About the directory

This is a directory of Ugandan 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 National Information Technology Authority-Uganda (NITA-U), which is affiliated to the Ministry of Information, Communications and Technology (ICT). The online directory can be accessed through www.directory.bpo.go.ug.

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The ICT sector is one of the most competitive and fastest growing sectors in the country, largely driven by the telecommunications subsector. In FY 2015/16, total formal ICT goods export earnings were estimated at USD 11.1 million. Both as a sector and as an enabler for other sectors, the growing use of ICTs in Uganda has created widespread demand for IT products and services as well as IT enabled services (ITES). In fact, Uganda's ITES market is expected to grow by 70% between 2013 and 2020, supported by the country's favourable time zones and large pool of skilled, inexpensive labour. With 8.7 percent in FY 2015/2016 Uganda's ICT sector contributed significantly to the country's GDP.

The Ministry of Information and Communications Technology, in collaboration with stakeholders in the public and private sector, has developed a five year sector Strategy and Investment Plan (ICT-SIP). ICT-SIP 2015/16-2019/20 aims to achieve, among others, increased access and usage of ICT equipment and devices, an average ICT GDP growth annually to 20% and improved access to high speed broadband services to facilitate communication, economic activities and service delivery. The plan foresees systematic deployment of ICT for development and service delivery in line with the Uganda Vision 2040 and the National Development Plan (NDP) 2015/16-2019/20. ICT-SIP envisions “A knowledge-based Uganda enabled by a Vibrant ICT sector”. Moreover, ICT-SIP sets ICT as an engine of growth and aims at reaching a contribution of ICT exports to 20% of Uganda's total exports by 2020.

A reasonably high number of undergraduates and graduates is coming out of the local institutions each year with an IT background, and more with skills applicable to ITES. As a result, Uganda has a good level of entry-level skills in IT and abundant resources for business process outsourcing, a segment which is very cost-conscious.

Together with the country's liberal business environment, the sector's growth and competitiveness has already attracted global players such as Microsoft, Cisco, Samsung, and TechnoBrain all of which have set up operations in Uganda and operate alongside growing local enterprises with some international experience.
Netherlands Trust Fund III Programme

NTF III is an Export Sector Competitiveness Programme based on a four-year partnership agreement signed by 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.

The Dutch Centre for the Promotion of Imports from Developing Countries (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 Uganda, the project is being implemented in collaboration with the National Information Technology Authority-Uganda (NITA-U) and the Uganda Business Process Outsourcing Association (UBPOA) as well as the ICT Association of Uganda (ICTAU) and 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 National Information Technology Authority-Uganda (NITA-U) is an autonomous statutory body under the general supervision of the Ministry of Information and Communication Technology.

NITA-U coordinates and regulates Information Technology services in Uganda. It supervises and monitors the utilisation of information technology in the public and private sectors. Furthermore, it identifies and advises Government on all matters of information technology development. In addition, NITA-U provides first level technical support and advice for critical Government information technology systems including managing the utilisation of the resources and infrastructure for centralised data centre facilities through the provision of specialised technical skills. Moreover, the Authority provides technical guidance for the establishment of e-Government, e-Commerce and other e-Transactions in Uganda.

Vision statement: A globally competitive Uganda enabled by Information Technology.

Mission statement: To transform Uganda into a knowledge-based society by leveraging IT as a strategic resource to enhance government services, enrich businesses and empower citizens.

Strategic goals:
- A rationalized and integrated national Information Technology (IT) infrastructure
- Achieving transaction level e-government services for at least 50% of MDA IT systems
- A well regulated Information Technology (IT) environment in public and private sector
- Strengthened capacity and awareness creation about IT in Uganda (both institutional and human)
- IT research and innovations visibly supported and promoted
- Information security championed and promoted in Uganda
- Strengthened and aligned institutional capacity to deliver the strategic plan
- A developed and promoted ITES/BPO industry
3D Tracking offers logistics solutions for all commercial vehicles from vans to HGV trucks. Our innovative technology and global support ensure that while your vehicles are on the road, you are in the front seat.

By providing live monitoring of your vehicles, 3dTrack gives you full control over your fleet. 3dReport's detailed analysis of your fleet instantly highlights opportunities for increased efficiency, while 3dAlert sends updates on critical fleet information by providing real-time notifications.

3dtracking provides measurable results:
- reduced driver hours
- reduced fuel usage, mileage and emissions
- increased security and visibility
- increased service levels

Area of Expertise
- GPS tracking
- Car tracking
- Fleet management
- Fuel monitoring systems

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BDE Consult is an ICT firm with expertise in offering “ICT Research, BPO Services and training, and ICT Events management”, which helps companies, individuals, and organizations to achieve business, development and economic goals by managing their data and formulating ICT related solutions to increase on organizational productivity and efficiency.

BDE services respond to the prevailing need for institutional development in East Africa and Africa as a whole. We operate with an experienced team of consultants with the necessary expertise. While combining flexibility and technology, BDE offers the best solutions with proven capabilities, to efficiently, and cost effectively enable both local and international clients, achieve their most challenging goals on time.

Our services include:

**ICT research services**
- Research for policy influencing and economic analysis
- Surveys for monitoring and evaluation of projects
- Market research for promotion or assessment utility
- Field research, and online and desk research
- Needs assessments

**ICT events management**
- Workshop management
- Business and company launching
- ICT exhibition and conferences
- Expos (ICT in transport and insurance expo)
- Breakfast meetings

**BPO services and training**
- ICT or ICT enabled data processing services
- Data collection and entry
- Tailored training and sensitization
- Translations and proof reading
- Project management and development
- Rapporteur and report writing
- Outsourcing and recruitment

**Area of Expertise**

ICT research services
BPO services and training
ICT events management

BDE Consults Limited
since 2009

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Billable Limited

since 2013

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Billable is an independent software vendor specialising in development, sales, and support of our own business information management solutions. Our flagship product is Africa's first and only locally developed digital law firm management solution. All our products provide small to medium-sized enterprises with the ability to increase collaboration on projects and track their progress while maintaining a real-time overview of the enterprise. Our target market is any business or enterprise wishing to develop an enterprise resource planning solution. Our solutions include sales tracking solutions, hospital management solutions, and fleet management solutions. Moreover, we provide bespoke software development services for customers who need an Information Management solutions.

Our products:

**Billable Hours** - A Law Firm Management Solution
A solution to track the complete lifecycle of work performed by a legal professional whether by themselves or with a team. A software solution that is available on multiple platforms (desktop, browser and even smartphone) to suit the customer’s needs.

**eMR** - An Integrated Medical Management Solution
A solution to managed patient/staff scheduling, lab tests, imaging, drug dispensing, medical consultation as well as multiple billing scenarios (multi-currency, insurance schemes and even loyalty programmes). A software solution that is available on multiple platforms (desktop, browser and even smartphone) to suit the customer’s needs.

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Founder and Lead Software Developer

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Area of Expertise
Management information system
Enterprise resource planning solutions
Cameo Techedge Services Limited
since 2011

Plot 243, Block 1281, Port Bell Road
Kampala, Uganda

Cameo Techedge Services is an ITES and BPO company with presence in India, Uganda, and Democratic Republic of Congo. Cameo Techedge has been operating in Uganda since 2012.

We deliver flexible and innovative BPO and ITES solutions to global and regional markets across several industry verticals. We facilitate paperless office by providing digitizing and document management solutions. We assess your company records and recommend, implement and train on suitable digital solutions to improve efficiency at your workplace.

CTS Connects your business to the technology resources you need.

Our services include:
- Digitizing of documents
- Image management
- Physical document storage and management
- Data entry and management
- E-governance solutions
- End-to-end ERP solutions
- Medical and legal training services
- Speech recognition (Voice-to-Text)

Area of Expertise
Document management solutions
Call centre solutions
Workflow management

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Cayman Consults Limited

since 2000

Plot 78, Kira Road, Kamwokya
Kampala, Uganda

Cayman Consults is a limited liability company with a vision to excel in BPO solutions. We currently offer call centre and e-commerce portal services to clients in Canada and Uganda. Furthermore, we provide payroll services in six different countries.

We are a progressive, dynamic and innovative consultancy providing professional and management services for companies and public institutions to enhance their efficiency and effectiveness in allocating their resources.

Our services include:

Payroll outsourcing services
- Sourcing of staff - job ads, referrals, head hunting, candidate database, background checks, facilitating interview processes
- Logistics - travel, visa, on land and localization assistance, and induction of new staff
- Administration - contractual agreements with employees, payroll processing, settlement of employment tax returns, termination management, logistical support for employees coming from abroad or working out of Uganda

E-commerce solutions
- Online services portal that enable convenient and hassle-free shopping, payment and delivery of goods for the Ugandan, North American and EU Market

Call centre services
- All our highly trained, professional call centre staff is based at our office in Mukono and operates 24 hour with clients around the world

Area of Expertise
- Payroll outsourcing services
- E-commerce solutions
- Call centre solutions

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ClinicMaster INTERNATIONAL is a systems integration and software development company in Uganda that is responsible for the development, distribution and support of ClinicMaster Software.

ClinicMaster INTERNATIONAL was incorporated in 2013, with a mission of facilitating healthcare service provision through automation of Health Information Management Systems.

Voted as the Best Health Application by the MTN Innovations Awards 2015, ClinicMaster is an Integrated Healthcare Information Management and Medical Billing System (HIMS) that automates patients’ transactions in the hospital on a visit basis and daily procedures.

Currently, ClinicMaster is being used by over 80 Hospitals and Clinics in Uganda, South Sudan and Kenya.

Area of Expertise
Health information management systems

ISO 9001:2008 certified
Crystal Clear Software is the developer of Loan Performer, the number one software for the micro-finance industry. Our mission is to provide the Microfinance industry with a management information system that is rich in features, user-friendly, and affordable. With this we hope to make the Microfinance industry more efficient and – indirectly – we hope to contribute to poverty alleviation.

Our business areas are tree fold:

- We sell Loan Performer licenses to the microfinance industry
- We implement our software and make sure it runs according to our client’s specifications
- We support our clients with issues they have and we develop new features

Loan Performer is a brand name in the microfinance industry. It is a first-class Management Information System used by some 400 micro-finance institutions in 50 different countries all over the world. The users are savings and credit cooperatives, credit unions, rural banks, money lenders and other financial institutions. Loan Performer can handle individual clients, groups and group members and SMEs. It is user-friendly and easy-to-learn. It integrates basic client data with shares, savings, time-deposits, loans. It has a general ledger with purchases, assets, debtors and creditors. All transactions are automatically booked. It has advanced features such as SMS banking, fingerprint scanning, wide-area networking, poverty assessment. It is multi-currency and multi-language, it can be installed as a standalone application, on a local area network or in a wide-area network.

Crystal Clear Software Ltd makes sure its clients are satisfied with Loan Performer. It does this by implementing Loan Performer, training its clients and providing excellent online support.

Area of Expertise

Financial Management Information Systems

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www.loanperformer.com

ISO 9001:2008 certified
Data Care is an ICT consultancy firm that provides solutions in software development (mobile/web), data warehousing, business process re-engineering, portfolio management, technology audits, strategies, and training.

We deliver highly customized solutions designed to meet specific business goals and to facilitate transaction visibility, cost effective process control, and work efficiency. The agility of our solutions propels achievement of your business potential, increased profits, and execution timeliness. We assure you of diverse expertise and continuous support accessible 24/7 online and on the phone. We are among the top IT services providers in the East and Central Africa serving private companies, NGOs, and government agencies. Moreover, we provide mentoring services in universities. Our global client base ranges from USA, Britain, Sweden, Netherlands to South Africa. We have developed intranets, project management systems, and monitoring and evaluation systems for international agencies and governmental bodies.

Our products include:

**PROMISE ERP** – Enterprise solution that covers Human Resource, Procurement, Finance, Contracts Management, Monitoring and Evaluation and Customer Relationship Management – all modules supported by a work flow engine suited for any process as required by the client

**PharmacyNET** – Retail solution for pharmacies

**ShopNET** – Point of sale solution

**CLINICNET** – Work flow solution for hospitals

**Area of Expertise**

IT consulting

Software solutions

ISO 9001:2008 certified
We are an IT-enabled services company offering inbound and outbound call center solutions, human resources outsourcing, and conference interpretation services. We drive client sales and conduct market and customer satisfaction surveys from our outbound call center, as well as offer inbound call center services to support client customer service and boost their customer experience. We provide telemarketers, customer care agents, researchers and data clerks, among others serving from our or from the clients’ call center facility.

Our HR solutions include recruitment and selection, training and personal development, team building sessions, and manpower services outsourcing, including payroll management. Moreover we provide human resource consulting including the offer of organisational restructuring and development, and conduction remuneration surveys, among others.

We are pioneer providers of professional simultaneous interpretation at conferences as well as provide translation and transcription services for the legal; medical; diplomatic and commercial sectors.
We serve the telecom, banking, logistics and manufacturing sectors across the region.

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Area of Expertise
Call center – inbound and outbound
Human resources
Conference interpretation

ISO 9001:2008 certified
Frontier Technologies and Services is a subsidiary company of Computer Frontiers Group, a BPO company affiliated with eight other companies in Africa. Computer Frontiers Group (CFG) has a long and successful track record of experience in Sub-Saharan Africa, that stretches from providing technical support and information services to the agricultural industry for farmers associations in Zambia, Zimbabwe and South Africa, to assisting in establishment of the telecommunications regulatory environment, and fostering the initial Network Operation Centers for Internet access in much of West Africa. Most specifically in Uganda, between the years of 1998 and 2004, Computer Frontiers Group worked with the UCC to assist in its establishment and regulatory frameworks, the offices of 7 East and Southern African Presidents, and training of parliamentarians on the use and implementation of Internet to better serve their constituencies.

Frontier Technologies delivers the ICT products and services with some of core services being call center services, supply of ICT equipment, supply of IP phones and PBX systems, call center solutions, domain registration both local and international domains, website designing plus web and e-mail hosting. Frontier Technologies is proud of the partnership we have with Pasco Scientific which is one of the leading companies in the USA in producing and manufacturing scientific products and solutions for institutions.

In addition we offer Managed Network Service (MNS) - IT support. Through our remotely managed service we can accomplish various tasks such as: server maintenance, desktop, laptop support. Our managed network service comes with a Remote Monitoring and Management (RMM) platform that dramatically increases your operational efficiency - allowing us to resolve the problem before you even know you have them – keeping disasters from occurring. We also offer online backup and disaster recovery for the important data of your business, upgrades, system repairs - all performed by expert IT consultants and technicians for a fraction of the going costs.

Area of Expertise

- Call center services
- Supply of ICT equipment
- IT repair and maintenance
- Website design and maintenance plus domain registration & hosting
- Supply of IP phones and PBX systems
- Supply of school scientific products

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Hostalite Limited

since 2008

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Hostalite offers website hosting, domain name registration and website design under one roof to save our clients from visiting three different providers. Moreover, Hostalite’s services include software development, data recovery, networking and hardware supplies.

Benefit from our secure and reliable data center in the USA at subsidized local pricing. Because our success is highly related to our clients’ success, we take every client’s success incredibly seriously. Hostalite provides businesses and organisations with professionally designed and mobile responsive websites hosted on highly effective and secure servers Hostalite offers all at affordable prices.

To date, the company has expanded its operations to software development, managed IT services and technology advisory services across a broad base of clientele.

Our product portfolio includes:
• Karibuni Africa – Hotel reservation portal
• Inventory management system
• Electronic document management system
• Monitoring and evaluation system
• Project management system

Area of Expertise

Website design & development
Hosting and domain registration
Data management information systems
Supply, servicing and maintenance of IT equipment
Networking and infrastructure management
Business process engineering consultancy

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Junction Systems is committed to empowering organizations to be more competitive, efficient and responsive with relevant cutting edge technology and solutions. With a close-knit team of savvy, seasoned technology and engineering professionals, and combining the vision to develop winning strategies with the skills to execute them, our dynamic management team has a consolidated 40 years’ experience which has enabled us to successfully satisfy our ever-growing number of clientele.

Junction Systems has been engaged with major corporations and smaller projects for start-ups, providing outstanding web applications, e-commerce services and creative development services at globally competitive rates. We have evolved to integrate data analytics into our range of services offering descriptive and predictive insights into social media data, health data, financial data and other data. Our services also include web & e-mail solutions, applications & user experience design, technology services, and creative & digital marketing communications.

Each of our clients enjoys maximum impact of their products and their input is integrated at all steps of the journey to project completion, this enables clients to gain value for money as all projects are delivered within the designated time frame and to budget. As we focus on delivering innovative solutions for our clients’ business needs, we also look to provide something they are not likely to find elsewhere: the strategic expertise seamlessly blended with the intimate atmosphere of a nimble, relationship-driven bureau.

Junction Systems has also periodically offered hands on training to university graduates and also supported trainings in schools and universities in the areas of design and creative thinking, business development and application development. Junction Systems has developed two products of its own, an automotive online market space - www.carmek.com, and an online entertainment magazine for music, movies, events and news - www.wemixent.com.

Area of Expertise

Data Science
Mobile and web application development
Digital media services
Telematics
Laboremus Uganda specializes in customized software development, solving your business problems from the concept stage until a fully tested and implemented solution. We develop a range of solutions from mobile, cloud and web applications. Our Norwegian-trained experts ensure high quality solutions carefully adapted to your needs. We specialize in finance-based systems with a special focus on user experience. We have experience delivering highly complex finance systems for investment banks in Norway, which include asset management solutions and trading platforms. We have also developed customer facing web applications like investor portals and e-banking solutions.

Laboremus Uganda is a Microsoft Certified Gold Partner for Software Development and is a subsidiary of Laboremus Oslo in Norway. To assure quality and timely delivery of every project, Laboremus has developed its own project management process, the "Rocket" to ensure projects are delivered on time, budget and are of high quality.

Our services include:
- Innovation and advisory
- Concept development
- Custom software development
- Project management

Our products:
- Internet and mobile banking solutions
- Office 365 licences
- Microsoft cloud
- Mobile payments
- Websites
- SharePoint
- Mobile apps
- Data analytics
- Dynamics CRM
- Electronic document archives

Lucrezia Biteete
Managing Director

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Kampala, Uganda

Laboremus Uganda Limited
since 2013

Microsoft Gold certified Partner for application development

Area of Expertise
Mobile and web application development
Fintech and innovation
Cloud application development and integration of different systems
Financial inclusion
Domain expertise in banking and finance industry
New Wave Technologies offers highly scalable and highly available solutions which enable individuals, societies and organizations to achieve consistent high quality results.

We view each customer as unique and offer choices from an array of customized solutions that best fit each customer need. And we keep getting better at it.

We offer customized, scalable and highly available software solutions that meet our customers’ needs. We view each customer as unique and work collaboratively to achieve set goals.

We were established in 2005 and have previously worked for the Government of South Sudan, Government of Burundi, Clean Homes Sweden and Overseas Development Institute, UK.

Our services include:
- Custom web and mobile application development
- Domains and cloud hosting services
- Payments solutions
- Transport and logistics software as a service

Area of Expertise
Customized software development
Web hosting

New Wave Technologies Limited
since 2005

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www.nwt.ug
NFT Consult specializes in business process outsourcing with expertise in three areas: managed services, human resources process outsourcing, and learning and talent development. Our processes are heavily hinged on the use and development of IT with fully fledged innovative hub that develops software solutions to create efficiencies in the management of the above HR services.

With Headquarters in Kampala, Uganda NFT has since expanded with operational office in five other East African countries that include Rwanda, Burundi, Tanzania, South Sudan and Kenya. NFT also runs an innovations hub whose main object is to support efficient commercialization of next generation ICT business solutions and create an environment that support collaboration on IT solutions and IT projects for regional and global markets.

Our services include:

- HR managed services
- HR process outsourcing services
- Contact centre management services
- Call centre management services
- Field force management services

Area of Expertise

Manpower management solutions
IT / ITES for manpower management
Customer contact centres management solutions

NFT Consult Limited
since 2005

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Node6 is an internet and technology solutions company with over 10 years of experience, harnessing the power of the internet for businesses, individuals, and brands. We are able to increase value for customers through thorough analytics solutions, safe and secure means to store and access your data, and affordable applications that are cloud-hosted, making it cheaper to afford high-end solutions.

The creative arm of Node6 solely focuses on research and development of web and mobile projects. Taking the example of Proggie.ug and numerous other sites Node6 has developed. This was an in-house project that has been successfully sold into an own self-sustaining entity. In addition to our in-house project, our web portfolio will also be able to churn out beautiful, interactive and functional websites for our clients as well as translate the ubiquity of their services to mobile through equality esthetically appealing, interactive and functional apps. When it comes to social media, we help coming up with a social media strategy, measure interaction through in-depth analytics, and advise on how best to engage and moderate content online. We have a passionate team that will help you to get more customers visiting your website and walking through your doors.

Moreover, we offer a comprehensive range of managed services to small and medium-sized organizations including helpdesk, remote monitoring, on-site support, backup solutions, disaster recovery, cloud computing, and more management solutions, always ensuring your IT infrastructure and application delivery is our priority.

Area of Expertise
- Website hosting and design
- Mobile and web application development
- Marketing and communications
- Digital media services

Node Six Limited
since 2006

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www.nodesix.com
As a media company, PC Tech is engaged in a cross-section of initiatives including, but not limited to print and web publishing, online content management, website hosting and development, application development, website design services, social media management and marketing, and more.

PC Tech is the publisher of a leading technology magazine in East Africa, with significant traffic both online and inprint. The magazine features personal and enterprise technology, reviews, interviews, and research on ICTs in Africa. The discussions are aimed at enabling other African businesses to learn from best practices and creating avenues for collaboration between these businesses. In research the discussions are aimed at offering educators and students sound case studies for learning.

Our vision is to be the leading media organization which promotes openness and collaboration on sustainable innovations in technology, business and society in Africa.
Planet Systems is a modern Knowledge Management (KM) and IT company with a focus on performance, supply chain, and logistics management systems. It also provides systems training and consulting services.

We offer modular systems designed to unify businesses and ensure easy management of projects, markets, materials, financials, human resource, processes and ideas. These include web-based and mobile e-procurement, e-contracts, asset and inventory management systems.

**ProcNet** is an eProcurement solution that automates procurement processes and contract compliance in organizations that follow public and private polices. It addresses planning, requisition, bidding, purchasing, evaluation, invoice management, buyer side and supplier side options as expected of a complete supply chain system.

**ContraNet** is a comprehensive solution for automating your organization's contracting processes and project compliance beginning with contract request up to renewal or closure.

**AssetNet** is a powerful yet easy to operate modular asset management system designed to control and manage mobile and fixed assets from initial purchase through to final disposal.

**PalmNet** provides a versatile stock, transportation and travel management platform that is easily configurable to support a variety of enterprise operations.

**PerfNet** is a business intelligence driven system that helps to manage performance at all levels. PerfNet combines solutions and components made of online dashboards, financial consolidation, cost and profitability analysis, customer and supplier intelligence, enterprise risk management, sustainability management and more.

**Area of Expertise**

Performance and procurement lifecycle management  
Process automation

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www.planetsystems.co
Service Cops Limited

since 2010

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Services Cops is an innovative outsourcing firm operating in Uganda and exporting services to the regional and global markets. We develop, implement and manage custom inbound and outbound services, non-voice and back office processes, and mobile payments solutions.

Service Cops offers a unique approach to contact center services. We create value through turning your contact center from a cost center to a revenue center. Our professional customer service representatives inbound team will delight your customers with a professional customer service experience while our telesales team will generate revenues through outbound campaigns.

Service Cops has seven years hands on experience serving sensitive financial sector clients in Uganda. We have worked with top tier financial institutions offering inbound, outbound and ICT solutions. Over 2.5 million customers in the banking and financial services industry use our technonyly. Service Cops has a fully implemented Quality Management Systems (QMS) that conforms to ISO 9001:2015. Our vision is to be the preferred BPO and ICT firm in the region. We have worked with over eight banks and mobile money firms.

Our services also include:
• Payment platforms, mobile banking
• Mobile Applications
• Anti-Money Laundering systems (AML)
• Transactional alerts
• Omni-channel contact center solutions; voice, chat, web, SMS & social media management
• Online and offline data entry services

Area of Expertise
Software development
Mobile and web application development
Payments development
Call center services
Data process management

ISO 9001:2015 certified

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SINFA (Stichting Internet Now Foundation for Africa) is a for-profit social enterprise that resulted from the Internet Now! Project managed by Oxfam Novib. It provides commercial services with the overall objective of providing employment and income generating services in the rural communities across Africa through affordable and sustainable access to high speed Internet. Specifically in northern Uganda, SINFA uses a demand-driven and market-oriented approach to improve livelihoods through engagements with the government and the private sector to promote significant enhancement of sustainable information and communication technologies as well as agricultural sector interventions for the benefit of rural communities. SINFA runs an extensive Wi-Fi network of 20 interconnected centers and one super center. SINFA ensures location flexibility and timeline-based scalability. It also provides agricultural information access (OctionX) and affordable high speed internet (Zoom – Wireless).

With an aim of maximizing efficiency in operational processes and ensuring better customer experience, SINFA provides BPO services such as data entry, processing, and conversion. SINFA also aims to reduce operational costs and avoid large capital investments while enabling companies to focus on their core competencies.

Regarding BPO, SINFA has the capacity to handle projects originating from both local and international markets; particularly in the international space, there are diverse engagements with clients from the American and European markets and this is a result of their confidence in the enterprise's highly efficient and reliable operations. To date, 600 youths have directly earned a livelihood by providing labor in micro work. Another approximately 1500 people have also benefited as dependents of the micro workers.

Area of Expertise
Data BPO

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Sparkplug works with clients to create pertinent digital solutions that cater to their most pressing challenges. Our workflow integrates user centered design and the agile engineering methodology to deliver on time and in scope. We also provide consulting services on large and small projects.

Our core services include:

**Software Development** - whether you’re building a web or mobile app from scratch, extending a product or API, Sparkplug works to produce lean, test-driven code on time and at budget.

**User Experience Design** - we love human-centered design at Sparkplug. Empathy and iteration results in a more efficient, satisfying, and user-friendly experience for the user.

**Team Integration** - Hiring is tough. Call Sparkplug developers your own, on-site or remotely, to keep the ball rolling or build new functionality in parallel.

**Project Consulting** - with 15 years of combined experience building software products, the team at Sparkplug knows a thing or two about making projects succeed.

Sparkplug also provides product development and technology advisory services. It helps companies create and improve digital products and services through long lasting and mutually rewarding relationships. We also advise entrepreneurs and foster partnership with early stage startups.

**Sparkplug Uganda Limited**

since 2013

Plot 7, Binayomba Road, Bugolobi
Kampala, Uganda

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Techno Brain BPO/ITES is an ISO-certified BPO and IT-enabled services division of Techno Brain, Africa’s leading IT solutions and training services company.

We offer specifically tailored, affordable, and high-end capacity services utilizing latest technology and state-of-the-art infrastructure to our clients. As one of the fastest growing BPO firms in Africa, we have partnered with several government ministries, NGOs, ISP and telecom providers, HR firms, and financial organizations operating in USA, Canada, India, and Kenya. With a combined industry experience of 15 years, strong domain knowledge, and a big pool of professionals, Techno Brain provides clients with strategic insight, scalable and wide range of offerings to ensure the best return on their investment.

Our products include mSecure, a child helpline, and mIVR, a maternal interactive voice response.

Our services include:
- Inbound & outbound call center services
- Back Office – data management
- Scanning & digitization
- Setting up BPOs and call center solutions at client premises
- Business process re-engineering

**Area of Expertise**
- Call center services
- Data process management
- Digital media services
- Knowledge process management

ISO 9001:2008 certified
At Tracenode we are software development experts. We have found that a vast majority of software buyers never get their ideas fully realized and are often left with a sense of dissatisfaction. That is why at Tracenode we have come up with the perfect “Software Development Program” to help organizations, institutions and individuals get exactly what they want, when they want it and at the best price.

Our processes focus on disruptive thinking, the use of cutting edge technology and a laser-focus on delivery. We currently provide solutions regionally in Uganda, Rwanda, Kenya, Tanzania and Sudan. Our software solutions include system development and design, web development, mobile application development, User Experience (UX) designing, Search Engine Optimization (SEO), and User Interfaces (UI) design.

We also provide secure, smart and reliable vehicle management solutions. We utilize a combination of GPS and GLONASS systems to give pin point location and precision to within two meters. Our platform covers a wide range of applications from vehicle tracking, generator monitoring to individual tracking. We increase your operational efficiency with less effort and cost.

Our services also include:
- Customized software development
- Consultancy
- Asset tracking and fleet management
- Smart security services (cars, vehicle maintenance, houses and offices)

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Vantage Communications is all about delivering credible and innovative information sharing platforms and solutions for clients to create mutually beneficial relationships with customers and stakeholders. We provide solutions that enable clients to optimally position their brand, business and services.

Our focus is on helping our clients generate, organise, share and disseminate information relevant for their success. Our solutions provide leverage to influence actions and make informed decisions. We provide mobile ICT enabled data collection and analysis to fill the information and data gaps in key African markets for personal and consumer data.

We provide strategic interventions to optimally position business, project or brand for multinationals to international NGOs. For development agencies and governments, we offer capacity building, research solutions and performance assessment tools and solutions.

Our services include:
- Knowledge process outsourcing
- Comprehensive relationship management platforms
- Market intel
- Capacity building for business development, brand leadership, and BPO service management for providers and agents
- Quality management for ICT services providers

**Area of Expertise**

- Marketing and communications
- R&D information, baseline and performance data collection
- Call centre

ISO 9001:2008 certified

Vantage Communications Limited

since 1999

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Zimba Group Limited

since 2015

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Zimba Group is an adtech company providing tailor made technical and software solutions for small and medium-sized enterprises with emphasis on e-commerce platforms. We use technology to find innovative solutions adapted to the innovation needs of each individual business.

Our key focus areas are: enabling market access under our flagship projects; Zimba Women, working to create opportunities for women to actively, safely and fairly participate in the economy by providing access to skills and training for women; and Zimba Mart, a portal that will be used to expose the products from SMS’s to a vast local and international online market.

Our values are:
Creativity & Diversity - discovering and nurturing new ideas and innovations and consistently soliciting diverse perspectives
Commitment to community & Ubuntu - recognizing that everyone has a responsibility for the welfare of others
Legacy - building lasting value

Through capacity building of female entreprenuers as well as using the organisation’s custom E-commerce solutions. These entreprenuers are empowered to be able to build and manage their own online stores with ZimbaWomen's custom E-commerce software.

As Zimba Women, we are passionate about building strong SME’s and believe in development driven by the private sector.

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www.zimbawomen.org

Area of Expertise
Technical and software solutions
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.