



**zambia national building society**  
*“Shelter Through Savings”*

**PARTNERING TOWARDS A DIGITAL NATION**



**ICTAZ 13<sup>TH</sup> AGM**



[www.znbs.co.zm](http://www.znbs.co.zm)



# INTRODUCTION



The history of mankind has been full of revolutions. We began with the stone age, then there was the industrial age, clearly now we are in a digital age.

This age has made the world a smaller place as we can easily communicate and transact with people from far flung areas.



# COMMUNICATION

Communication is one of the critical success factors in the digital age hence the need to partner with internet service providers and telecom companies. This has meant that all institutions have had to partner with the big telecoms. Reaching a customer or an employee is vital at all times in this age so that they are in the know.



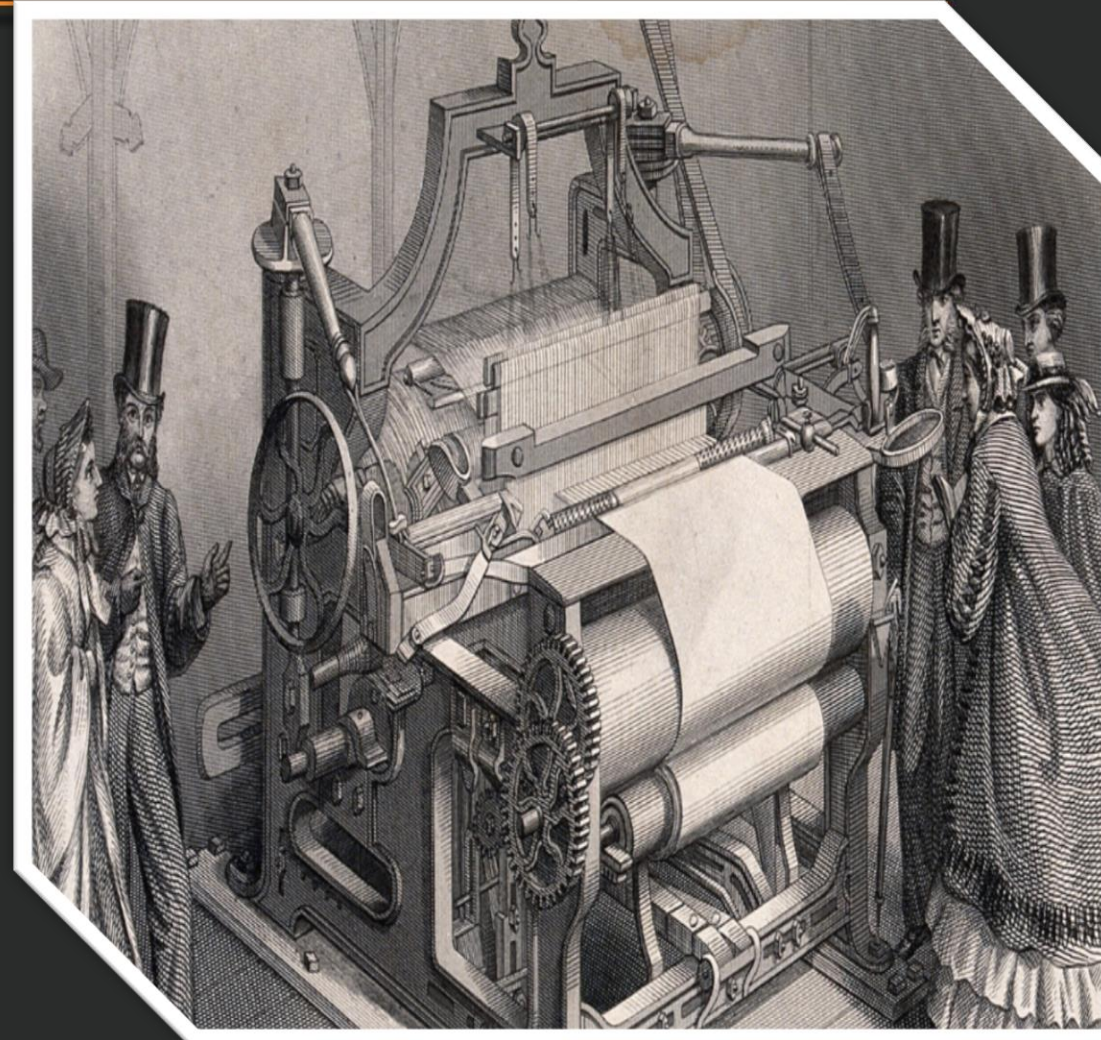


# PARTNERSHIP



The traditional make or buy models for driving growth are being disrupted by digitalization, which is putting the focus on partnerships as a growth strategy for businesses.

No one firm or financial institution can offer solutions that will satisfy their vast customer bases making partnership a prerequisite for success.



# PARTNERSHIPS



I will briefly look at the financial sector where we have seen so many synergies among Banks, Microfinance institutions and building societies. Not long ago we could only do our banking in a brick-and-mortar building, but as we know this can be done at the comfort of your home seamlessly.



# PARTNERSHIPS

In order to do banking at your fingertips, there is need to partner with the mobile service providers to provide the USSD platform for customers to transact. While if you are using the app store or playstore, you will need to partner with google or apple in order to offer financial solutions. This true for other sectors as well.





# PARTNERSHIPS



As earlier alluded to the brick and mortar approach is expensive in terms of labour , construction and other running costs.

As ZNBS we have partnered with Mobile Service Providers directly and indirectly to offer banking services in the remotest of areas. This is a cost effective approach and has wider reach.



# PARTNERSHIPS

Agency banking is another area which has helped the financial sector reach more areas through various shops who act as agencies using their POS thus reducing the need for customers to travel long distances to access financial services.

This has also created jobs for many people in Zambia.





# PARTNERSHIPS

Zambia National Building Society has partnered with cellulant in order to offer several bill payment solutions and airtime purchase solutions. This has made banking a better and more convenient experience. We have also partnered with several local traders to offer agency banking country wide.



# PARTNERSHIPS

Clearly in order for any business to succeed, there is a need for strategic partnerships that offer comprehensive solutions that can make a business more relevant to the constantly changing world. Financial institutions have partnered with the government to offer payment solutions for civil servants.



DIGITAL IS THE WAY TO GO!!

**Tinika Chabe!**

**\*686#**

"Everything Done"

Available on all networks

# PARTNERSHIPS



ICT and interoperability of equipment and software among financial institutions is the cornerstone of the banking system.

This point brings me to VISA, Mastercard and our national financial switch which have been the backbone of payment solutions the world over and in Zambia.





# PARTNERSHIPS

Earlier I touched a bit on coms to staff and customers.

ICT has created social media giants such as Facebook ,Zoom ,Microsoft ,Twitter, Whatsapp and google to mention but a few that has completely changed the advertising landscape and made targeted adverting to masses possible. These Giants are essential partners to communicating to various stakeholders.



# PARTNERSHIPS



**It is increasingly common for corporations to move from competitors to partners in order to attain corporate goals that are mutually beneficial.**

**The future growth of this nation will depend on such alliances.**



# PARTNERSHIPS



Competition is a team team sport in the Digital Era.No company has the required digital skills, capabilities and resources to respond to the always demanding customer needs. Things are volatile and unpredictable and a business without agility and without partners and allies is at a Disadvantage potentially putting the business at risk





# PARTNERSHIPS



Co-opetition that is working with competition in a win-win-win situation where the firms in question and the customer benefits.

These partnerships with other institution will mean Zambia becoming a more digital in future. We are also seeing 5G coming to Zambia and Facebook is talking about a metaverse coming up.



# PARTNERSHIPS



5G will play a significant role in making the internet faster while also bringing more applications that may not be possible in 4G.



Change is inevitable and will continue to come to Zambia. As Corporates and as citizens we must seize the opportunity or else, we can become irrelevant to the market.



# THE END

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## THANK YOU