



THE REPUBLIC OF UGANDA



**NTF V**  
**UGANDA IT & BPO**  
**EXPORTER DIRECTORY**  
**2022-2023**



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**ELLY  
TWINEYO  
KAMUGISHA**

**Executive  
Director**  
Uganda Export  
Promotion Board

## FOREWORD

IT products and services as well as IT-enabled services form an important part of Uganda's export diversification. With the impact of COVID-19, IT & ITES services have greatly grown worldwide because everything has gone online.

Digital trade in services is one of the key items that has the highest revenue and is still growing because it has made it easy for businesses to transact. Uganda Export Promotion Board is working closely with other Ministries, Departments and Agencies (MDAs), local stakeholders and the International Trade Centre (ITC) through the NTF IV and now the NTF V FastTrack Tech Programme to continue promoting IT services exports.

The future of these services exports is big and important.



**PATRICK  
KAGENDA**

**Chairman**  
Alliance for Trade  
in Information  
Technology and  
Services

## FOREWORD

The Alliance for Trade in Information Technology and Services (ATIS) is a Trade & Investment Support Institution (TISI) established in 2017 in Uganda. The ATIS mission is a commitment to its members to organize and give them access to international and public sector markets.

The ATIS facilitates the members to become more competitive in the international market by facilitating information, capacity building, partnerships and trade. Member companies are modelled, facilitated and synchronized to enable them win, execute and manage international contracts both as a team and as individual companies. ATIS, working with key partners, is promoting Uganda as a Tech Destination under the Drive Tech Pearl.

The development of the national brand TECH PEARL with the support from NTF-IV was a monumental milestone for the sector and IT fraternity in Uganda. TECH PEARL is the vehicle through which the promotion of exports of Ugandan IT/ITES speaks to the world with one voice. ATIS continues to implement the promotion of the TECH PEARL through its network, website, social media, and other events as the optimum destination for those looking into the emerging digital economy.

TECH PEARL leverages the abundant young agile, tech-savvy and English-speaking talents, amazing time zone and central location in Africa for offshoring and re-outsourcing.



**ELIZABETH  
NTEGE**

**Chairperson  
Board of Directors**  
ICT Association  
of Uganda  
(ICTAU)

## FOREWORD

The ICT Association of Uganda comprises multiple ICT stakeholders that include the private and public sectors, development partners, and various strategic partners supporting ICT initiatives and programs in Uganda.

The primary goal of the ICT Association of Uganda is to extend the reach and benefits of the use of ICTs to all sectors and facets of Uganda. As such, the association has adopted practices that listen to issues in the industry, encourage, share, and engage with members to build solid relationships for effective collaboration.

We also provide our members with opportunities that give them more excellent value in being a part of the association through networking events, capacity building, industry discussions and representation, public outreach, and the development of industry standards.

The ICTAU, therefore, seeks to become the foremost and most significant forum for ICT practitioners and users, business owners, researchers, and policymakers to share their knowledge and experience on the technology, adoption, localization, management, and policy of development informatics in Uganda with specific emphasis in ICT innovation and transformation to support and enable ICT inclusion across the country.



**RICHARD  
ZULU**

**Chairperson,**  
Startup Uganda

## FOREWORD

Startup Uganda's relationship with ITC under the NTFV #FastTrackTech Programme has a focus on supporting IT and BPO companies who intend to export products and services.

We believe in empowering tech hubs, accelerators, and incubators who in turn strengthen and groom resilient small businesses (IT companies and tech startups). This is a good first step in achieving excellence and competitiveness in the export market.



# 3D SERVICES LTD



## CEO / DIRECTOR

Timothy Mwandha

## BUSINESS NUMBER:

+256 776398888 / +256 702398888

## EMAIL:

timothy@3dservices.co.ug

We have been in the business of tracking people, vehicles and goods in transit since 2010. We are experts in car tracking, fleet management, fuel monitoring and field staff surveillance. We offer solutions for individuals, companies and organization that operate fleets of vehicles or machinery. We design, source and integrate cutting edge technology from Africa, Europe, the Americas and Asia. We serve several satisfied customers in Uganda and Kenya.



### COMPANY STATUS

Year of Establishment: 2010

Legal Status:

Limited Liability Company

Memberships:

GPS Telematics & IOT Association



### HUMAN RESOURCES

Full-time staff:

Female Staff: 10

IT Staff: 9

Analysts: 5

Marketing & Sales: 3



### CONTACT INFO

Address: Plot 1115 Bukoto Kisaasi Rd, Kampala

Website: <https://3dservices.co.ug/>

Facebook: <https://www.facebook.com/3DServicesUganda/>

Twitter: <https://mobile.twitter.com/3dservicesug/>



### INFRASTRUCTURE & EQUIPMENT

Office Space (in sqm2):

4,047 Sqm2

Connectivity Facilities:

IT & Internet facilities available



### CERTIFICATIONS & PROGRAMMING

Languages & Tools:

English, Computers, Tablets

& Internet.

Certifications:

ISO, QMS 9001:2005



### AREA OF EXPERTISE

Areas of expertise:

FMS (Fleet Management Tracking), Fuel Monitoring, Mobile Camera Systems

Sector priorities:

Transport & Logistics, Agriculture, Government Agencies and Individuals



### EXPORT EXPERIENCE

Does the company export: Yes

Year(s) of Export Experience: 6

Export Destinations: Kenya



**ClinicMaster**  
Your Health Data Partner.



# CLINIC MASTER INTERNATIONAL

**CEO / DIRECTOR**

Wilson Kutegeka

**BUSINESS NUMBER:**

+256 772609113 / +256 392000158

**EMAIL:**

wilson.kutegeka@clinicmaster.net

ClinicMaster International is a systems integration and software development company responsible for the Development and support of ClinicMaster. ClinicMaster is an integrated healthcare information management and medical billing system that automates patients' transactions in the clinic or hospital on a visit basis and daily procedures.



#### COMPANY STATUS

Year of Establishment: 2013

Legal Status:

**Private Limited Liability**

Memberships:

**ATIS, ICTAU, UBPOA, NITA-U, UEPB, UIA**



#### HUMAN RESOURCES

**Full-time staff:**

Female Staff: 8

IT Staff: 15

Analysts: 2

Marketing & Sales: 1



#### INFRASTRUCTURE & EQUIPMENT

**Office Space (in sqm2):**

50 Sqm2

**Connectivity Facilities:**

WiFi



#### CERTIFICATIONS & PROGRAMMING

**Languages & Tools:**

C#, VB.NET, Dart, JavaScript,  
React, Flutter, MS-SQL Server,  
Visual Studio

**Certifications:**

ISO 9001:2008



#### AREA OF EXPERTISE

**Areas of expertise:**

Software Development

**Sector priorities:**

e-Health



#### EXPORT EXPERIENCE

Does the company export: **Yes**

Year(s) of Export Experience: **8**

Export Destinations: **Kenya,  
South Sudan, Rwanda & Zambia**



#### CONTACT INFO

**Address:** Plot 83 Bukoto Street, Kamwokya-Kampala

**Website:** <https://clinicmaster.net/>

**Twitter:** @clinicmaster

**Facebook:** <https://www.facebook.com/ClinicMasterInternational/>

**LinkedIn:** <https://www.linkedin.com/company/clinicmasterinternational/>

**Instagram:** <https://www.instagram.com/clinicmaster.international>

**CEO / DIRECTOR**

Patrick Kagenda

**BUSINESS NUMBER:**

+256 753272456 / +256 312512246

**EMAIL:**

pkagenda@dcareug.com

Data Care is an Information Technology (IT) Consultancy firm that was established in July, 2006 to provide solutions in software development, data management, customized trainings, business process re-engineering, technology strategies and system audits. Our I.T Products are offered as Software as a Service (SAAS) or on premise. The I.T-enabled services we offer include back office and helpdesk. The team uses a combination of modern open source and licensed technologies to deliver quality products and processes.

**COMPANY STATUS**

Year of Establishment: 2006

Legal Status: **Registered****HUMAN RESOURCES****Full-time staff: 27**

Female Staff: 13

IT Staff: 14

Analysts: 6 • Operations: 4

Marketing &amp; Sales: 3

**INFRASTRUCTURE  
& EQUIPMENT****Office Space (in sqm2):**

1,716.88 Sqm2

**Connectivity Facilities:**

Fibre Optic and Wi-Fi Broadband

**CERTIFICATIONS &  
PROGRAMMING****Languages & Tools:**C#, MSSQL Server, Mysql, Xamarin  
Forms, PHP and Java Script.**Certifications:**

ISO 9001:2015, ISO/IEC2007:2013,

NITA/CERT/021/436

**AREA OF EXPERTISE****Areas of expertise:**Enterprise Software Development,  
Data Science, Business Process  
Mapping, Digital Transformation  
Strategies and System audits.**Sector priorities:**Agriculture, Health, Social services,  
Trade and Education Sector.**EXPORT EXPERIENCE**Does the company export: **Yes**Year(s) of Export Experience: **14**Export Destinations: **Kenya, South  
Sudan, Ethiopia, Botswana, Malawi,  
Lesotho, Iraq, Yemen and USA****CONTACT INFO****Address:** P.O. Box 1170 Kampala, Plot 1869, Rainbow Rise, Naalya, Uganda**Website:** [www.dcareug.com](http://www.dcareug.com)**Facebook:** <https://www.facebook.com/dcareug/>**Twitter:** <https://twitter.com/Dcareug>



**CEO / DIRECTOR**  
Hareesh Sahadevan  
**BUSINESS NUMBER:**  
+256 753333480  
**EMAIL:**  
hs@emvigoafrica.com

Emvigo Technologies & BPO services is a leading technology company with an approach to deliver the latest & quality solutions. We are a global company providing IT solutions, BPO/KPO/ITES services, widely recognized by clients all over the world as a one-stop-solution serving businesses of diverse domains and scales. We focus on implementing proper process expertise, capable team, information technology and analytical capabilities in diverse industries. The founder is a fluent speaker of Arabic, English and French.



**COMPANY STATUS**

Year of Establishment: 2017  
Legal Status:  
**Limited by Shares**  
Memberships:  
**UNCCI & UBPOA**



**HUMAN RESOURCES**

**Full-time staff: 350**  
Female Staff: 270  
IT Staff: 4  
Analysts: 17  
Marketing & Sales: 3



**CONTACT INFO**

**Address:** Aquva House, Mulwana Road, Bugolobi, Kampala  
**Website:** www.emvigoafrica.com  
**LinkedIn:** https://www.linkedin.com/company/emvigo-technologies-bpo-services/



**INFRASTRUCTURE  
& EQUIPMENT**

**Office Space (in sqm2):**  
600 Sqm2  
**Connectivity Facilities:**  
Fibre connectivity with  
100mbps



**CERTIFICATIONS &  
PROGRAMMING**

**Certifications:**  
NITA 2



**AREA OF EXPERTISE**

**Areas of expertise:**  
BPO , Contact Centre , Contact centre  
Solution , SACCO and MFI solution,  
Software and Mobile app development.

**Sector priorities:**  
BPO



**EXPORT EXPERIENCE**

Sales Revenue in 2021: **USD 650,000**  
Does the company export: **Yes**  
Year(s) of Export Experience: **3**  
Export Destinations: **Kenya,  
Australia, UAE**



**CEO / DIRECTOR**

Paul Onek

**BUSINESS NUMBER:**

+256 753382617 / +256 771994556

**EMAIL:**

ponek@japotechsolutions.co.ug

Japotech Solutions is one of the fastest growing ICT companies offering high quality and cost-effective telecom, IT and training services. Formed in 2016 by a team of seasoned ICT experts, Japotech has become one of the most celebrated Ugandan ICT companies and is now ISO9001 certified. Several customers all ranging from telcos, SMEs, NGOs and households have satisfactorily enjoyed the services offered by our Japotech Solutions.



**COMPANY STATUS**

Year of Establishment: **2016**  
Legal Status: **Privately Owned**  
Memberships:  
**ATIS, UEPB, NITA-U**



**HUMAN RESOURCES**

**Full-time staff: 9**  
Female Staff: **5**  
IT Staff: **4**  
Analysts: **2**  
Marketing & Sales: **2**



**CONTACT INFO**

**Address:** Plot 19, Bukoto Street, Kamwokya, Kampala  
**Website:** [www.japotechsolutions.co.ug](http://www.japotechsolutions.co.ug)  
**LinkedIn:** <https://www.linkedin.com/company/18040145/admin/notifications/all/>  
**Facebook:** <https://www.facebook.com/Japotechsolutions>  
**Twitter:** <https://twitter.com/japotech>



**INFRASTRUCTURE & EQUIPMENT**

**Office Space (in sqm2):**  
70 Sqm2  
**Connectivity Facilities:**  
Fibre broadband - 15Mbps



**CERTIFICATIONS & PROGRAMMING**

**Languages & Tools:**  
Atoll, iBwawe, TEMS Investigation, TEMS Pocket.  
**Certifications:**  
ISO9001:2015



**AREA OF EXPERTISE**

**Areas of expertise:**  
Internet Link Installation and Maintenance, Telecom Site Installation, Fixed Internet Business Development, Telecom Drive Test Optimization, Telecom Network Planning, ICT Apprenticeship Training.

**Sector priorities:**  
Telecoms, ISPs



**EXPORT EXPERIENCE**

Sales Revenue in 2021: **USD 120,000**  
Does the company export: **Yes**  
Year(s) of Export Experience: **5**  
Export Destinations: **UK, USA, Spain, Italy, Morocco**



**CEO / DIRECTOR**

Daniel Okalany

**BUSINESS NUMBER:**

+256 773023366 / +256 779787974

**EMAIL:**

theguys@kolastudios.com / daniel@kolastudios.com

Kola Studios is a software development firm. We design and develop highly polished Android and iOS apps for startups and enterprise clients through creating mobile experiences that leverage the latest technologies. We also develop systems that can enhance organizational productivity through effective management exploiting technology advancement. We are the developers of the popular card game in East Africa known as Matatu.



**COMPANY STATUS**

Year of Establishment: 2011

Legal Status:

Private Limited Company



**HUMAN RESOURCES**

Full-time staff: 6

Female Staff: 1

IT Staff: 3

Analysts: 1

Marketing & Sales: 1



**INFRASTRUCTURE & EQUIPMENT**

Office Space (in sqm2):

15 Sqm2

Connectivity Facilities:

Fibre broadband - 15Mbps



**CERTIFICATIONS & PROGRAMMING**

Languages & Tools:

Java, Swift and PHP



**AREA OF EXPERTISE**

Areas of expertise:

Android Apps, iOS Apps & Organisation systems

Sector priorities:

NGOs, Government Organisations



**EXPORT EXPERIENCE**

Sales Revenue in 2021: USD 100,000

Does the company export: Yes

Year(s) of Export Experience: 4

Export Destinations: USA



**CONTACT INFO**

Address: 3rd Floor Ntinda Complex, Ntinda - Nakawa Road

Website: <http://kolastudios.com/>

Twitter: <https://twitter.com/kolastudios>

<https://twitter.com/matatugame>



**CEO / DIRECTOR**

Isaac Neuwelt

**BUSINESS NUMBER:**

+256754699338 / +256414699338

**EMAIL:**

ineuwelt@neuwelt.co

Neuwelt is a research-based media and technology company that has, since 2016, provided initial and continued branding and IT support to infant and evolving businesses and organizations. Through research and innovation, our services have evolved to suit the dynamic range of market demands and consumer needs locally and internationally. We invest in building youthful teams, solving world problems. Our team is of varied skills and experience spanning over 10 years.



**COMPANY STATUS**

Year of Establishment: **2016**  
Legal Status: **Limited by Shares**  
Memberships: **ATIS**



**HUMAN RESOURCES**

**Full-time staff:**  
Female Staff: **3**  
IT Staff: **3**  
Marketing & Sales: **2**



**CONTACT INFO**

**Address:** Plot 21 Kanaana Close, Nasuuti, Mukono  
**Website:** [www.neuwelt.com](http://www.neuwelt.com)  
**LinkedIn:** <https://www.linkedin.com/company/neuwelt/>  
**Facebook:** <https://www.facebook.com/neuwelt.co>  
**Twitter:** [https://twitter.com/neuwelt\\_co](https://twitter.com/neuwelt_co)



**INFRASTRUCTURE & EQUIPMENT**

**Office Space (in sqm2):**  
65.5 Sqm2  
**Connectivity Facilities:**  
DSL Wireless Connection, VPS, LAN System, NAS, Isolated Backup System



**CERTIFICATIONS & PROGRAMMING**

**Languages & Tools:**  
C, Node.JS, JavaScript, WordPress, Linux Admin, Adobe CS, Invision.



**AREA OF EXPERTISE**

**Areas of expertise:**  
Web & mobile app Development, Creative design, Business strategy & consultancy, Digital Marketing, Training in IT.

**Sector priorities:**  
IT.



**EXPORT EXPERIENCE**

Does the company export: **Yes**  
Year(s) of Export Experience: **4**  
Export Destinations: **Germany, Switzerland**



**CEO / DIRECTOR**  
Mathias Kamugasho  
**BUSINESS NUMBER:**  
+256772689197  
**EMAIL:**

m.kamugasho@servicecops.com

Service Cops Limited is an ISO 9001 & 27001 certified Fintech and Business Processes Outsourcing firm. Service Cops is the winner of the NITA 2021 E-Governance Award BPO/ITES Category. It has been involved in providing services since its incorporation in 2009. In the outsourcing space, it's involved in IT outsourcing (Bespoke Systems/IT development), IT helpdesk, customer experience and Telesales. It has a footprint in Uganda, Zambia, Rwanda and Ethiopia.



**COMPANY STATUS**

Year of Establishment: 2019  
Legal Status:  
**Private Limited Liability Company**  
Memberships:  
**PSFU, FITSPA**



**HUMAN RESOURCES**

**Full-time staff: 113**  
Female Staff: 69  
IT Staff: 9  
Analysts: 2  
Marketing & Sales: 20



**CONTACT INFO**

**Address:** Plot 1-3, Coral Crescent, Lower Kololo Terrace  
**Website:** <https://servicecops.com>  
**Facebook:** <https://www.facebook.com/servicecopsttd>



**INFRASTRUCTURE  
& EQUIPMENT**

Connectivity Facilities:  
**NITA, Fibre, Gilat Telecom**



**CERTIFICATIONS &  
PROGRAMMING**

**Languages & Tools:**  
Full Stack development  
**Certifications:**  
ISO 27001, 9001



**AREA OF EXPERTISE**

**Sector priorities:**  
Education, Banking, Insurance



**EXPORT EXPERIENCE**

Does the company export: **Yes**  
Year(s) of Export Experience: **3**  
Export Destinations: **Morocco.**  
**Present in other countries,**  
**but for Fintech products.**



**CEO / DIRECTOR**  
Philemon Wenganga  
**BUSINESS NUMBER:**

+256 784361720 / +256 752405232

**EMAIL:**  
phil@zeenode.com

Zeenode Ltd. is a Private Limited Software Development Company incorporated to make a difference in the software product industry in East and Central Africa by building and managing large industrial standard, enterprise level integrated software systems with specialization in domain specific requirements. The systems we build are integrated into other open API systems such as financial platforms, communication technologies such as telecommunication, WhatsApp API, USSD, SMS gateways and the Internet technologies.



**COMPANY STATUS**

Year of Establishment: 2011  
Legal Status: **Limited by Shares**  
Memberships: **ATIS**



**HUMAN RESOURCES**

**Full-time staff: 25**  
Female Staff: 8  
IT Staff: 12  
Analysts: 2  
Marketing & Sales: 3



**CONTACT INFO**

**Address:** Plot 2, Dr, Lukwiya Road, Kiwatule  
**Website:** www.zeenode.com  
**LinkedIn:** https://www.linkedin.com/company/neuwelt/  
**Twitter:** https://www.linkedin.com/company/zeenode-limited/



**INFRASTRUCTURE & EQUIPMENT**

**Office Space (in sqm2):**  
2 floors.  
**Connectivity Facilities:**  
Fibre Internet.



**CERTIFICATIONS & PROGRAMMING**

**Languages & Tools:**  
Erlang/OTP, Elixir, JavaScript, Python (2.x, 3.x), Node.js, .NET, HTML, Web UI, DB and Database Tools.

**Certifications:**  
ISO 27001:2013



**AREA OF EXPERTISE**

**Areas of expertise:**  
Custom ERP System Development, WhatsApp Business API development and Integration, Custom Software & Application Development, Payment Platform Development & Integration, Large Scale Server Orchestration & Administration, Linux / Unix & Windows Administration

**Sector priorities:**

EdTech, FinTech.



**SALES REVENUE IN 2021:**

USD 256,000



To know more about the NTFV FastTrackTech project, please visit the website:

<https://bit.ly/3ydem7o>

**CONTACT:**

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**JOHN NDABARASA:**

NTF V FastTrackTech National Project Coordinator

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Kampala, Uganda

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