

ICTs for Inclusive Social and Economic Development Country Cases

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Global Presence

■ Current Operations:21

Ethiopia, Uganda, Kenya, Tanzania, Rwanda, Zambia, Malawi, Namibia, Nigeria, South Sudan, Zimbabwe, Ghana, Mozambique, Lesotho, India, Saudi Arabia, Namibia, Swaziland, South Africa, UAE, USA and UK

■ New Expansions:13

Angola, Benin, Burundi, Botswana, Cambodia, Congo, Ivory Coast, Lao PDR, Mali, Mauritius, Myanmar, Niger, Senegal, Togo and Thailand



Techno Brain BPO / ITES

- Techno Brain BPO / ITES is an ISO 9001:2008 Certified business process outsourcing & IT enabled services division of Techno Brain, Africa's leading IT Solutions and IT Training services company.
- We offer specifically tailored, affordable, and high-end capacity services utilizing latest technology and state-of-the-art infrastructure to clients across the globe.
- 300 seats in Kenya and 250 seats in Uganda
- With a combined industry experience of 15 years, strong domain knowledge and a huge pool of professionals, Techno Brain BPO / ITES provides clients with strategic insight, scalable and wide range of offerings to ensure the best return on their investment.
- Kenya P.O. Box 510-00100, Block A, 2nd Floor
Red Commercial Complex, Mombasa Road, Nairobi Tel: +254 20 2364167 / 8, +1 347 227 6913 (USA) Fax: +254 20 5000 841
- Uganda P.O. Box 12439, 4th Floor Statistics House, Colville Street Kampala
Tel: +256 414 341767

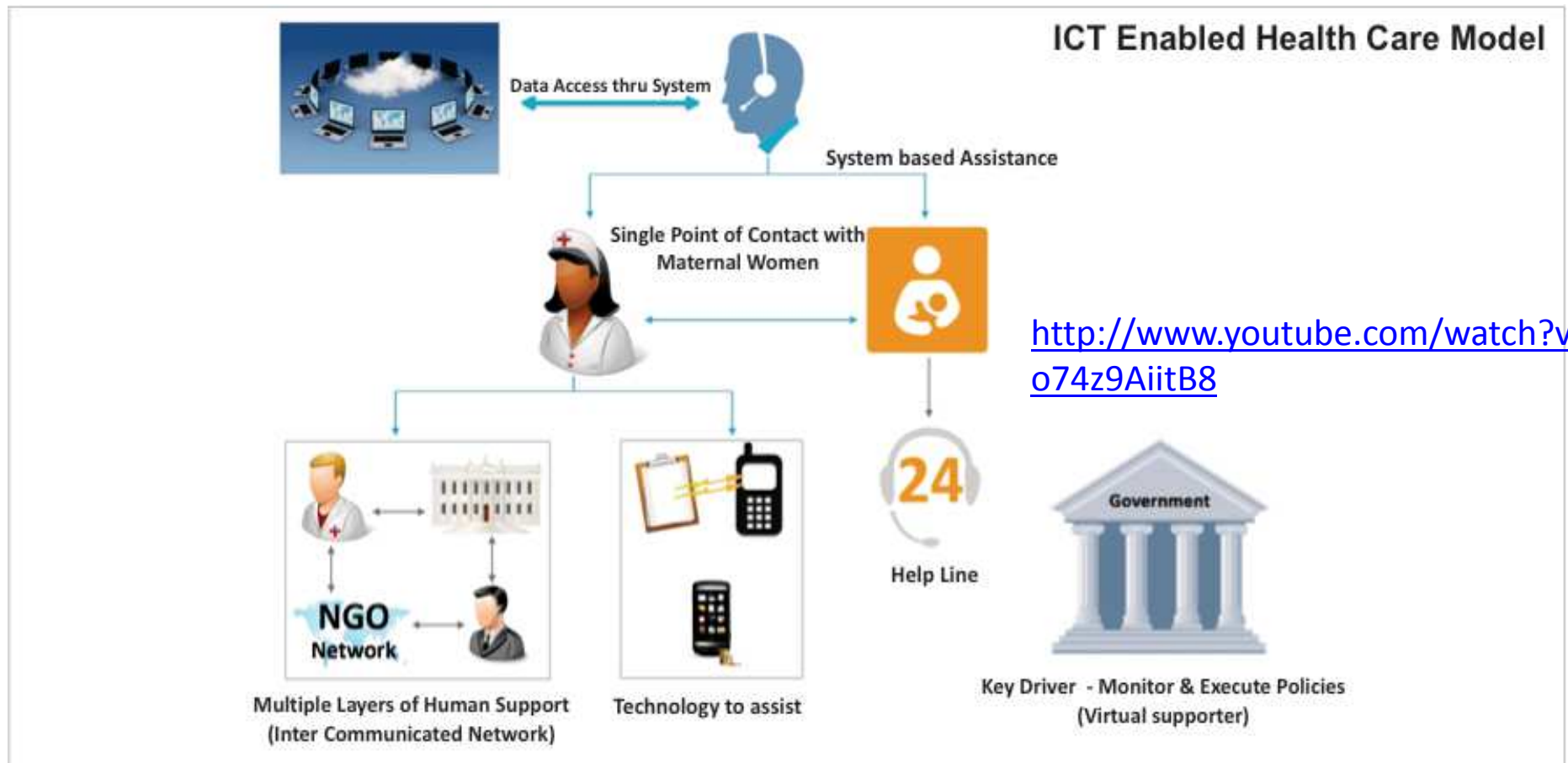
Techno Brain IT Enabled Project Project References

Maternal Health
Record Digitization
Child Helpline

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Techno Brain Maternal IVR Registration & Calling Process



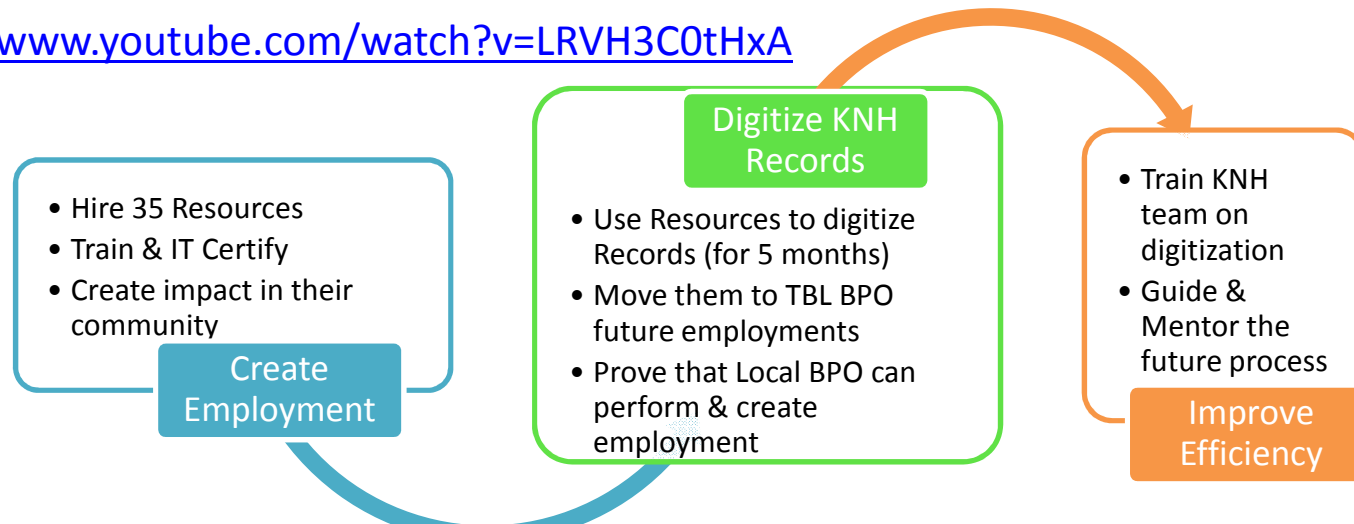
Techno Brain Child Helpline

- **Kenya**
Child Help Line Initiated (BOT Model) – Operational from June 2010
Funded by Rockefeller Foundation
- **Zambia**
Child Help Line Initiated (BOT Model) – Operational from March 2012
Funded by PLAN INTERNATIONAL
Women Help Line (BOT Model) – In Progress
- **Uganda**
Child Help Line Initiated (BOT Model) – Launching in end-Nov 2013
Funded by UNICEF
- **Ethiopia**
Consultation to setup National Children & Women Help Line (BOT Model) – Completed in May 2012
Funded by Ministry of Women, Children & Youth Affairs
- **Ghana**
Child Help line (BOT Model) – To be setup by Dec 2013
- **Namibia**
Funded by USAID
Child Help Line (BOT Model) – to be Completed by Feb 2014



Kenyatta National Hospital Patient Record Digitization

<http://www.youtube.com/watch?v=LRVH3C0tHxA>



- ✓ **Project Goal** : Scanning & Digitization of 4 Million Pages scanning before 15th Sep 2012
- ✓ **The Team:** From Impact sourcing: E-Mentoring Africa, Nairobi & ACWICT
- ✓ **Team Composition** : 95% of the team is diploma / college graduates.
- ✓ **Training** : 2 weeks of IT Certification by Techno Brain Training (FREE)
- ✓ **Methodology used** : Kofax scanning software with & TBL developed Intranet system for real time management
- ✓ **Current Status** : Completed more than 1.3 Million Pages, Resources well matured
- ✓ **1st Phase handover** : Techno Brain team is ready with the 1st 500 thousand images to be handed over to KNH and Cozeke

Examples of Government Policy that Facilitates Development & Employment

Kenya Konza IT Tech Park

NITA- National IT Association Uganda

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Kenya Konza IT Tech Park- a Silicon Savannah

Konza Techno City will be a sustainable, world-class technology hub and a major economic driver for the nation with a vibrant mix of businesses, workers, residents, and urban amenities. The Konza Technopolis Development Authority (KOTDA), in conjunction with the Ministry of Information, Communication and Technology has drafted the KOTDA Bill 2013 to enable the establishment of the Authority under an Act of Parliament.

- The ICT sector directly employs an estimated 27,000 professionals
- Of the total IT employment in Kenya, IT support represents 27%, Application Systems Analysts is 13%
- An estimated 9,600 professionals are added to the ICT market each year
- software development and project management are the most in-demand skills for the 2011-2013 period and represent the areas with the widest skills gap.

NITA- National IT Association Uganda

The National Information Technology Authority-Uganda (NITA-U) is an autonomous statutory body established under the NITA-U Act 2009, to coordinate and regulate Information Technology services in Uganda.

- To coordinate, promote and monitor IT Development within the context of national social and economic development.
- A globally competitive Uganda enabled by Information Technology.
- To transform Uganda into a knowledge-based society by leveraging IT as a strategic resource to enhance government services, enrich businesses and empower citizens

Business Process Outsourcing (BPO)

- Strategic use of third-party service providers to perform activities traditionally handled by internal staff
- Many firms and organizations in the world today are choosing to externally source the execution and management of facilities, customer care and logistics, human resource, legal and financial research, employee development and finance
- This trend is primarily due to the drive to cut operational costs, and the emerging economies of specialization enabled by application of information and communications technologies
- The intervention presupposes the availability of low cost Internet bandwidth

NITA- National IT Association Uganda

Role and Obligation of NITA U

- Provide Infrastructure setup for development of BPO center
 - Space and Power, IT Infra (LAN , Desktop , Servers , Routers , Telephony) Internet Bandwidth
- Branding and Marketing
- Capacity Development for the BPO sector
- Advocacy support

Role and Obligation of Techno Brain

- To operate BPO processes out of Uganda
- Create and provide employment to the youth
- Generate revenue for the government through taxes
- Train and Improve skills in the BPO sector
- Invest in working capital
- Assist in making Uganda as a favorite BPO destination

Final Thoughts



**Thinking beyond Business...
Heading towards a Better World...**

- People are the critical resource~ people create and consume
- Public Private Partnerships enable use the expertise of the private sector for sustainable models
- Policy should focus on people enablement
- Models should be scalable