



"A member of the IDC group of companies"

PARTNERING TOWARDS A DIGITAL NATION THROUGH PROVISION OF PREMIUM DIGITAL INFRASTRUCTURE PLATFORM & SERVICES

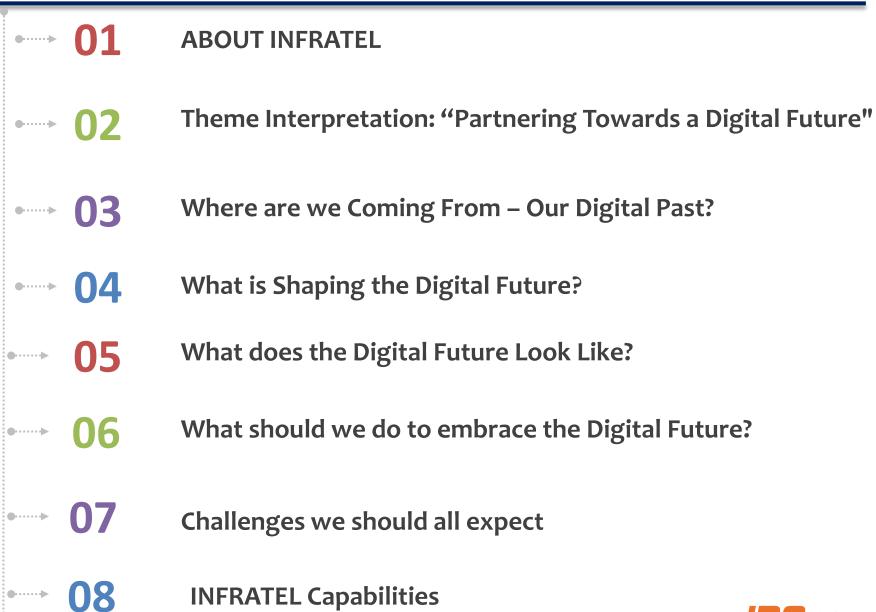
Zeko Mbumwae

Chief Information Officer INFRATEL Corporation Limited



IN THIS PRESENTATION





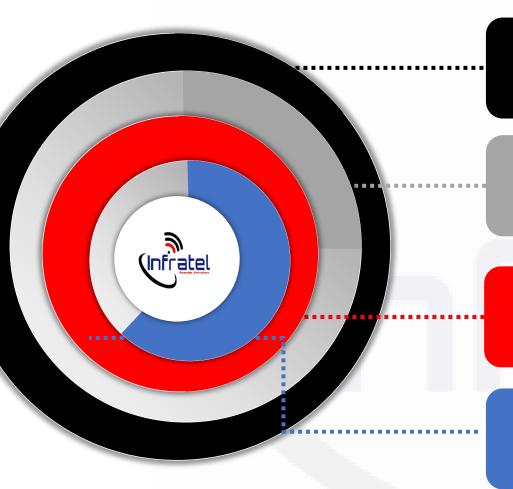




Brief About INFRATEL



ABOUT INFRATEL



INFRATEL was established by government through IDC.

- The company commenced operations in September 2019
- We are currently 100% owned by IDC.

INFRATEL'S STRATEGIC ROLE

To accelerate growth of the Telecom and ICT Industry through provision of shareable Telecom and ICT infrastructure services to public and private customers.

- INFRATEL Owns & Operates three best-in class Tier III
 Certified Data Centers
- INFRATEL Owns & Operates 1280 Telecom towers distributed countrywide

SOME OF OUR SERVICES

1. Tower colocation 2. Data Centre Colocation 3. Data Storage 4. Server Renting (Physical and Virtual) & 5. Software Development

INFRATEL CERTIFICATIONS













Theme Interpretation



The Future is Digital. Adopt & Adapt!

Uncertainty About the Futur

The Future may be uncertain

- ✓ Predicting future trends is a daunting task
- ✓ To Succeed Preparation for the future is key

Embracing the Future

- ✓ Taking the right steps to setup or transform your business.
- Maintaining Business relevance today and in future

The Customer of Today

- Hyper adoptive to new technologies
- ✓ Looks for Convenience
- ✓ High rate of technological changes

The Future NEXT EXIT Embracings Embracings Embracings

Embracing the Future

- ✓ Adopt & Adapt New Technologies
- ✓ Artificial Intelligence (AI) and Predictive Data Analytics
- ✓ Big Data, Machine Learning



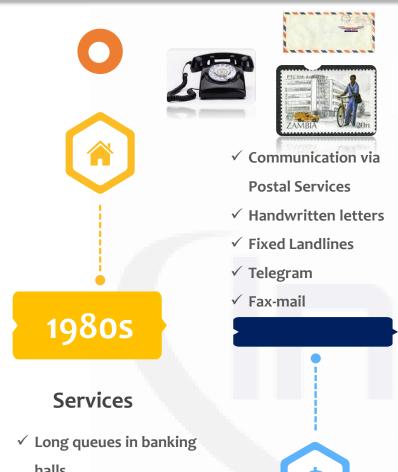




Where are we Coming From – Our Digital Past



Where are we Coming From? The Technology Timeline





- √ Retail Banking Era
- ✓ Automated banking services in the branch.
- ✓ Focus on physical banking hall facilities.
- √ Face-to-Face banking



2000S

- √ VoIP & Video Conferencing
- √ Digital Society
- √ Social Media



Services

- ✓ Online Payments
- ✓ Online Banking
- ✓ Mobile Banking
- ✓ Digital Wallets
- ✓ Social Media Banking
- √ Online Shopping





halls.

√ Low penetration of banking services (for the elite)





What Drivers are Shaping the Digital Future



04 Key Drivers for the Future of Digital Enabled services

Customers' Needs

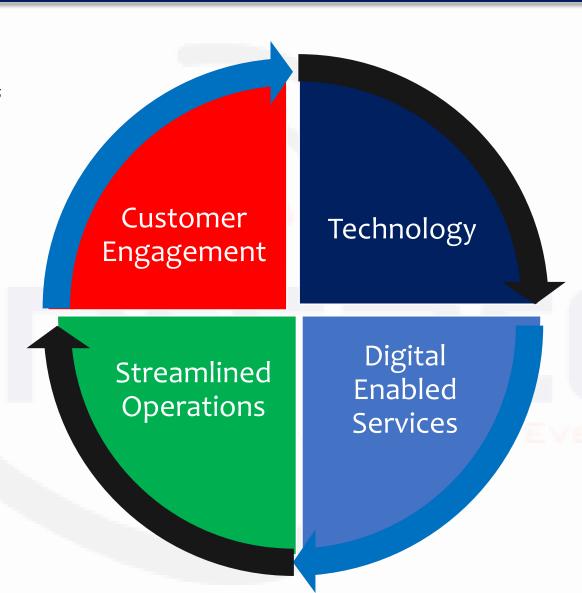
- Flexible and multiple channels
- Demand for Convenience
- 360 Degree approach to Customer engagement

People culture

- Ideation
- Problem solving
- Customer Observation
- Agile and Flexible Business Models

Efficiency

Infratel



Technology Infrastructure.

- Cloud Computing
- Digitization & Automation
- CyberSecurity
- Open API
- Predictive Data Analytics

Services

- Agility & Speed
- Faster & cheaper Services
- Accessible every where
- User friendly
- Eco System partnerships





What Does the Digital Future Look Like???



What does the Digital Future Look Like?



Banking & DFS

The Future is Here!

- ✓ Branchless Banks
- ✓ 100% Digital Banks
- ✓ Digital Currency
- ✓ Fully Cloud Hosted Banks
- ✓ Near Field Communication Cards
- ✓ (Mobile, Cashless, DigitalOnboarding & Digital KYC)
- ✓ Al/Machine Learning
- ✓ Real time Anti Money

 Laundering



ICT & Telecoms

Do not be Left Out!

- √ 5G Technology
- ✓ Internet of Things
- ✓ Al in Analytics
- ✓ Robotics
- ✓ Virtual Reality
- ✓ Mobile Money to FinTech
- ✓ Mobile Money ecosystems



SME's

You Snooze you Lose!

- Cash is no longer king! Online payment solutions will differentiate your business.
- ✓ Online Presence: You cannot survive without online presence (e-Commerce)
- CAPEX Down: options for accessing information systems with low Capital expenditure



All Industries

Get Ahead of your Peers!

- ✓ Automation of Workload Automated Manufacturing:
- ✓ AI Artificial Intelligence will be used in all types of businesses, especially those that deal with security.
- ✓ Self-Driving Cars
- ✓ Smart Cities
- ✓ Chatbots







What Should we do to Embrace the Digital Future?



06

What should we do to embrace the Digital Future? FOR START-UPS

STARTUP ENTERPRISES:

Why use the old business models to setup a new company and later have to undergo a change management process to align to the modern ways of doing business.

Start-ups have the potential to disrupt big businesses by entering the market with models that embrace digital enabled services, partnerships and right employee culture towards excellent customer experience

Adopt digital Technology as part of your strategy from the onset.

Build your start-up strategy on the solid basis of digital technology to catapult your business ahead of competition. Adopt Models that are already Tested

Focus your financial resources towards your core business and adopt affordable models that will facilitate agile roll-out of your business.

& Proven

Keep Your Customer Satisfied

Ensure your product and services deliver is continuously enhanced in keeping with fast changing customer needs and expectations.

Lead-the-Way

Integrate continuous innovation in the business
Adopt near Realtime 360° customer interaction using digital channels for sales, marketing, problem resolution, self service,

Lead-the-Way

Build smart partnerships to enhance value creation for your stakeholders.

Build a lean agile & innovative team.



NO NEED TO REINVENT THE WHEEL FOCUS ON YOUR CUSTOMER

ADOPT A
CONTINUOUS
IMPROVEMENT

GET AHEAD OF THE MARKET





What should we do to embrace the Digital Future? FOR EXISTING **ENTERPRISES**

EXISTING ENTERPRISES:

These are a bit lethargic in adopting new way of doing business. Employees have developed a culture that requires a change management process to refocus their thinking to customer centricity, ideation, critical thinking and problem resolution. Their business models are anchored on processes and procedures that are manually executed. These organizations require to go through a digital transformation journey

Start Inwards

Streamline processes to focus on the customer experience & improved efficiencies.

Automate processes by leverage digital technology to become more efficient and cost effective

Enhance Your Core Business

Realign resources towards your corebusiness Adopt digital platforms for sales and customer care.

Customize your offering using Customer Analytics.

Lead-the-Way People: Build a Integrate continuous

innovation in the

360° customer

channels for sales,

marketing, problem

Adopt near Realtime

interaction using digital

resolution, self service,

business

culture Clarify New Direction to all your staff.

- 2. Set Accountability.
- 3. Adopt Change champions

digitally-savvy

4. Get Staff buy-in

Lead-the-Way

Build smart partnerships to enhance value creation for your stakeholders.

Build a lean agile & innovative team.

Set industry best practice standards

START HERE

Digitalization & Automation

Focus on Your **Core Business** (Customer)

Align your **Organizational** Culture

Adopt a **Continuous Improvement** Get Ahead of the Market







Challenges we should All Expect





Need for Hyperscale Data Centres - High CAPEX

Data Centre Build is a high capital-intensive project

Shortage of Digital Skills - To develop digital solutions & automate workflows

Cybersecurity Threats -



Securing Digital Infrastructure is expensive. Robust Security Digital Transformation Initiatives Most Targeted Countries in order: Ethiopia, Uganda, Rwanda, Botswana, Angola

	Cryptominer	Ransomware	Mobile	InfoStealer	Banking	Botnet
Africa Avg.	9.2%	2.3%	3.5%	9.8%	6.9%	14.8%
Global Avg.	4.1%	1.6%	1.3%	5.0%	4.3%	6.6%



High OPEX - High Operational Expenditure to maintain Data Centre Facilities



Innovation Curve is Steep - Businesses need to focus on their core businesses to remain viable

INFRATEL is your Partner of Choice to take away the burden!













INFRATEL Capabilities & Value Proposition



Products & Services

Key capabilities

Key Certifications

- ✓ Colocation (Data Centre)
- ✓ Offsite Data Backup Services
- ✓ Server Renting
- ✓ Storage Renting
- ✓ Disaster Recovery Services
- ✓ Corporate Email Service
- ✓ Software & Website Development
- ✓ Payment Gateway Integration Services
- ✓ Website Hosting & Domain Registration
- ✓ Tower Colocation Services

- ✓ Power Capacity 6 days PowerBackup No Loadshedding
- ✓ Redundant 2 x 1.25MW+ CUMMINS

 Generators
- ✓ Geographical Redundancy
- ✓ High Connectivity Capacity
- ✓ High Security Standards
- ✓ Dual Dark Fibre & MPLS Links
- ✓ Presence of all ISPs and Carriers
- ✓ Modern Data Centre Architecture
- ✓ Connectivity to other countries





Certified



Certified

- ✓Zero Security Breach
- √100% Availability

From 2016 to date













INFRATEL Value Proposition

INFRATEL will help your organisation to:

- Reduce your ICT CAPEX & OPEX Budgets
- Have peace of Mind to focus on your core Business & Innovate Quickly
- Attain Audit, Legal & Regulatory Compliance for your Business
- Support Your Compliance to Data Protection, Privacy & Cybersecurity Legislation
- Actualise Disaster Recovery for your organization
- Offer Excellent Customer Experience for your customers
- Accelerate the Business Digital Transformation for your organization
- Adopt a Cloud Strategy
- Adopt an outsourced business model for all shareable infrastructure
- Enhance your Coverage reach through our Tower Infrastructure











SPEAK TO US TO SUPPORT YOUR DIGITAL TRANSFORMATION JOURNEY

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