About the directory

This is a directory of Kenyan Information Technology and IT Enabled Services (IT&ITES) companies. It provides an overview of the companies’ fields of activity and their businesses. The listed companies are all participating in the Netherlands Trust Fund III programme. They were coached and trained in exporting and management throughout the programme.

This hard copy edition is a complimentary version of the online directory that was launched in early November 2016 and is hosted by the Kenyan IT and Outsourcing Service (KITOS) association. The online directory can be accessed through www.directory.kitos.or.ke.

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Following a decade of rapid urbanization and strong economic growth, Kenya is nicknamed "Silicon Savannah" for its growing wave of innovation. Multinational companies such as Google, Microsoft, IBM and SAP have established offices in the country, signifying their confidence in the potential of Kenyan IT & ITES sector. The sector is especially unique for its worldwide lead in the mobile payment and sophisticated IT hub structure. The IT&ITES sector in Kenya has seen important improvements mostly triggered by vast internet infrastructure improvements and strong governmental vision. The IT&ITES sector in Kenya is in a unique position to export business services within East Africa and to the rest of the world. Kenya's recent "ICT revolution" epitomized by the success of Safaricom has expanded mobile phone and internet access to millions of people, and Kenya's ICT services firms such as KenCall have had substantial success in the domestic as well as the international market. Since 2010 exports of telecommunications, computer, and information services have been increasing yearly, reaching 651 million USD in 2014.

Kenya liberalized its ICT sector in 2000, leading to a technological revolution which has stimulated home-grown innovation, transforming Kenyans' lives. The country has transited from 2G technology to 3G, and is now finalizing the modalities of adopting the Long Term Evolution (LTE) technology (4G). McKinsey research showed that already in 2012 the internet sector alone contributed 2.9% to Kenya's GDP.

When considering Kenya's unique selling points and stand-out features, one has to emphasize two things: first, its worldwide lead in the mobile payment sector, and second, its existing and sophisticated IT hub structures. Kenya's "M-Pesa", the country's mobile payment system, has been a notable success story and is ubiquitous in Kenya. Today, with 25 million users globally, M-Pesa is recognized as one of the most successful financial services innovators in the world. Its pioneer role in mobile payments shows how Kenya could leapfrog the developed world by using mobile technologies in new ways. Moreover, Kenya has an impressive hub structure in place. Nairobi is home to the first tech incubator in Africa, the iHub, which has supported and inspired a movement of young tech-savvy Africans to develop a community that is taking risks in building products, services, and platforms for local markets.
The Kenyan Information and Communication Technology Authority is a state corporation under the Ministry of Information Communication and Technology. The corporation was established in August 2013.

The Authority is tasked with rationalising and streamlining the management of all Government of Kenya ICT functions. Its broad mandate entails enforcing ICT standards in Government and enhancing the supervision of its electronic communication. The Authority also promotes ICT literacy, capacity, innovation and enterprise in line with the Kenya National ICT Masterplan 2017.

The functions of the ICT Authority:

- Set and enforce ICT standards & guidelines for the human resource, infrastructure, processes and system and technology for the public office and public service
- Deploy and manage all ICT staff in the public service
- Facilitate and regulate the design, implementation and use of ICTs in the public service
- Promote ICT literacy and capacity
- Promote e-Government services
- Facilitate optimal electronic, electronic form, electronic record and equipment use in public service
- Promote ICT innovation and enterprise
- Establish, develop & maintain secure ICT infrastructure & systems
- Supervise the design, development and implementation of critical ICT projects across the public service
- Implement & manage the Kenya National Spatial Data Initiative
Kenya IT and Outsourcing Service (KITOS) is a private sector trade association representing Kenyan Information Technology and IT Enabled Services (IT & ITES) member companies. It was founded in July 2012. KITOS supports its members by creating and sustaining a robust and effective ecosystem of valuable local and international partners to empower them overcoming internal and external challenges that constrain the sustainability and growth of their enterprises.

The functions of KITOS:

- Promote initiatives that would result in job creation within the ITES industry
- Market and position Kenyan ITES companies for growth in local and export markets
- Nurture ITES SME companies towards becoming globally competitive
- Lobby and position local companies for inclusion in government ICT procurement and participation in government ICT projects as per the Kenyan ICT Master Plan 2014
- Advocate for policies that support ITES/BPO sector growth, job creation and encourage foreign direct investment in the sector
- Develop and implement strong industry standards that will result in Kenya attracting new venture creations, and committing to excellence in local ICT Sector and Governance
- Strengthen and develop new partnerships, including strong public-private partnerships, as well as partnerships with multinational corporations, encourage industry collaboration
- Influence and shape policy initiatives which impact the industry, through education of government, media, special interest groups and the public

The association's management is led by an elected board responsible for formulation and execution of strategy. The board has an advisory council consisting of influential members from the IT and BPO sectors.
Adept Technologies Limited
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Nairobi, Kenya

We are an IT Enabled Services company that supports businesses through the provision of high quality services in data related services and digitization that result in faster and better decision making, referencing, cross selling, enhanced customer service and strategic planning.

We exist to empower lives, societies and businesses by availing a skilled and passionate team to provide data collection and digitization services.

Our Values:
• Trust: We are dependable and bring our best effort to every task.
• Versatility: We are solution driven, always seeking new and better ways to offer value.
• Partnership: We purpose to listen to our internal and external partners and work together to achieve superior outcomes.

Adept Technologies is a shareholding company registered in 2007.

Area of Expertise
- Data collection
- Data entry
- Data enrichment
- Records digitization
- Email support
- Research and writing
- Image annotation
- Content curation
- Transcription
- Translation

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Attain Enterprise Solutions is a leading technology and solutions provider specializing in software development and implementation, systems support and IT consultancy. Having been in operation for over 13 years, we have gained vast experience in implementing software solutions that help streamline business processes and transform an organization.

Our core objective in implementing our solutions is to help organizations streamline processes, improve service levels to customers and stakeholders and to improve productivity of the employees. Key to our success has been our very talented team, our clientele and partners who have worked with us and continue to work with us.

Our vision is to become the preferred software solutions provider in Africa. We aim to achieve this through excellence in training, systems implementation, and systems support. We are committed to offering our clients the very best in systems implementation and support services.

Our solutions include:

- Health Management Information Systems for automating health facilities and processes
- Risk Based Supervision System - provides capabilities in supervision and compliance for any industry regulator
- Pension and Investment Systems - for pension fund administrators and investment functions
- Insurance ERP Solutions – PSV insurance, medical underwriting, reinsurance
- Sacco ERP Solutions
- Academic ERP Solutions
- Public Sector ERP Solutions
- Disaster recovery and backup solutions

Attain is a shareholding company registered in 2003.

Area of Expertise

- Computer programming
- Software development
- Management information systems

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Beninda has over 10 years of experience in managing corporate information. As the industry evolved from document imaging to content management, and as records management became more prevalent, our expertise has also evolved. Our philosophy is that compliance and records management should never be seen as an organizational overhead or expense, but rather as an opportunity to reduce costs and increase efficiency.

Our mission is to help companies design and implement document and records management strategies and systems so that they meet the requirement for compliance and risk management, while also delivering bottom line benefits to the operational business units.

Our services include:
- Records management, automation
- Software development
- Web services – Domain registration & hosting, web design, SEO
- Integrated human resources & payroll system
- Human resource services
- ICT consultancy

Beninda is a shareholding company registered in 2002.

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Area of Expertise
Records management
Software development
Web services
Human resource services
ICT consultancy
We are a software development and information security firm that provides Microsoft .NET developer tools, custom software development services and information security solutions. Using our years of experience in software development, we also provide a set of productivity tools for software programmer. Our flagship product is Bunifu Antivirus which offers unique PC security and prides itself as the first antivirus to be developed in Africa.

Our Mission is to innovatively secure data and digital assets for individuals and organizations in Africa and beyond.

Our Vision is to be Africa’s innovation leader.

Bunifu Technologies is a shareholding company incorporated in 2014.

Area of Expertise
Software development
Information security and productivity
Microsoft .NET developer tools
The main focus of Capture Solutions is to address technological challenges affecting corporate establishments and to devise real solutions to these problems, hence giving our clients more time to concentrate on their core businesses. Capture provides telecommunications solutions.

At Capture Solutions we make sure that our clients are offered a strategic sourcing relationship and try to make it easier to adapt to technology changes that support frequent changing clients’ priorities and requirements. Our solutions are always geared both for current and future requirements. To meet our client’s quality expectations, our solutions always undergo intense compliant testing, certification from qualified engineers, as well as independent certification which is obtained to ascertain the quality of our product portfolio. The warranty for our hardware is also extended to our clients.

Today, CAPTURE Solutions is the a provider of ICT business solutions in Africa, with offices in Kenya and Tanzania. The company has been able to keep pace with the global information and communication technology scenario by having strategic business associations within and outside Africa. Our focus now is to challenge the status quo and work proactively with our customers to find the best solutions and applications to assure sustainable long term business relationships.

Capture Solutions is a shareholding company registered in 2014.
Crystal Tech Solutions is a fully-fledged technological and digital solutions firm specializing in providing solutions to enhance the business activities of our clients. We believe in creating long term business relationships with our clients and tailoring solutions according to varying requirements.

Launched in 2010 and registered as a shareholding company in 2011, we have amassed a wealth of expertise in providing converged ICT services for businesses in quantifiable ways. We specialize in customized software development of web-based and stand-alone applications as well as online enterprise business solutions.

Our mission is to provide our customers with top-quality, personalized services that improve their businesses. In order to achieve this, we focus on analyzing and understanding specific requirements of each customer while suggesting effective and affordable solutions. With innovation as a key focus, we aim to provide new age IT solutions that improve existing business models and make business operations more efficient.

**Area of Expertise**
- Software development
- Information security and productivity

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DataScience is a research and analytics company that builds information systems to help institutions gain insights from data for better strategic planning, resource allocation and targeted client reach. Since our inception in 2013, we have mainly focused on impacting economies by providing solutions that acknowledge the importance of information systems that use data in providing actionable insights in private, public, and not-for-profit sectors. We have worked towards this by using the latest technologies in data research and software engineering to continuously innovate around data.

We pride ourselves in providing information solutions to solve modern day business problems by designing, conducting and managing data research and data mapping projects.

We employ modern software engineering and cloud technologies with an ethos based around data-based innovation to provide custom analytics solutions. Within this mandate, we design and implement software for collection, storage, management and interpretation of data that serve our clients’ unique needs.

Data Science is a Limited Liability company registered in 2013.

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Digital Divide Data (DDD) Africa specializes in web and field research, eBook conversion, open data solutions for government, and handwriting transcription. Our Kenyan office also delivers content digitization and data services. DDD works with partners to deliver document management, revenue management, and health management information systems. The staff in East Africa has capabilities to execute client projects in languages including Arabic, English, French, German and Swahili.

DDD launched its African operations in Nairobi in 2011.

DDD's services include:

Digitization and conversion services
- Content conversion
- eBook conversion
- Newspaper & archive digitization

Data services
- Data entry
- Database content support
- Records management

Research services
- Field research
- Market research
- Data collection and analytics

Area of Expertise
Digitization and conversion services
Data services
Research services

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Digital Vision East Africa

Digital Vision East Africa is a leading power house in provision of web-based solutions, content applications, and technological innovation in Africa. We are based in Nairobi, Kenya and started our operations in 2005.

As a technology-based, customer-focused organization, we seek to assist organizations within the African region leverage on ICT technology in order to achieve their business objectives.

Digital Vision EA is a shareholding company registered in 2006.

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Eighteen o Nine Limited (1809ltd) is a Nairobi based Kenyan company that creates customized solutions for clients, both from scratch or redesigns already existing systems in order to ensure the client’s visions and desired outcome are realized. This is done by reducing clients’ time, technical, financial or social risks and producing solutions that meet one’s expectations.

Our services include:

- **Development** - We develop web based platform, mobile applications, SMS and USSD based system either from initial stage of the project or integration to an existing system.
- **Mobile Money integration** - To integrate mobile money (M-Pesa or Airtel Money) payment and disbursement to an existing system or new system.
- **IT Consultation** - With 1809 Ltd consultation, we guarantee to ensure that one’s IT needs are fully and completely met.

Should you need any IT solutions tailor made to solve your needs, 1809 Ltd is ready to deliver.

Eighteen-0-Nine is a shareholding company registered in 2013.

**Area of Expertise**

- ICT consulting
- Software and web development
- Mobile app development
- SMS and USSD application
- Mpesa integration

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Empire Microsystems Ltd is a leading Kenyan ICT provider offering managed services and business technology solutions geared at empowering and transforming lives.

We deliver business value to customers through a combination of process excellence, quality frameworks and service delivery innovation. Our core motivation is defining service excellence in technology driven business solutions.

Our vision is to be the African leader in technology-driven solutions.

Our mission is to deliver inspired and innovative technology solutions that transform and empower people's lives.
Launched in 1997, Foundation Support Services has interest in Interactive Voice Response (IVR) and cloud technologies. Voice-based services transcend the language and literacy barriers, enabling rural farm households to gain access to information and last-mile extension services.

We have a number of IVR prototypes: fully featured teleconference bridge and voice-based m-commerce, guides and DIY, and virtual livestock and crop lab targeting the agricultural value chain.

Our vision is to be a business outsourcing company on the fast lane providing first class ICT solutions.

FSS is a shareholding company registered in 2008.
GreenBell Communications is a Digital Communications company which was founded in 2006 by a visionary Kenyan woman. The company remains majority women owned and women led with over 10 years of experience in offering tailored digital solutions to clients.

GBC is a leading provider of integrated business and technology solutions to customers, spanning different industries. These include manufacturing, agriculture, mining, tourism & hospitality, financial services and logistics among others.

We are developers, programmers, and online veterans who are compelled to solve problems through design and development.

Services:
- Domain registration and web hosting
- Web design and development
- Web based applications development
- Mobile based applications development
- Digital marketing (Search Engine Optimization, Social Media Management)
- Online data backup and recovery

Products:
- E-Training software
- Legal management software
- Document management software
- Distribution portal
- Booking portal
- Cloud backup

Area of Expertise
- Web and mobile development
- Online marketing
- Software products

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Insynque Solutions is a dynamic IT company that Enterprise Infrastructure, Enterprise Software solutions, advisory and consultancy. We customize our solutions at competitive rates. Our past experiences give us an edge over the competition when planning and executing projects. We focus on getting the job done right to optimise clients production.

Our services include:

- Enterprise infrastructure – structured cabling, servers, ICT equipment & accessories
- Enterprise solutions – proprietary software & licenses, domain registration & hosting, website design & development, search engine optimization, workflow systems
- Advisory & consultancy – IT project management, ICT audit, quality assurance, strategies & policies

We view our engagement with our customers as a critical element of their execution structure. We take cognizance of the transitional role of IT from a support component to core operational component of our customers’ business strategy and success. We offer systems solutions ranging from infrastructure management to software and governance of business intelligence within ICTs.

We seek to become the leading provider in ICT solutions by providing our clients with functional and affordable ICT business solutions and consultancy services at very competitive rates.

Insynque is a shareholding company registered in 2007.

**Area of Expertise**

Enterprise infrastructure
Enterprise solutions
ICT advisory and consultancy

www.in-synque.com
Netcom Information Systems Limited
Mugo Kibiru Road, Opposite Nakumatt Prestige
Nairobi, Kenya

Netcom is one of the leading consultancy firms in East Africa that was established in 1992. The services offered encompass general resource management, telecommunications projects planning and management, information systems, strategic planning, project management, monitoring & evaluation, organizational analysis, market research, micro and small enterprise studies, trade development, computer network design, tender document preparation and evaluation, network implementation, applications software development and operational support.

Netcom’s emphasis is on a one stop shopping for consultancy services, on high quality products and services, on value for money and on ethical behaviour. Netcom has specific expertise in the provision of Information and Communication Technologies and Management Consultancy services, and has carried out these for large corporate institutions and public sector organizations. Netcom Information Systems has developed PERPAY HRMS, a comprehensive Human Resource Management System that brings greater organization and effectiveness to the full range of HR functions and responsibilities.

Our mission and goal is to provide affordable and professional IT services to middle level organization and SMEs and to be the main hub for ICT in Kenya and Africa.

Netcom is a shareholding company registered in 1994.

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Area of Expertise
Software development
PERPAY integrated human resources & payroll system
Human resource services
ICT consultancy
Newedge Technologies is a Kenya-based company, which was incorporated in 2010. We are specializing in electro-mechanical and civil engineering services. We also offer critical temperature management solutions, alongside design and fabrication of specialized projects in telecommunication and broadcasting.

Our mission is to become a leader in provision of telecommunication support services and other customer-oriented results in the fields of temperature management, electrical technology, and other engineering modalities. We have delivered high data center cooling solutions to clients in Kenya, Ethiopia, Burundi, Rwanda, and Congo.

Our specialization includes design installation and commissioning of data center air-conditioning, which in turn includes small server rooms; low, medium, and high density data centers; and raised floor and airflow management for data centers.

Area of Expertise
Data center set-up

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Pluspeople Kenya is executing a vision of improving the efficiency and professionalism of SMEs in East Africa and eventually pan-Africa through the use of innovative cloud-based management systems. In a region where most management system providers target big enterprises, Pluspeople has addressed the wider SME market and has successfully launched several products, gaining the first-mover advantage in Kenya.

Pluspeople's product portfolio consists of:
- accounting system for East Africa – www.Uhasibu.co.ke
- online payroll system for the legislation in East Africa – www.Payroll.co.ke
- POS/ mini-ERP for small retail businesses – www.MiniERP.co.ke

We are now looking to expand the success our systems have achieved in Kenya into neighbouring countries, initially Uganda and Rwanda, where we hope to gain similar first-mover advantages and create barriers of entry for competitors that will enter in the future.

Pluspeople Kenya was established in 2010.
Ramsa Ltd. has established itself as a strong ‘multi-system integrator and managed service provider’. We are highly customer-focused, structured, streamlined, and committed to true innovation. At the core of our business philosophy is a multi-vendor approach towards designing a solution. We believe that no single vendor today meets the entire customer needs.

Our business model entails seeking out world class technology partnerships and building capacity in our highly professional team. We are dedicated to providing advanced communication solutions through a better understanding of customer needs, attention to detail, and superior products to provide excellent and quality standard ICT services and solutions.

Our services include:

- Software and app development
- Security solutions
- Network monitoring solutions
- Web development and management
- Managed services and SLA support

Ramsa was established in 2011.

Area of Expertise
Website development
Software and app development
Network security & monitoring solutions

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Sabalink Technologies is one of the leading technology solutions provider in the market. From the minds of our highly experienced software developers, we are focused on transforming highly specialized information and technology knowledge into practical and cost effective solutions for Fast Moving Consumer Goods (FMCGs) and marketing agencies with mobile software systems for enhancing field activity management.

Our services include:
• Mobile application development
• Network installation and monitoring
• Custom software development
• Website and portal design and development

Our solutions:
• Mobile based system for merchandising and field marketing with real time reports
• VOIP mobile application
• PABX call accounting system

Our mission is to deliver cost effective technological advancements to help businesses achieve their set objectives.

Sabalink is a shareholding company registered in 2011.

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Area of Expertise
Mobile and web development
Software development
Sapama Technologies Co. Ltd. is a comprehensive technology solution and service provider that will cater for the ICT needs of your organization. At STL, we not only aim to work hand in hand with our client to understand their business goals and needs, but also are committed to provide customised, simple, and easy to use technological solutions that solve these problems within time and budget.

Besides offering custom web application and mobile development, Sapama Technologies has developed own products:

- Sapama.com is a real estate listing and management portal
- SapamaERP.com is an online Enterprise Resource Planning (ERP) software
- SapamaCash.com is a mobile money analytics dashboard
- SapamaData – Mobile data collection and analysis software

Our mission is to provide cost-effective, efficient, secure and quality products and services to our clients to meet their IT needs and fulfil their business objectives.

Sapama Technologies was established in 2010.

Area of Expertise

ERP: CRM, HRM & payroll, accounting, project management
Custom software development
Application Programming Interface (API) design and development

www.sapamatech.com

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For over 18 years, our vision has been to enable our clients take their business efficiency to another level by virtue of our user friendly custom software and practical IT enabled business solutions.

From straight-forward e-commerce platforms to complicated business workflow systems, we are able to tailor software solutions to suit your business’ specific needs. We not only design and deploy solutions, we also support our clients throughout the lifetime of their solutions.

The greatest value to our clients is the rapid delivery of quality software using our own dynamic code-base, tried and tested through and through for over a decade.

SawaSawa is a shareholding company founded in 1998 and is headquartered in Kenya, with presence in Uganda, Rwanda and Ghana.

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Shimba Technologies provides channel development, information dissemination, and transaction processing of key content. Our business objective is the development of tailor-made, corporate mobile related solutions as well as products for the wider mass market.

We pride ourselves in making simple yet elegant designs. Simplicity ensures great user experience, an element that is very dear to us. Great mobile app design lies at the heart of a great user experiences that keep people coming back.

We believe the best mobile experiences are handcrafted and customized from the ground up. Native apps are built with the DNA of the device they live on and therefore drive immersive mobile experiences.

Shimba Tech is a shareholding company registered in 2008.

Area of Expertise
Mobile application development
Sunesis Consulting Limited (SCL) is a leading business intelligence (BI) provider in East and Central Africa that was incorporated in 2005. We enhance data transformation process through people skill development and process automation. We partner with clients to utilize up-to-date technologies. Sunesis Consulting Limited focuses on enhancing Business Intelligence (BI) processes for clients so as to enable clients focus on getting insights from the reports.

Our solutions include:
- Management dashboards (Excel or cloud based)
- Management accounting analytics (budgets, costing, pricing)
- iTax integration automation
- Integrated financial reporting
- Compliance and regulatory reporting analytics
- Cloud analytics (PowerBI)

Our training programs include:
- Analytics & visualization (Excel, PowerBI)
- Automation in Excel (VBA programming)
- Excel for professionals (HR, Finance etc.)
- Excel power modules (essentials, intermediate and advanced)

Area of Expertise
- Centralized reporting
- Data extraction, transformation and loading
- Reporting
- Financial modeling

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The primary objective of Sycom is to provide modern technological solution at an affordable price. Our team has extensive expertise in IT systems, technology solutions, business application, and security solutions.

Our objective is to provide robust solutions and technological security innovation solution through the use of latest technological tools and innovations.

Sycom mainly focuses on health systems. We have developed Syhos eHealth solution, which enables health institutions to provide better patient care and management of health facilities. We also provide biometric security solutions, software integration, and technological security solutions.

We have partnered with other renowned international vendors to meet our client’s requirements and technological needs.

Area of Expertise
Health management information system
Synergy Informatics Limited is a knowledge-based organization established to provide IT services to the medical industry. The organization develops solutions that support processes in the healthcare sector ranging from medical practice to medical education and research.

At Synergy Informatics, we harness skills from the two worlds of medicine and IT. Our staff comprises of IT professionals, medical practitioners, medical informaticians, clinical epidemiologists, and statisticians with broad international experience. We promote interdisciplinary approach to using information in solving day-to-day medical challenges and creating new frontiers in medical practice.

Our mission is utilizing information technology to improve access, quality and safety of healthcare by collaborating and forming partnerships with individual health practitioners, medical institutions, government or non-governmental agencies.

Synergy is a shareholding company registered in 2011.

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Area of Expertise
- Software development and integrations
- Medical informatics consultancy
- Medical research services (Data collection tools development)
- Continuous medical education
Systech is a shareholding company incorporated in Kenya in 1998. It brings together the world’s best technologies with a product range that allows flexibility and scalability for organizations. Our management skills, technical expertise, and commitment to our clients ensure that we build synergies with data driven organizations to ensure first class business operations.

Systech is committed to provide innovative ICT business solutions that meet dynamic organizational needs, using state-of-the-art technologies, industry best practices, and motivated human resources.

Area of Expertise
Fund Master-Pension Scheme System
Techno Brain helps global enterprises, including Fortune 100 companies, by providing leading technology, consulting, and outsourcing solutions. Since our inception in 2008, we have built our strategy around innovation, technology, and teamwork.

Our vision is to be recognized as a leading global IT firm, and to provide superior value for customers, employees, and partners.

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We provide all around automation of SME operations and comprehensive business intelligence through enterprise resource planning. We customize the application to suit your enterprise's needs while supporting you 24/7 at an unbeatable value. We also provide extra tools such as e-mail and SMS integration. Whether you want a on-premise installation or a web-based hosted solution, we help you to set up your operation so that your data is accessible to you when and how you need it.

Wavuh is business software for SMEs made to accelerate their growth; customers & sales, HR & payroll, supply chain, finance and operations

Wavuh is a shareholding company registered in 2012.

Area of Expertise
ERP: CRM, HR and payroll
Netherlands Trust Fund III Programme

NTF III is an Export Sector Competitiveness Programme based on a four-year partnership agreement signed by the Dutch Centre for the Promotion of Imports from Developing Countries (CBI) and ITC in July 2013. It aims to enhance export competitiveness of selected sectors in selected countries through an integrated approach to sector competitiveness built around one outcome, namely the increased competitiveness of specified sectors in selected countries. The Programme conducts activities in the IT&ITES sector in Bangladesh, Kenya and Uganda, in the tourism sector in Myanmar, in Kenya’s avocado sector, and in Uganda’s coffee sector. CBI and ITC have been cooperating for decades. This cooperation has been embodied in a series of programmes called Netherlands Trust Fund I (NTF I), which ended in 2009, and Netherlands Trust Fund II (NTF II), which started in 2009 and ended June 2013. Building on the NTFII programme and its lessons learned, the purpose of the Netherlands Trust Fund phase III programme is to increase the income of producers and exporters in selected sectors in selected priority developing countries, including in Bangladesh and its IT & ITES industry.

In Kenya, the project is being implemented in collaboration with local ICT actors, such as the State corporation Kenyan Information and Communication Technology Authority (ICTA/ Ministry of ICT) and the private sector association Kenyan IT and Outsourcing Service (KITOS) as well as the selected beneficiary companies presented in this directory.

CBI

The Centre for the Promotion of Imports from developing countries (CBI) is an agency of the Ministry of Foreign Affairs of the Netherlands. Over the last 40 years, CBI has opened the doors of European trade to thousands of exporters in developing countries. CBI’s mission is to contribute to sustainable economic development in developing countries through the expansion of exports from these countries. CBI offers a needs-driven approach to exporters and their business support organisations (BSOs) as well as governmental authorities. It works with an integrated approach to sustainable economic development and bases all of its programmes on Corporate Social Responsibility. The agency puts a focus on linking SMEs from developing countries to global value chains. In particular, CBI offers export coaching programmes to make SMEs in developing countries export market ready, provides technical support to BSOs in developing countries to increase the added value for their exporting members, develops market information on potential export sectors in Europe, and informs and influences policy makers.

www.cbi.eu

ITC

The International Trade Centre (ITC) is the only development agency fully dedicated to the development of SMEs. It works with and through partners to strengthen the competitiveness of SME exporters and build vibrant, sustainable export sectors that provide entrepreneurial opportunities, particularly for women, youth and poor, underserved communities. The multi-lateral agency is tasked with promoting private sector development through international trade, and fostering SME growth is at the heart of its mandate. ITC works closely with governments as well as institutional and private sector partners in developing countries. Its technical assistance is mostly directed at helping SMEs integrate into global value chains by building their competitiveness, helping with product and market diversification, and linking them to buyers in overseas markets, as well as promoting inclusive and green trade. ITC supports institutions, policymakers and SMEs in developing countries to make better-informed business decisions by providing, free of charge, relevant and reliable trade and market information tailored to their needs and building the capacity of partners to use this business information.

www.intracen.org
The Netherlands Trust Fund Programme Phase III is implemented by the International Trade Centre (ITC) in collaboration with the Dutch Centre for the Promotion of Imports from developing countries (CBI) and funded by the Dutch Ministry of Foreign Affairs.