced as ten months for twelve — a saving of up to 17%.
- Plans are invoiced by Madsoft, with an invoice and a receipt for every payment.
- Implementation, integration and bespoke work are quoted separately from the subscription.



Questions

How quickly can we start?

Today. Register the organisation, choose the workflows you want to start with and invite your team — the free trial needs no credit card and runs for 7 days on your own processes.

How do we pay for a plan?

An administrator chooses a plan in Kafó and receives an invoice from Madsoft, payable by bank transfer. The plan starts when the payment is confirmed, and every payment gets a receipt.

Can we change plan or stop later?

Yes. Move to a larger plan at any time, with the unused part of the current period credited, or stop renewing and keep the plan until the end of the period you paid for.

What happens when the free trial ends?

Nothing is deleted. The workspace becomes read-only for 30 days, so every case, record and document can still be seen while the organisation chooses a plan.

Does an institution have to replace the systems it already uses?

No. Kafó Connect links to existing systems through a REST API, signed webhooks, email and SMS gateways, HTTP connections and scheduled file exchange. Kafó coordinates the work around them.

Can Kafó run on our own servers?

Yes. The same product runs in Kafó Cloud, in a dedicated cloud environment, on premises or as a hybrid. An on-premises installation sends nothing to Madsoft.

Does AI make decisions?

Never. Kafó Insight drafts workflows, reads uploaded documents, writes case briefs and answers questions within the permissions of the person asking. People decide; every AI interaction is logged, and AI can be switched off.

Which languages does Kafó support?

English and French, for staff and for the public portal. Organisations choose a default and each person can switch.

Is implementation included in the subscription?

Basic onboarding is free. Larger implementations, data migration, integrations and on-premises deployments are quoted separately, starting at \$500 for Professional.

TALK TO MADSOFT

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