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OUTSOURCING
DESTINATIONS

GHANA

OUTSOURCING DESTINATION GUIDE

ICT SECTOR INSIGHTS & CONTACTS

INDEPENDENT INFORMATION GUIDE BY GERMAN
OUTSOURCING ASSOCIATION

GHANA

DIGITAL TRANSFORMATION IN SUB-SAHARAN AFRICA

Outsourcing Destination Guide GHANA

Welcome

We present with the Outsourcing Destination Guide Ghana the capabilities and actors of the Ghanaian ICT sector. We showcase unique solutions by local industry experts in the form of case studies and project reports and have talked to local industry leaders about their business operations and local perspective of the ICT sector.

As a result, we help decision-makers to understand better the conditions and opportunities of investing in local operations or in working with IT- and business process service providers in Ghana.

This publication is an independent information guide published by Deutscher Outsourcing Verband e.V. (German Outsourcing Association) as a joint initiative with Digital Skills Accelerators Africa e.V. and GIZ (Germany).

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Disclaimer

The information in this guide has been carefully researched by industry experts. The views and opinions of the authors do not necessarily present the associations' and its partners standpoints but are meant to give an authentic insight into the local ICT sector. The company information (pages 62 ff) have been provided by the individual companies and shall help to evaluate a potential fit for co-operation.

MARANATHA BEACH CAMP, ADA FOAH, GHANA

Digitization Accelerating Economic Development

Convinced that Africa offers countless business opportunities that can be transformed into employment, the German Federal Ministry for Economic Cooperation and Development (BMZ) has launched the Special Initiative on Training and Job Creation offering various measures to support investment activities that have a high impact on employment in Africa. The Special Initiative, which operates under the Invest for Jobs brand, thus contributes to the implementation of the G20 investment partnership Compact with Africa and the Marshall Plan with Africa, with Ghana being one of the compact countries.

As one of the implementing agencies of Invest for Jobs, GIZ is developing and realizing projects in the African partner countries leading to the creation of jobs and trainings and improved working conditions. As the di-

vision „Economic and Social Development and Digitalisation“, we are especially focusing on approaching German and European companies and developing impactful projects together that will be put into practice on the ground in Africa.

With Ghana being regarded as a democratic stability anchor in West Africa and its very good macro-economic conditions, the country is becoming increasingly attractive for international investment. The fact that digitisation has even been proclaimed a national goal by the government in order to achieve an economic upswing shows the importance of the digital economy for the country that is currently very dependent on the export of products such as gold or cocoa. Invest for Jobs is supporting and promoting the digital sector in cooperation with local universities such as Takoradi Technical University and other Ghanaian partners.

As one of the lighthouse projects of the Special Initiative on Training and

Job Creation, the Digital Skills Accelerator Africa e. V. (DSAA) offers companies a great platform to get a soft entry into the world of development cooperation while at the same time providing networking opportunities and exploration of synergies with other IT companies active in Africa. The DSAA was founded in 2019 in cooperation with the Special Initiative to contribute to its main goal: the creation of new jobs in the African partner countries.

In Ghana, Invest for Jobs is currently supporting three DSAA training programmes for young software development talents implemented by German and international IT companies setting up or expanding their operations in Ghana. After successful completion of the training programmes, the trainees receive a job offer from the DSAA member company but are also free to pursue a different career path.

I hope you enjoy reading the Outsourcing Guide and learn more about Ghana as a potential investment destination. If the insights piqued your in-

terest in an expansion to Ghana but you are not yet sure how to approach your investment, Invest for Jobs and the DSAA can help you harness the promising investment opportunities that exist in Ghana in the digital sector. More information about our broad range of offerings can be found in the contacts section of the guide. We are looking forward to making an impact together!



Axel Klaphake,
**Director Economic and
Social Development, Digitalisation
at Deutsche Gesellschaft für
Internationale Zusammenarbeit
(GIZ) GmbH**



Creating Sustainable Employment Opportunities

For more than a century, Foreign Direct Investment (FDI) in Africa has been almost entirely concentrated on the extraction and exportation of natural resources. Since the millennium, the tide has shifted, and the trend has finally flipped in recent years. With a population of over 1 billion people, Africa forms a significant portion of the global population and businesses that have paid close attention and invested in the continent. While being aware of its formalizing economy, rapidly growing young population, and urbanization prospects, more than half of the continent's population is expected to migrate to cities by 2050. It is no surprise then, that a growing number of firms are investing

in Africa's human resource capacity building through a variety of programs, aimed at leveraging the continent's creative potential and expertise. Thanks to Ghana's status as (a) one of the most economically and politically stable countries in Sub-Saharan Africa with a well-developed infrastructure, a sizeable, educated workforce, and a large consumer base, the country has come into focus for most of the capacity-building initiatives.

As one of the founding members of the DSAA, I am honoured to present our involvement in Ghana to you. It is our highest priority to make our contribution to the growth of the digital sector in Africa by creating sustainable employment opportunities.

The Digital Skills Accelerator Africa e.V. (DSAA) is an independent organization that connects governmental and private sector stakeholders, particularly those in the digital business industry. By fostering collaboration between Europe and Africa, the DSAA strives to create sustainable jobs for young talents across the African continent while building a network of support, knowledge, and expertise. With funding and technical assistance from the German Federal Ministry for Economic Cooperation and Development's (BMZ) Special Initiative on Training and Job Creation, the members of the DSAA have joint forces to effectively and efficiently manage resources to ensure the successful implementation of upskilling training initiatives that develop Africa's tech talents of tomorrow. Equipped with essential skills the talents are being exposed to the digital job market with career opportunities across the globe.

As part of our efforts to transform Africa from a continent of opportunities into a continent of sustainable growth, we bring Ghana to you, one of the leading outsourcing destinations in Africa. Our meticulously developed Outsourcing Guide aims to serve as a comprehensive resource for people and businesses particularly those in the IT industry wishing to outsource or expatriate.



**Ulrich Busch,
Board Member**

**of Digital Skills Accelerator
Africa e.V.**



THE ICT SECTOR IN GHANA

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An ICT Sector Overview

Digital Ghana

By Stephan Fricke,
CEO & Head Of Advisory Board,
German Outsourcing Association,
Outsourcing Journal

Ghana is located very close to the Equator on the Gulf of Guinea, sharing borders with three countries Côte d'Ivoire to the west, Togo to the east, and Burkina to the north. The country occupies a territory of 238,535 km², which is about 66% of the size of Germany. The country has 16 administrative regions, that are divided into 275 districts. (Source Wikipedia, Ghana)

Ghana's capital is Accra, located in the southeast of the country. It inhabits more than 5 million people on an area of 173 km². The Kotoka International Airport is located about 10 km from Accra city center.

Ghana has a parliamentary multi-party system and is politically a unitary presidential constitutional democracy.

Two parties dominate the political life, the National Democratic Congress (NDC) and the New Patriotic Party (NPP).

Ghana is an active member of the United Nations and the African Union and a number of Ghanaian diplomats and politicians hold positions in international organizations. This includes the late Kofi Annan, former Secretary-General of the United Nations, Akua Kuenyehia, International Criminal Court Judge, and the late Jerry John Rawlings as well as John Agyekum Kufuor, both former presidents, who both served as diplomats of the United Nations.

Picture: Copyright Felix Lipov via 123RF.COM

Demographics and languages

Ghana's population is very young with 18.5 million people or 58% being between 15 and 64 year's old. The overall estimate of the population in 2020 is 32 million. The Christian religion is dominating with 68.8% and the Muslim religion accounts for about 15.9% of the population.

English is the official language in Ghana, besides lingua franca, due to the fact that about 80 languages are being spoken in Ghana, Akan being the most widely spoken indigenous language in Ghana.

Economy and trade

In the Presidential Report On Co-Ordinated Programme Of Economic And Social Development Policies from 1996, Jerry John Rawlings, former President of the Republic of Ghana, envisions Ghana to become the first African developed country between 2020 and 2029 and an industrialized country between 2030 and 2039.

During that time the GDP per capita has quintupled from 1,611 USD to 8,343 USD. The total GDP (PPP) was in 2020 about 226 billion USD. (Sources: Wikipedia Ghana and The Economy of Ghana).

Key economic sectors are Petroleum and natural gas production - Ghana's Jubilee Oilfield has a volume of up to 3 billion barrels - industrial minerals mining and manufacturing.

Ghana is also a producer of high-quality cocoa with an estimated production of 850,000 tons in 2020/21. With that Ghana is behind Côte d'Ivoire the 2nd largest producer of cocoa globally. (Source: Statista)

The main exports in 2018 were Gold with 39.71%, petroleum, oils, and crude with 25.25%, and Cocoa beans and related products with 16.38%. Behind follow fruits and vegetables, incl. related products, plastics, and packaging, metals, textiles, electrical products, machinery, and parts, as well as vehicles and parts. (Source: <https://atlas.cid.harvard.edu/countries/83/export-basket>)

Main exports 2018 were Gold with 39.71%, petroleum, oils and crude with 25.25%, and Cocoa beans



Office space and infrastructure

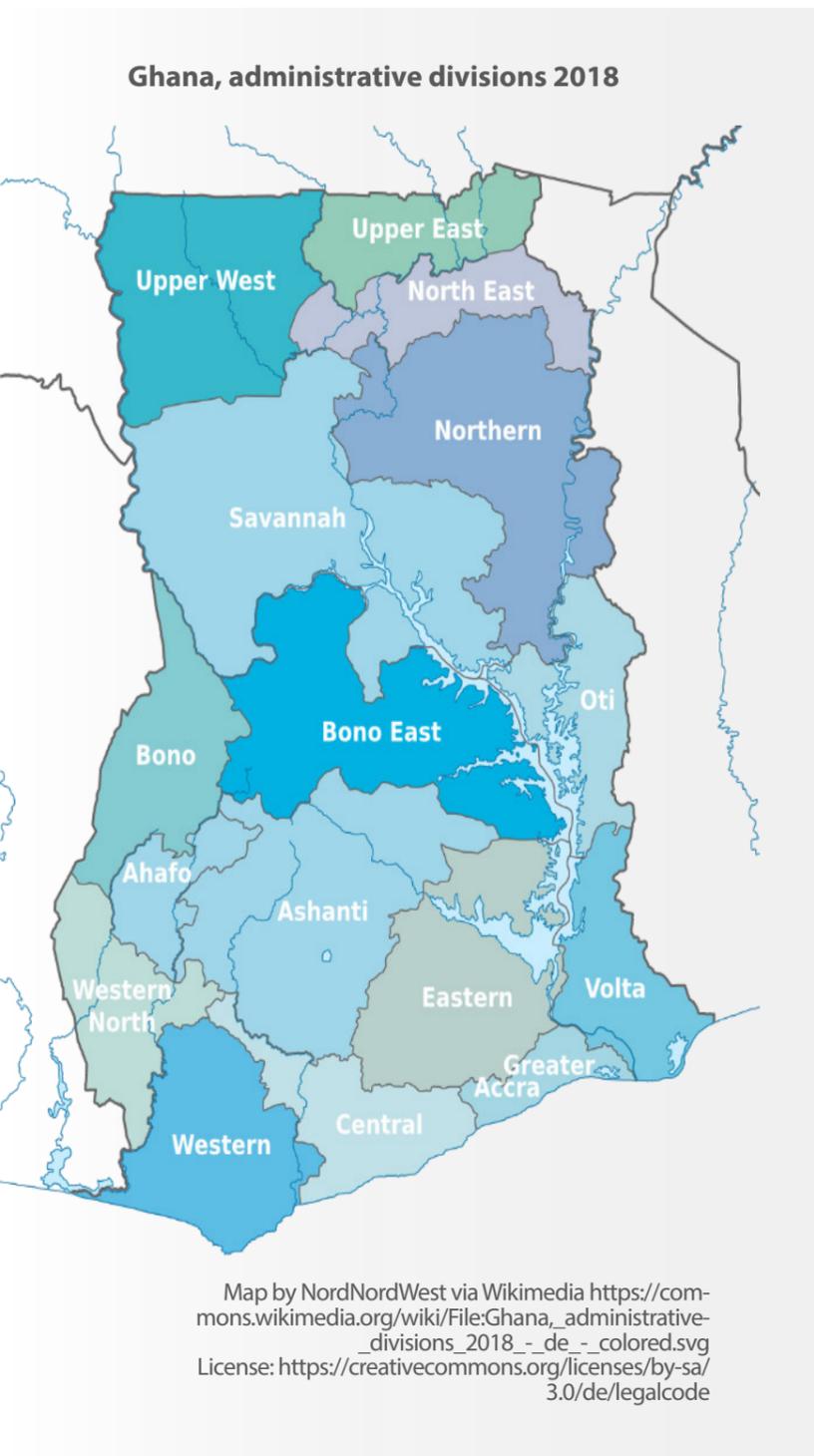
Net rentals for A-grade spaces are currently between USD 30 /m²/month - USD 35 /m²/month (Source: <https://gipc.gov.gh/wp-content/uploads/2020/11/ICT-Fintech-Brochure.pdf>)

In close proximity to the Kotoka International Airport and the Kwame Nkurumah Circle and the Presidential Palace is the modern "One Airport Square" office building located. It is Ghana's first environmentally certified com-

mercial building and offers 17,000 m² office space and services, including virtual offices, serviced offices and meeting rooms.

There is also a 20-hectare ICT park near Accra under construction, that will provide in its first phase of completion about 7,300 sqm modern office space tailored for tech and business services companies. (Source: Garland ICT Park, Accra, Ghana, www.garlandconsultancy.com)

Credit: Pommeli da Silva Cosme via unsplash.com



As several media outlets in Ghana report another office park, the Eco-Industrial Park in Agona Ashanti (close to Kumasi, central Ghana), has been approved in 2018. (Source: <https://www.openghana.com/eco-industrial-park-projct-commence-soon-management>)

Short term and flexible workspace arrangements in central locations can be found at Regus, Kukun, and Africa-works in Accra.

About 10 min drive from Kotoka Airport Instant Offices offers small and medium-sized office space. A medium sized office of 400 sqm cost about 1,800 EUR / month. (Source: <https://www.instantoffices.com/en/gh/available-office-space/accra/forest-avenue-53861>)

Overall co-working-space business models are very popular and offer the usual desk, but also private offices for one person or “entire companies” as Movenpick in Accra describes it.

We recommend talking to a local real estate agent to get a precise overview about the available space and the current conditions.



ICT and BPO sector

The ICT sector with telecommunications leading is contributing about 3,6 % of the country's GDP. (Source: Ghana Statistical Service 2017). The sector revenue was in 2017 about 1.7 billion USD, which was 0.8 billion more than in 2014. This impressive growth is mostly due to an early liberalization of the telecom market in the late 1990. After the 2019 Africa BPO Country Reports and Market Analysis of Knowledge Executive, a US-based Analyst/Research Firm, there are an estimated 6,700 people employed in the BPO sector in Ghana. The BPO segment had in 2019 a size about 120 mio. USD (BPO numbers: <https://vimeo.com/477967267>).

In 2019 there were more than 20 companies offering business process outsourcing services, a number of IT-parks and more than 50 hubs that provide training, incubator, and mentorship services to startups. (Source: Worldbank Ghana Digital Economy Diagnostic 2019)

Generally, when talking about the ICT sector, sources often refer to the infrastructure business segment with fixed and mobile communication. Only recently so called digital business with IT-services and BPO services are put in the focus of public discussions and sector support initiatives. This is kind of symptomatic for Africa, even though some countries such as Ghana have adopted mobile communication and internet usage fairly early.



Photo: Sajuna Beach Club, Asuogyaman-Atimpoku Road, Ghana, by Kofi Nuamah Barden via unsplash.com

Ghana has a few achievements in the tech sector to show. So was Ghana the first Sub-Saharan country to launch a satellite into orbit. (Source: Entrepreneurs' Guide to Investment in Ghana by Make-IT in Africa initiative 2019)

Google's First Artificial Intelligence Centre in Africa was launched in Ghana. (Source: Entrepreneurs' Guide to Investment in Ghana by Make-IT in Africa initiative 2019)

Ghanan engineer Dr. Mensah was involved in the invention of fiber optics and nanotechnology, recently received the 2019 International Nanotechnology Conference award. (Source: [https://](https://www.theafricandream.net/fiber-optics-expert-dr-thomas-mensah-receives-prestigious-global-award/)

www.theafricandream.net/fiber-optics-expert-dr-thomas-mensah-receives-prestigious-global-award/)

Digital strategy and public initiatives for digitization

When looking at Africa in the context of technology and ICT services we need to take into account its size, regional alliances and different phases of developing countries are at. That's why it is not farfetched to speak of regional ICT hubs on the continent.

Now Ghana's government is aiming to establish the country as such a regional hub for digital

services. And it does it for the right reasons. Because the development of technology services and products is a reliable and strong driver for economic development – for the creation of higher quality jobs, for a jump in education, for inclusion, and for improving productivity.

However, the road ahead is not that even for Ghana's government. Besides policy, public support and infrastructure projects there are a lot of areas to tackle before the country will be recognized as a true digital hub in the region.



Young people using mobile phones in Ghana, 2020

The defined objectives of the government to accelerate the growth of the digital sector are:

1. Foster the growth of the local IT industry beyond the boundaries of Ghana
2. Making digital services accessible in rural areas (most infrastructure is concentrated in urban areas)
3. Using ICT to increase efficiency, improve citizen experience and engagement with the government, to increase the transparency of government services, and to improve revenue from government services. For that purpose, a digital address system, an e-procurement, an e-immigration, an e-parliament, and an e-judiciary platform were developed.



Photo by Nino Kojo on Unsplash.com

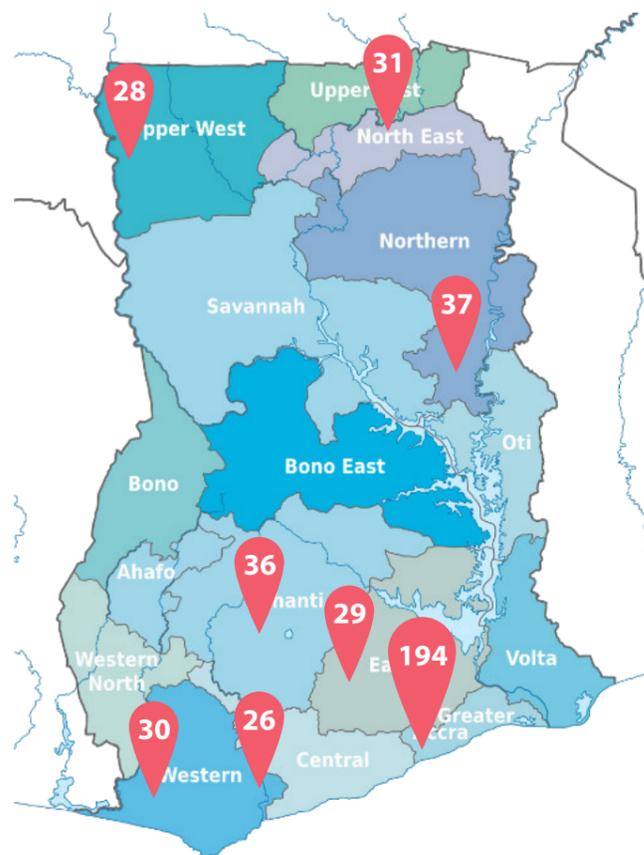
The aim is to create an inclusive digital economy that is accessible to all citizens and bring benefits also to other sectors such as health, education, agriculture, retail and commerce. Still, the government, providers, and users must address major risk factors and work towards avoiding ex-

clusion, prevent potential fraud and build more awareness about cybersecurity.

On the infrastructure side the telecommunication sector is defined by a great mobile network coverage and a high mobile penetration rate (131 SIM cards / 100 inhabitants), but also by a focus of the providers on building wireless networks instead of building a nationwide high speed fiber-optic network.

Between 1985 and 2018 at least 22 government programs had been launched to support digital entrepreneurship in Ghana. And while this seems an effective way to improve the ecosystem for new businesses the authors of the Worldbank report state that those initiatives have often been uncoordinated (not less than 14 different government agencies provided support programs), overlapping and without overall vision. At the same time a limited access to financing is a very usual problem in developing and emerging economies.

Number of sector support organizations, incl. accelerators, work-spaces, training providers etc. in the different regions (examples, not complete)



Map by NordNordWest via Wikimedia https://commons.wikimedia.org/wiki/File:Ghana,_administrative_divisions_2018_-_de_-_colored.svg License: <https://creativecommons.org/licenses/by-sa/3.0/de/legalcode>

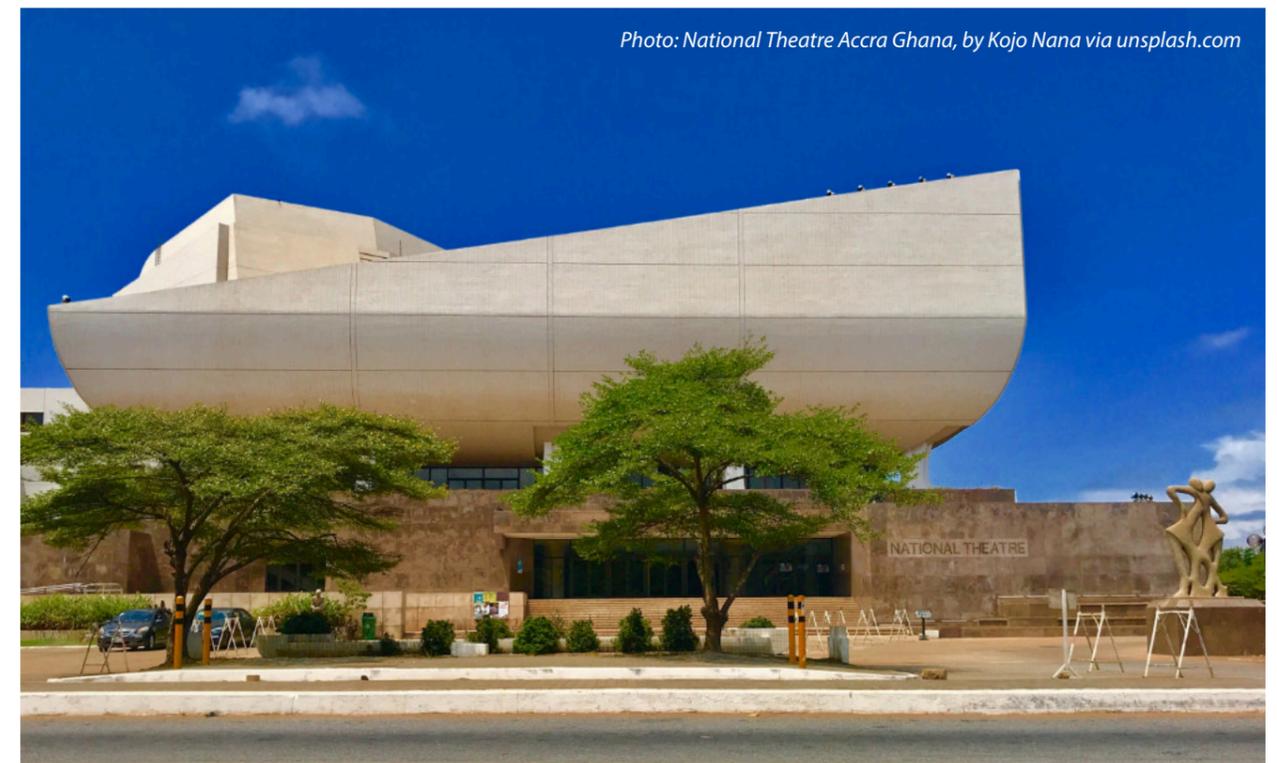


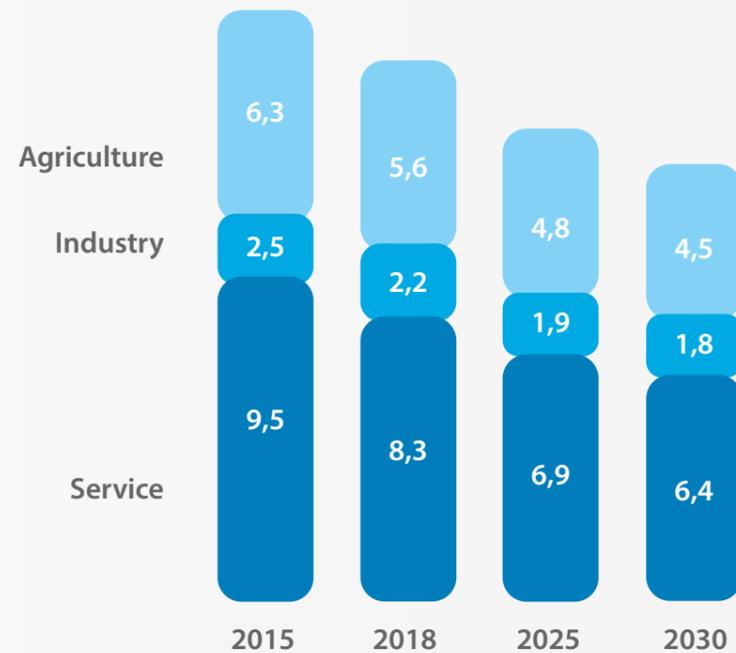
Photo: National Theatre Accra Ghana, by Kojo Nana via unsplash.com

Ghana is an attractive business destination. A good infrastructure with power, road network and internet, political stability and a good ranking in the ease of doing business index of the Worldbank are reasons for that. Evidence is the volume of foreign investment Ghana was able to attract in 2018, which was with 3,5 billion USD twice as high as for the bigger Nigeria. (Source: Entrepreneurs' Guide to Investment in Ghana by Make-IT in Africa initiative 2019)

Startups for instance find a large number of support organizations that provide training or advisory. In the Greater Accra region more than 190 of such organizations are active, in other 9 regions and cities of the country between 26 and 37 organizations are available in each of the locations. (Source: Entrepreneurs' Guide to Investment in Ghana by Make-IT in Africa initiative 2019)

Labour force demands by sectors in Ghana 2015 - 2030 (in million)

Source: Digital Skills in Sub-Saharan Africa Spotlight on Ghana by International Finance Corporation of the Worldbank Group



Labour market

As in any other economy the demand for technical and digital skilled labor is growing rapidly. For Ghana the number of people with an education in any of the technical / digital business related fields that will be needed by 2030 is about 9 million, which represents an increase of 5 million people within 8 years.

The demand on education intuitions and training organizations

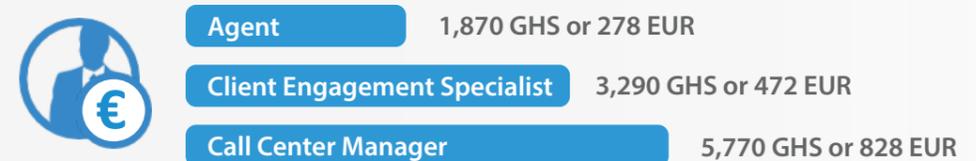
is imminent and calls for a coordinated approach by the government in order to facilitate the growth of the sector. In a survey by International Finance Corporation of the Worldbank Group, about 20% of Ghanaian companies said they recruit only internationally for jobs that demand digital skills, mostly because they can't find people with the required skills locally.

Today people with a higher education in computer technology

IT services jobs (monthly salaries)



Customer Care jobs (monthly salaries)



There is a **7% pay gap between male and female workers in ICT** as well as in customer care jobs in Ghana.

Bonuses vary between 3% and 5%, but more than half of the companies don't pay bonuses. (Source: data for 2019/2020 salaryexplorer.com)

are in high demand in Ghana. Companies paying a premium and are successful with that, but therefore government agencies are often left behind in their need to hire and retain people with respective technology and digital skills.

In 2014 there were about 40.000 people working in the ICT sector in Ghana. Telecom services were

the biggest employer with more than 40%, followed by information services with 16.6% and 14.5% in computer programming, consultancy and related activities. (Source: The Integrated Business Establishment Survey for 2014 by Ghana Statistical Service)

The Ghanan Statistical Service office reports recruitment cost of

between 7,700 GHS (1,100 EUR) and 10,000 GHS (1,435 EUR) for higher and technical positions. (Source, see page 17: Original URL: <https://statsghana.gov.gh/...> short-URL: <https://bit.ly/3wBFr0w>)

Education

Ghana has one of the highest school enrollment rates in all of Africa with over 95% of children visiting schools. The education system is based on:

- Basic Education (includes child care and counts from age 4-15),

- the Secondary Cycle, and
- the Tertiary Education. (Source: Ghana Education Service)

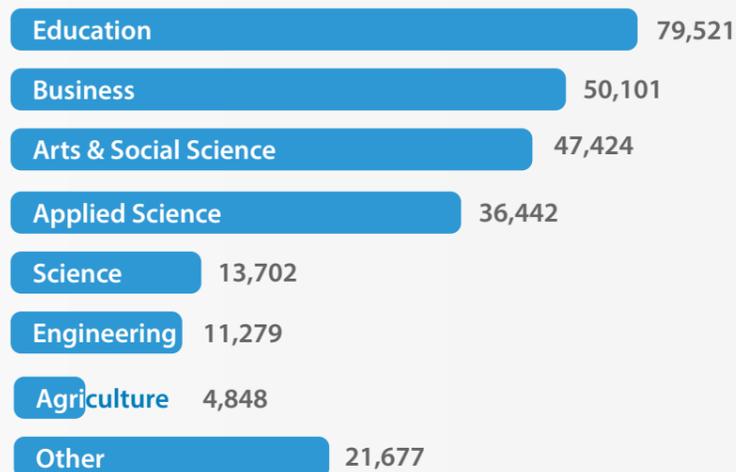
Tertiary education

In 2019, circa 496,000 students were enrolled in tertiary education in Ghana, which accounts for a plus of 244% within 10 years as the number of students in 2009 was circa 203,000. (Source: Statista)

At least 10 universities offer computer science education in Ghana, incl.:

Number of students in public universities in Ghana in 2019

Source: Statista



University of Ghana

Kwame Nkrumah University of Science and Technology

University of Energy and Natural Resources

Ghana Technology University College

*Accra Institute of Technology
Regent University of Science and Technology*

*Regional Maritime University
University of Mines and Technology*

*All Nation University College
Academic City University College*
(Source: GHStudents.com)

The University of Ghana educates more than 38,000 students per year. From that about 1,000 students in computer science. (Source University of Ghana Website).



The author: Stephan Fricke is CEO and Head of the Advisory Board of the independent Deutscher Outsourcing Verband

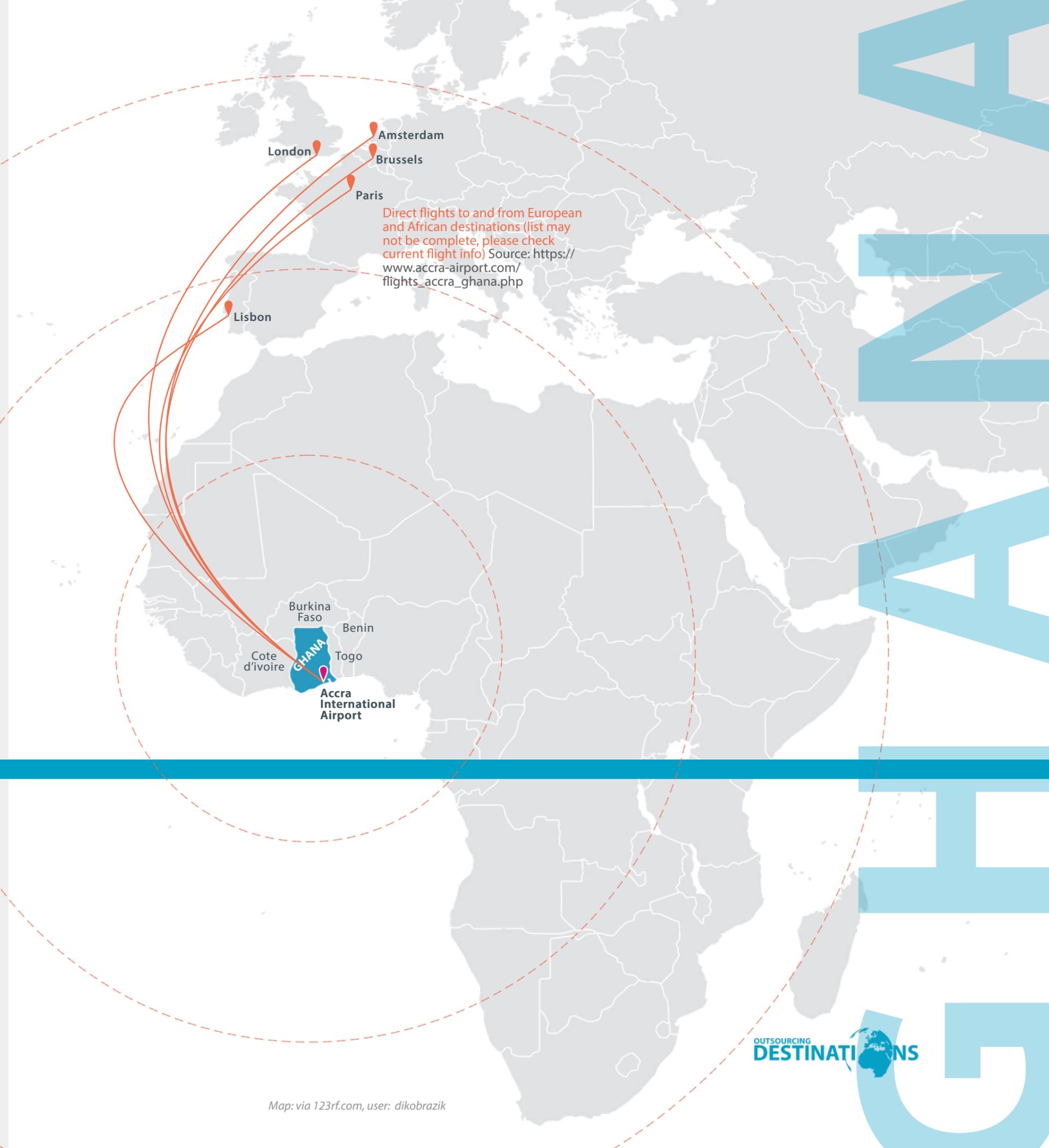
and (German Outsourcing Association) and of the German Process Automation Association. In this function, he works with leading organizations from buyer, provider, and consulting side and also with industry associations and government organizations, concentrating on improving market conditions for IT, BPO and SSC services as well as for Process Automation in Germany and Europe. He is a regular speaker and author on markets, their states and act-

ors as well as the impact on economies. He is also Editor in Chief for the Outsourcing Journal focusing on shared knowledge from experienced industry experts from Germany, Europe and other countries. He is advising companies on their strategies and activities on the German market, as well as economic support organizations on development and growth of local ICT and BSS sectors. You can connect with Stephan via LinkedIn.com and Xing.com.



Country: Republic of Ghana
Government: Unitary presidential constitutional republic
Religion: 71% Christians, 17,6% Islam, 6,2 % other
Population: 31,072,940 (2020)
Official languages: English + 10 recognized local languages
Capital: Accra
Currency: Cedi (GHS)
GDP per capita: USD 8,343 (2020 estimate)
GDP total: USD 226 billion (2020 estimate)
Time zone: UTC

KEY FACTS & LOCATION



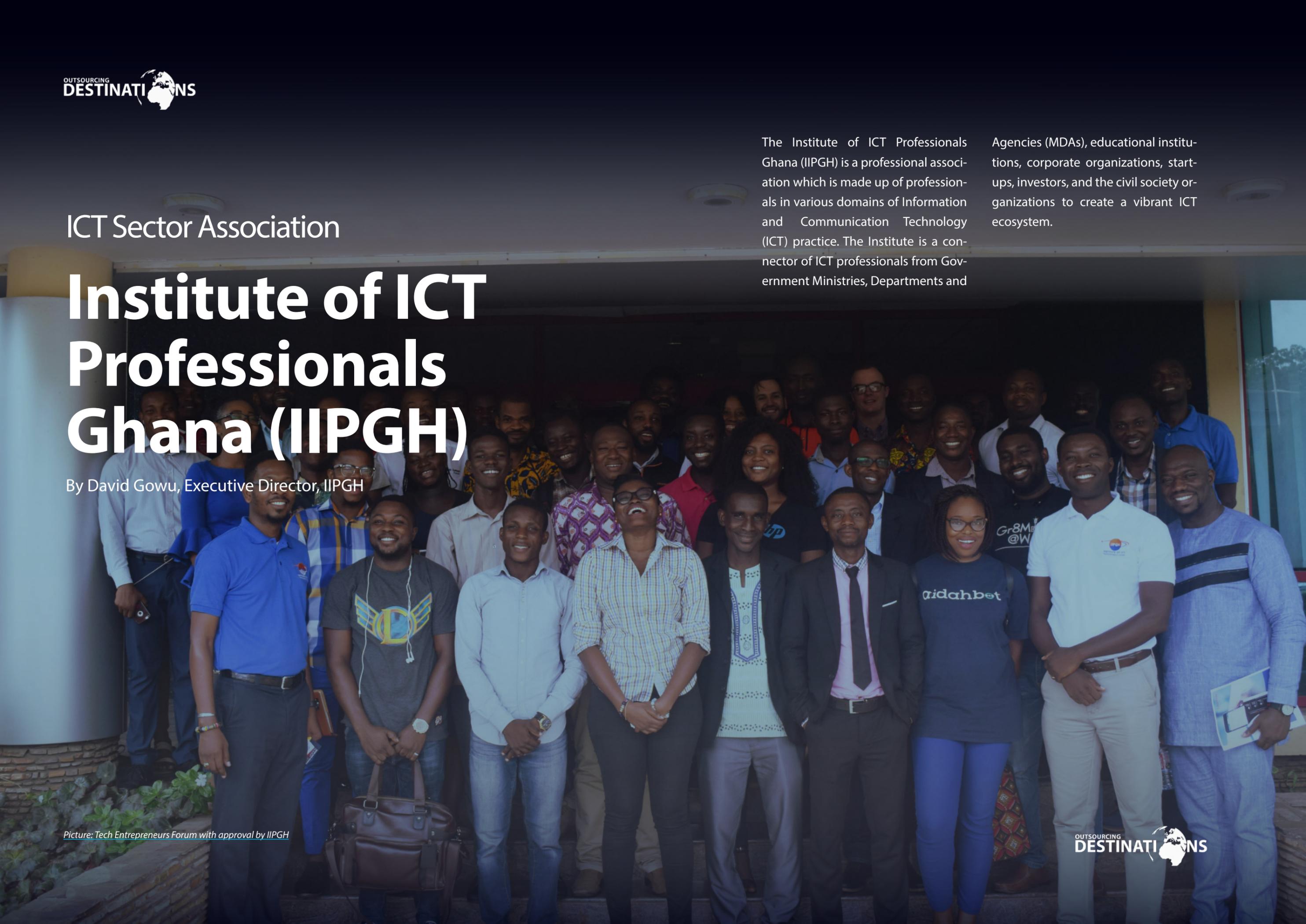
ICT Sector Association

Institute of ICT Professionals Ghana (IIPGH)

By David Gowu, Executive Director, IIPGH

The Institute of ICT Professionals Ghana (IIPGH) is a professional association which is made up of professionals in various domains of Information and Communication Technology (ICT) practice. The Institute is a connector of ICT professionals from Government Ministries, Departments and

Agencies (MDAs), educational institutions, corporate organizations, start-ups, investors, and the civil society organizations to create a vibrant ICT ecosystem.



We are creating an attractive ICT ecosystem by mobilizing all ICT professionals, students, and businesses under one professional association/body to positively influence policy, development, standardization, and delivery of ICT across Ghana and beyond. The institute also aims to train and certify professionals, provide opportunities through networking, educate the public, and lead in technology advocacy. Our vision is to become the most reliable partner in ICT development in Ghana and beyond.

With an Executive Council as the highest decision-making body, the Institute has a membership base of over 1900 registered professionals, students, and corporate businesses.

Since 2017, IIPGH has made significant progress and chalked some successes, notably:



Picture: Students activity day, via IIPGH

Mobilization of professionals: IIPGH has mobilized over 1,900 registered members comprising of professionals, students, and corporate organizations. 90% of members are professionals from all domains of ICT practice. www.iipgh.org

Coding (Computer programming) Project: The institute started this initiative to introduce coding, an essential skill for the future to children, teenagers and adults. Since March 2018, over 10,000 students have been trained and awareness program extended to over 25,000 students and professionals in Ghana and abroad. For more information please visit: <https://iipgh.org/coding-in-schools-and-communities-iipgh-launched-more-centers-in-accra-and-takoradi/>

Believing in the “early start” as part of its objectives, the institute in November 2020, with its partners from Germany, promoting technological and entrepreneurial awareness among communities in Ghana and Africa – introduced “Code it!” as a software learning platform for teaching children and beginners to learn programming easily. For more information please visit: <https://iipgh.org/institute-of-ict-professionals-ghana-iipgh-and-code-for-afrika-e-v-germany-collaborate-to-promote-coding-among-ghanaian-kids/>

The institute in May 2021 launched the **Digital Design and Creative Coding Hub** with its partners from Germany.

The Hub is meant to be a showroom for tools and concepts for digital learning and creative work—for innovative and creative projects and a center for national and international exchange. For more information please visit: <https://iipgh.org/developing-a-digital-literate-society-iipgh-launches-digital-design-and-creative-coding-hub/>



Picture: Digital Design HUB, via IIPGH

Education, Awareness & Advocacy programs: Professionals provide education on ICT such as weekly articles published in the newspaper, and online portals, television, and radio talk show, on technology etc. Over 180 articles on ICT published in the newspaper since November 2017. For more information please visit: <https://iipgh.org/category/articles/>

Digital Skills Training for Employment: Developed ICT skills develop-

ment programs in intermediate and advanced Digital Skills for employment. Over 200 graduates trained in digital skills at Accra Digital Centre (ADC) in December 2018.

Seminar, Workshops & training sessions: Delivered value to professionals by organizing seminars, workshops, and other training sessions as a form of continuing professional development (CPD). Over 65 programs on entrepreneurship, communications, Cybersecurity organized for

members since April 2017. For more information please visit: <https://iipgh.org/institute-of-ict-professionals-ghana-iipgh-organizes-data-science-and-cyber-security-workshop/>

Data Science awareness program: this encompasses Artificial Intelligence, machine learning, data analytics and was introduced through webinars & Python training. So far, 550 professionals and students trained in Python programming.

Workshops, seminars and webinars organized for over 12,000 data science enthusiasts since 2018. For more information please visit: <https://iipgh.org/iipgh-starts-python-programming-training-to-promote-data-science/>

Curriculum Review: Professionals from the institute reviewed IT curriculum of a private University and a public Technical University in Accra & Kumasi, respectively. The BSc. In-

Picture: Cybersecurity and data Science Workshop, via IIPGH



formation Technology curriculum of Academic City University College was reviewed in March 2019 and BTech Data Mining & Web Development and Mobile Computing for Kumasi Technical University. Others including Ho Technical University are currently under review.

Networking & Information Sharing: Social media as a main channel being used for networking and advocacy for the deepening of local participation in ICT sector activities.

Platforms created on social media (WhatsApp, Facebook, Telegram, LinkedIn & Instagram) for members to network and share information with the public. <https://www.facebook.com/iipgh.org>

Promoting ICT Career awareness program for Girls: The Institute started another initiative to sensitize and coach young girls from primary, JHS and Secondary schools to take up courses and careers in ICT for higher chances of landing technology jobs in the future. IIPGH in collaboration with MTN Women in Technology organized the ICT awareness program for girls of the Adonten Senior High School on 25th April 2019 (*International Girls in ICT Day*). Further the Institute in collaboration with Vodafone Women in Technology organized an ICT career coaching workshop for students of the OLA Girls Senior High School, Ho. The institute also organized similar workshop for girls of Sunyani SHS. For more information please visit: <https://iipgh.org/vodafone-iipgh-organized-ict-career-coaching-workshop-for-ola-girls-shs-ho/> and <https://iipgh.org/international-day-of-girls-in-ict-workshops-in-selected-high-schools/>.

Due to the COVID-19 pandemic, this year the ICT Day was held online.

Promoting local innovation: Highlighting local innovations that would solve our basic societal problems. Organized Tech Entrepreneurs Forum in February 2019 to harness innovations that can

solve our problems and a Tech Job Fair in March 2021 to understand the changing needs of employers and skills development in the ICT sector. <https://iipgh.org/tech-entrepreneurs-forum-tef-2019/>

Stakeholder Engagement to promote ICT: Working with other stakeholders to grow the

The author: David Gowu is a Digital Transformation Leader with passion for helping businesses, professionals and students to understand and effectively deploy technology. He is a technology management expert, an Electrical/Electronics Engineer and a Project Management Professional with expertise in design, deployment, operations and digital transformation of businesses. David had a long span of consultancy experience in technology services. He worked for multinational technology companies

such as Ericsson, MTN & Airtel on several projects across Africa. He is a co-founder of the Institute of ICT Professionals Ghana (IIPGH) and the first Executive Director of the institute. David leads a team of over 50 full-time/part-time staff of the secretariat of the institute to carry out the objectives of the organization. Some of the activities are: development of capacity building programs such as workshops, seminars, webinars and short-term training for Continuing Professional Development (CPD). In addition, he

Association in terms of size, positive impact, and influence in the ICT space. Over 35 corporate partners working with the institute from various technology companies, media, Civil Society Organizations, educational institutions.



leads the team to develop and implement awareness programs such as weekly articles published in the newspaper, TV and radio talk shows, issuing of statement on topical issues, tech training programs such coding for kids, the youth and girls in underserved communities.

SECTOR INSIGHTS

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Interview

IT-Outsourcing Business in Ghana

Interview with Nicholas Bortey, Chief
Executive Officer and Lead Consultant – IT
Outsourcing at Liranz, Ghana

Nicholas, your company Liranz stands as a very successful example of regional ICT consultancy and services. Could you give us a short introduction to the company, its story and business focus?

Nicholas: Liranz Limited is a leading Information Technology Consultancy & Management firm with years of experience in design, supply and implementation of IT support, projects and solutions.

The vision of the business from day one is to become the primary and trusted IT Consulting and Management Company in West Africa. We hope to achieve this by helping businesses and organizations optimize their operations and output through information Technology as a helpful investment and not a burden.

We have been delivering expert IT consulting Services over the past years; this has

enabled us to design an effective IT consulting approach that enables us to deliver the maximum value to our customers within the shortest time.

Our business is focusing besides other ICT services on these key functional areas: IT Consultancy, Managed IT Services, IT Supports service, IT Project, IT Consultancy & Management, IT Infrastructure & communication, Cloud Solutions, IT Security Solutions, IT Training and Coaching, IT Audit & Advisory, IT Outsourcing, Digital Transformation, and Data center management.

You have broad experiences in the ICT sector, from buyer, over consulting and service provider side. Could you give us a short evaluation of the

current market situation for ICT services in Ghana?

Nicholas: The Market for ICT services in Ghana is an emerging one. The consumer perception about the ICT services has been largely improved from an obsolete view of ICT as break and fix service to more of an IT incorporated in the day to day business strategy.

Businesses are now beginning to realize that they can run more efficiently with technology at the helm of their business operations and

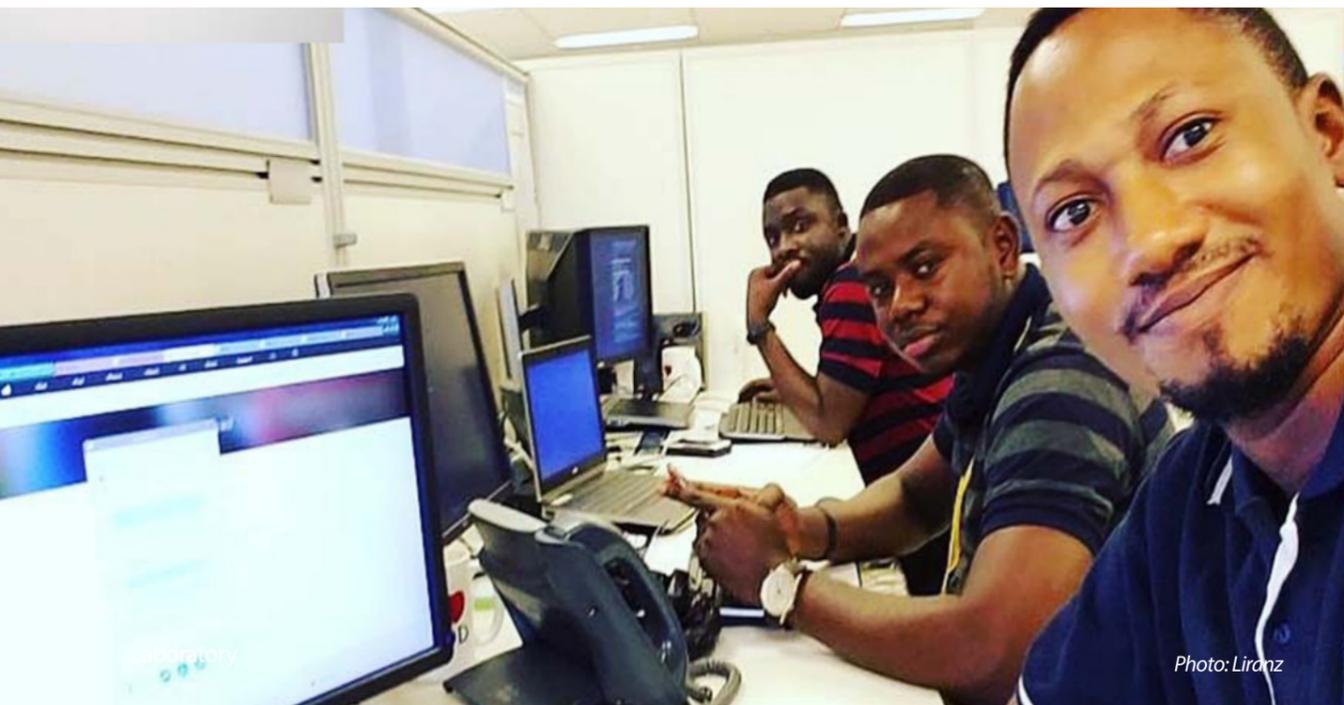


Photo: Liranz



Picture: Nicholas Bortey, Chief Executive Officer and Lead Consultant, Source: Liranz

most importantly the need of a quality IT partner to lead their Business technology transformation journey. This concept is gradually being accepted as some organizations have enrolled on our Managed IT Services for the management of their day-to-day IT needs.

However, there is still a lot of work that need to be done by myself and other stakeholders in the ICT service provision industry.

We need to continue to be vocal of the impact technology can have on

businesses to Business leaders and to a large extent, Government.

The ICT industry in itself is also growing steadily. The fact that the Government sector, as well as local and international businesses are now heavily relying on and demanding more advanced technology for their business processes in Ghana is one huge opportunity for the ICT sector to grow further. It's up to us - the industry players to match up to the demand and skillset required to grow faster.

Local and international businesses show growing demand for advanced technology for their businesses in Ghana



Photo: Liranz

One aspect of concern that all markets - from European to African economies - have in common is education and thus the availability of talent in ICT and business administration related faculties. Could you give us your perspective as an employer on the availability and level of education in related fields in Ghana?

Qualified and Professional young Talent in the Ghanaian Job Market itself is not a problem but developing him/her self and the profession to the next level is where the problem is. Some factors that can help in developing the talent are education and mentorship/Leadership.

On the educational front, there is little practical exposure to students

with regards to the practice of IT as a profession. Since ICT is a very broad Industry, most graduates have little knowledge of the various specializations within ICT. I recently conducted an Interview to recruit a Help desk Engineer; about 90% of the applicant could not distinguish between the roles of a Service desk engineer and a Network engineer. Practical exposure of students to practicable skills in their course early will orient students to the intricacies of the IT profession.

Lack of mentorship or leadership causes career fatigue among IT Talents and stifles their growth. Some evident signs among staff are the feeling of physically or emotionally exhausted with a sense of reduced accomplishment and loss of personal identity.

Across my professional journey I have come to the realization that; the majority of junior or entry-level staff are no longer self-motivated in pursuing their career growth. This syndrome denies the ICT industry of very promising talents as they switch career into other industries. My personal investigation revealed

two major reasons for this syndrome; firsts lack of mentors or leaders to look up to and the non-availability of information about possible career growth paths.

As part of voluntary services, we take pride in giving back the knowledge we acquire on daily basis on the field back to society through "My IT CAREER" roadshow seminars, workshops, coaching and career guiding sessions in the universities in Ghana.

How do you evaluate the progression of digitization in Ghana? What are the sectors where you see the most progress and adaption of digital business models?

Digitization is progressing steadily in Ghana. Several laudable initiatives have been initiated by the Government of Ghana such as an E-services platform (www.eservices.gov.gh), which has since been integrated into the www.epay.gov.gh platform to provide a one-stop shop for all citizens.

The financial sector in Ghana in my own estimation is seeing the most progress and adaptation of digital business models. This has been

largely due to the investment in Human capital development to appreciate the role technology is playing in their businesses.

As an organisation, we have also led some of our clients on the digitization journey in the Oil & Gas, Agriculture, Legal Services, Logistics & Transportation, Mining, Real Estate, Education, Startups, Energy, and other sectors.

However, through years of practice I have come to realize a particular challenge to all digitization projects. This challenge is the knowledge gap between the end users of a system and basic skillset required to operate new or proposed systems. Users require steady and continuous training on performing basic tasks with computers.

Photo: Liranz



What areas do you think need special attention from public / government side in order to support a sustainable growth of the ICT sector in Ghana?

Currently the Government of Ghana through the ICT for Accelerated Development Policy are implementing several measures to support sustainable growth of the ICT sector in Ghana. The government in May 2019 announced the release of a new digital roadmap to update the policy programme. In April of the same year, Ghana announced the estab-



Photo: Liranz

lishment of the Cyber Security Authority to oversee matters related to cybercrime and to improve security in the digital services market.

Education and training needs special attention for a sustainable growth of the ICT sector in Ghana. Governments need to have a deliberate and targeted plan for Education and re-training in the ICT sector. The Goal of this plan is to whip up the interest of the citizens to appreciate the role of technology in transforming their business operations as well as the economy.

Should there be an appreciation of the interest in ICT; there will be a stimulated demand for IT professionals and as well as IT service providers.

What are from your perspective the factors that make Ghana a competitive ICT location within the region?

Ghana is and will always be a competitive ICT location within the region because of its enhanced business climate. The lifeline of every ICT landscape is the availability of very reliable and stable Internet; Almost

all the Major ISPs across the world are either prospecting or in the process of setting a base in Ghana. Recently, a leading Internet Service Provider in West Africa submarine fiber backbone interconnecting Ghana and Portugal. They are currently building a state-of-the-art Data Center in Ghana.

Ghana has a vast potential in digitizing its economy, major sectors are yet to be digitized making them a

Nicholas Bortey is a technology expert who has demonstrated leadership in the IT industry in Ghana and the West Africa region.

He has been honoured with multiple awards for his contribution to the industry both Ghana and overseas. His expertise in IT strategy and Business consultancy is one to reckon with a good track record in helping businesses in areas of Business Transformation, Digital Innovation, and Technology consulting. He is the CEO of Liranz Limited, An Industry leader in IT Consultancy & Management services firm in Ghana.

low hanging fruit for ICT investors. Most Industry Leaders are beginning to appreciate the role of ICT in optimizing their business operations. Currently, I am leading a digital transformation drive for an International NGO who is seeking to leverage on ICT tools to optimize their operations of providing education to teachers in rural area, who specialize in childhood education.

You can contact Nicholas via LinkedIn: <https://www.linkedin.com/in/nicholas-bortey-72442a21/>



AMALITECH

Amalitech - A Social Business Empowering the Next Generation of Technology Leaders in Africa

From Training to Employment in ICT in Africa

By Katrin Hecker, Marketing Manager at Amalitech, Germany



The world is constantly changing – technological advancements and digital transformation are playing a dominant role in the business strategies of companies; Europe is facing an ageing population with a declining supply in digital skills. In Africa, a young talented workforce is emerging, eager to work but facing limited job opportunities. This leads to new, unprecedented chances for cross-continental collaboration – one that AmaliTech has decided to take.

AmaliTech, founded in 2019, is a social business that provides employment pathways to young graduates in sub-Saharan Africa. To ensure a successful transition from university to office, AmaliTech provides necessary ICT/digital training, tailored towards the needs of international clients.

How does that work?

Amalitech training academy – from recruitment to training

AmaliTech has perfected its recruitment process over time, identifying the most effective sourcing channels in Ghana – from social media campaigns, WhatsApp broadcastings and radio to university visits and webinars. The recruitment activities are tailored to AmaliTech’s target group: young graduates from the ICT field, who are interested in pursuing a career in the digital space.

Photo: Amalitech



Hereby, a special focus is placed on the successful recruitment of women and persons with disabilities,

as AmaliTech strives for equal employment opportunities. Eligible applicants are required to successfully pass the rigorous selection process, including tests and interviews, before receiving an offer to join the AmaliTech Training Academy in Takoradi, Ghana for free ICT/digital training.

Trainees are committed to a six-month training programme that is continuously adapted to client expectations in terms of skills and know-how. The programme allows for trainees to establish foundational digital skills within the first two months, followed by IT-related specialisations including Software Development & Engineering, Media and Design and Machine Learning & Data Analytics.

To ensure flawless intercultural communication with future clients, trainees are provided with continuous soft skill training to further their understanding of working on a professional global level.

Amalitech service centre – from training to employment

Successful graduates of the AmaliTech Training Academy are given the opportunity to work at AmaliTech’s Service Centre in Takoradi, Ghana. Employment at AmaliTech means working closely with international clients on projects that are acquired through AmaliTech Services, a subsidiary of AmaliTech providing the link between European companies and the Service Centre. Service Centre tech experts are divided into skill-based project teams leveraging leading-edge technologies and platforms for successful project implementations.

By offering cost-efficient and adaptable solutions to clients, international companies are realizing the potential of outsourcing digital projects to Ghana. The social aspect of AmaliTech sets the company apart from other outsourcing companies – surplus, generated through client projects, is reinvested in the AmaliTech Training Academy to enable free training programmes, and local community support – therefore cre-



Photo: Amalitech

ating a sustainable business model that serves to create lasting value across the country.

Amalitech projects – from client projects to sustainable social impact

AmaliTech is committed to supporting the local community by encouraging women, persons with disabilities, and children to join the tech space, as it will exponentially gain importance in the years to come.

In collaboration with SOS Ghana, AmaliTech is implementing a programme that teaches children of the SOS Village schools, between the



Be part of DSAA

We're looking for leading other digital businesses to join us in our mission to create sustainable value across Africa. Becoming a member of DSAA could help to extend your reach across the continent by tapping into our business network, training resources and local know-how. And, you'll be playing an essential role in building digital talent for a growing Africa.

DSAA Membership Benefits

GET UNIQUE LOCAL INSIGHTS

- Insights about upskilling, talent and digital job creation in Africa
- Access to contacts, studies and research regarding the different African markets
- Access to the collective knowledge base of DSAA members (e.g., approaches to inclusion and gender diversity)

ESTABLISH A LOCAL PRESENCE – FAST!

- Access to our existing training facilities
- Information regarding cultural sensitivities and other local challenges
- DSAA internal assessment regarding market strength

LEVERAGE OUR RESOURCES AND TRAINING CAPABILITIES

- Sourcing and recruitment channels
- Potential cooperation partners, organisations and companies, locally, and internationally
- Training programmes

Contact us DSAA e. V. Maastrichter Str. 38a 50672, Cologne Germany

info@dsaa.eu +49 (0) 221 500 545 27

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ages of 9 and 14, how to code – Coding for Kids. Trainers from the AmaliTech Training Academy hereby train SOS teachers to successfully transfer relevant digital knowledge and motivate children to grow passionate about technology. By bringing technology closer to young children, AmaliTech hopes to contribute to developing mindsets that are aware of the relevance and importance of digital skills.

AmaliTech is committed to creating an inclusive environment by breaking down barriers that are hindering persons with disabilities to join, be trained, and work at AmaliTech. This starts with providing an accessible website that makes it easy for persons with disabilities to navigate through the pages and find relevant information, continuing with professionally trained recruiters and adapted interview processes. By planning the provision of assistive technologies and appropriate housing opportunities for persons with disabilities, AmaliTech hopes to further establish an inclusive environment and create equal opportunities for all.

Additionally, AmaliTech strives to create opportunities for women to easily join the training programme and continue their employment pathway at AmaliTech. Therefore, the establishment of female accommodation opportunities and a childcare facility is planned. AmaliTech sees this as a first step towards creating a diverse work environment, where women feel welcomed and encouraged to pursue a career in the field of ICT.



Photo: Amalitech

Driving social impact is a top priority for AmaliTech as it not only supports the local community but encourages disadvantaged groups to join the Training Academy and continue their employment pathway in the ICT sector.

Creating opportunities for European businesses and ICT talent in Africa

The business model of AmaliTech is set out to deliver the much-needed digital skills to companies in Europe while simultaneously providing the talented youth in Ghana with opportunities to successfully work on an international level and connect to the global digital village.

AmaliTech can be seen as a link between Europe and Africa, providing all the necessary requisites that make it easy for companies to expand their business to Ghana – pre-qualified talent and high-quality digital services brought to you by the next generation of technology leaders in Africa. >> www.amalitech.org

AMALITECH



About the author: As Marketing Manager, Katrin has been establishing and managing the brands of AmaliTech since 2020. She holds a master's degree in business psychology, with extensive knowledge in marketing and advertising & media psychology. In her current role, Katrin is developing strategies and growing the brands of AmaliTech through promotional activities – creating international awareness for the great potential Africa has to offer in the digital sector.



Photos by AZUBI Africa

The AZUBI Africa Program

Professional training and accompanying public education is an important pillar to meet the market needs for technical skills and the number of available talent. Private initiatives can help to provide professional education and training programs.

The Azubi Africa program of the German-Ghanan company getINNOtized is one of those initiatives. It serves as a conduit between academia and the job market and combines upskilling young talents, making them industry-ready, and providing a rich talent pool for corporate bodies to employ high performance candidates for real industry impact.

The program is a career kick-starter in the field of Data Science, Software

Engineering and Cloud Technologies for young IT professionals. The combination of training and providing real job opportunities makes the program so attractive for young talents and for employers. The program is herewith building on a close collaboration of its partner companies getINNOtized and AmaliTech.



The program works in three steps:

1. Training to acquire skills that are in high demand, offering career-specific development and a holistic transformational learning as well as a solution-focused training.

2. Certification with and industry recognized examination (e.g. Microsoft certification and Amazon Web Services (AWS) re/Start), to upgrade applicants resumes and an immediate workplace recognition.

3. Job offers - because of the acquired skills participants benefit from an increased earning potential and the program also connects to possible employers and enables industry networking.

The program applies agile learning strategies and thus helps trainees to achieve proficiency in dynamic work situations and holistic personalities with organizational skills and domain expertise. For more information and to get in touch with the program participants please visit www.azubiafrica.org



Photos by AZUBI Africa

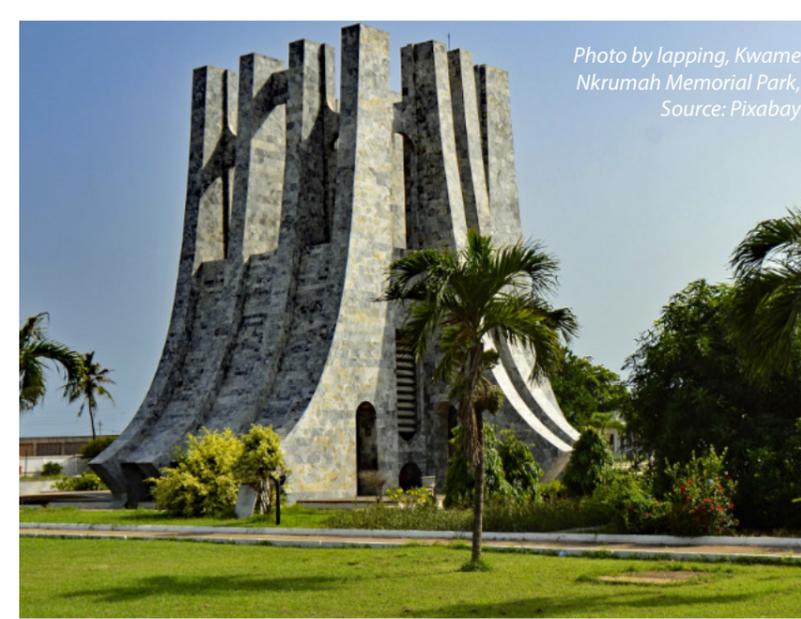
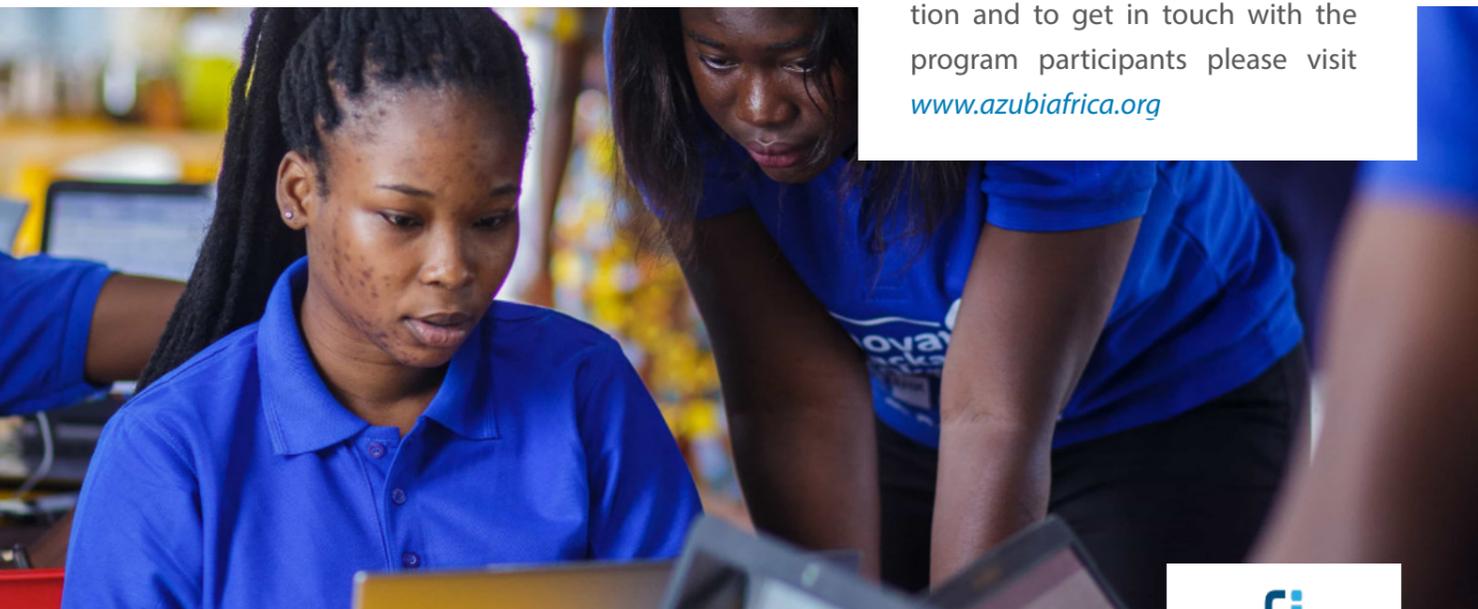


Photo by lapping, Kwame Nkrumah Memorial Park, Source: Pixabay

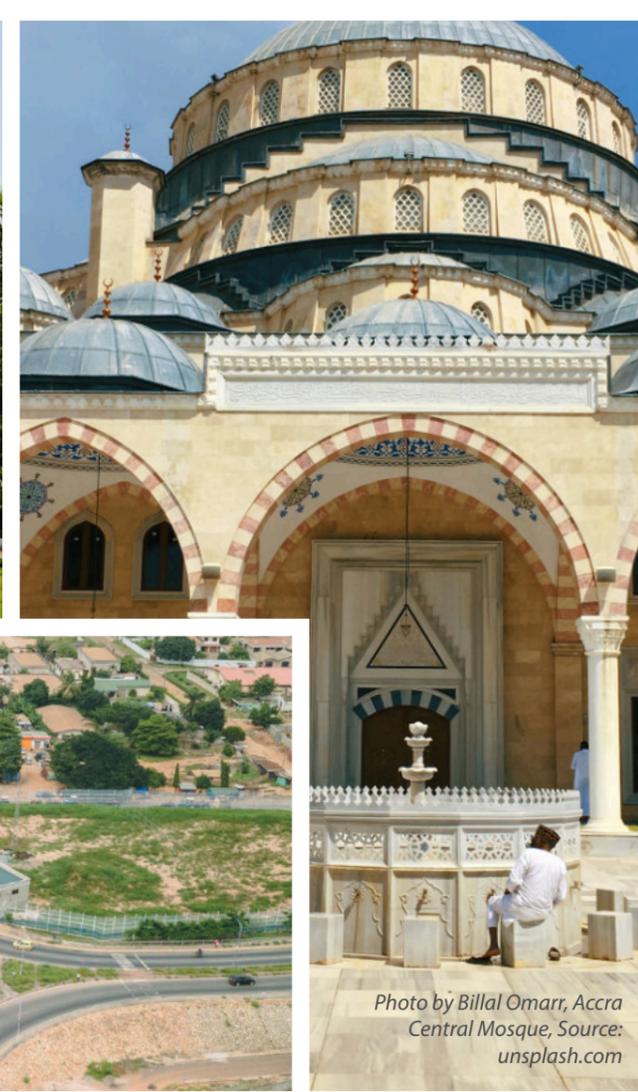


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Digital Media in Ghana - LetiArts Studio

By Eyram Tawia, Co-founder and CEO
of Leti Arts and Christian Elongué
Video Game Scientist and Journalist

Leti Arts is a digital media company that has deployed interactive content including video games, comics, print, and online media for advocacy projects across Africa in fields of Health (Malaria, HIV, disability - Cerebral Palsy, etc), Civic rights (Elections), Environment and Sanitation, Finance, African heritage, etc.

The company's vision is to shape a new generation of uniquely African content by creating engaging comics and games – such as The True Ananse and Africa's Legends – that pay homage to the continent's greatest legends.

Their portfolio borrows from fables told by the Zulu, Massai, Ashanti, and more to craft new tales appealing to a modern audience.

Using exciting, interactive, mobile-driven mediums, Leti Arts' digital contents reignite the imaginations of children and adults alike. All digital content can be accessed through the Afrocomix app: a keystone in Leti Arts' vision to revolutionize the way mobile content is shared and consumed in Africa. Distributed via Android, ComiXology, Amazon's digital comic subsidiary, Afrocomix users can purchase, download, read, watch and enjoy new African comics, animation, books, wallpapers, and games for years to come.

Leti Arts made educational games and apps geared towards effecting behavior change as part of educational purposes and advocacy campaigns e.g. showing good measures to prevent malaria, cholera, ebola, and the likes. In such campaigns, analytics is key. Tracking user decisions and measuring if all measures and policies are working perfectly as planned. This data is a great tool for organizations to make key decisions especially on how effective initiatives are thus Leti Arts has embarked on gamification partnerships with companies, educational institutions, and NGOs in Ghana, Kenya, and

globally including Jhpiego, UNDP, MTN, and many more building serious games that address Malaria, HIV, Civic Engagement and the likes.

Services include: game development, comics, illustration, graphic design, 3D design, short animation

Development process

Bringing the game app development concept into real life is quite a challenging task. Leti Arts generally observes 3 major stages Pre-production, Production, and Post-production which go from planning, designing, testing, deploying, and marketing of the game app on the targeted app store.

Concept Development: The game idea is the first step of the development process where we draw out the essential points of the game. This idea could be inspired by Leti Arts or a client on consulting projects. In this case, the client provides details on the targeted audience, storyline, background material for character and game development, scenery design and artwork, the targeted behavior change, desired Game Tasks &

Activities, and other technical requirements. Once Leti Arts receive that information, our developers proceed by developing draft concepts Arts, character backgrounds, and draft Artwork. The client would have to review and approve the game mechanics, settings, technology, and interactions before we move into effective production.

Game Development: Once we have a game design document approved

by the client, a team of game designers, programmers, and testing professionals assemble to develop the game concept. We essentially review and refine the core gameplay UI/UX, the characters, scene artwork, and graphics based on approved requirements.

Testing: Within the development process, several ideas arise with the technical variations. So we adopt highly flexible architectural solutions



Picture: Efram Tawia, LetiArts



based on the modular approach. After getting assured about the mechanics after the tests, we create a playable prototype for Alpha testing on the targeted platform (usually Android).

This prototype includes the important mechanics as well as resembles the significant parts of the game. Though creating a prototype would consume considerable time, we find it essential as it would determine the mistakes of the game

Illustration: From production diary at LetiArts

design. If the game controls are non-intuitive and certain tasks are hard to solve, then the players would behave differently. From our experience, most of the game issues can be solved easily at this prototyping stage.

Deployment: Before releasing the game, the unfinished game is exposed to a certain range of potential players. By collecting feedback from the players, the efficiency of the game can be measured. Once the game has been internally tested by a team of qualified testers, we deploy the updated version on all agreed channels for public beta testing. We fix critical bugs reported and provide marketing consultancy.

Local IT Development and Designer Talent

Founded in 2009 by the Ghanaian Eyrarn Tawia and the Kenyan Wesley Kirinya, Leti Arts was one of the first gaming studios from Sub-Saharan Africa. Not only did they start a game company in Africa but a whole new industry. Thus, having to face all the challenges of Culture, Human Resources, Infrastructure, and Funding.



Illustration: From production diary at LetiArts

Then, the videogame culture in Africa was embryonic as many still had negative perceptions of the game as an anti-social and educational practice that promotes violence, laziness and reserved only for kids or 'immature' adults. Due to this mindset, game development is not seen as a career path let alone make a living out of.

This perception is gradually changing as Leti Arts' efforts over the past years are changing the narrative. The founders are self-taught game developers since there are no formal training schools on game development in Ghana and the sub-region thus the autodidacts' founders had to learn themselves through online video, trial, and practices.

In most West African universities, the curriculum is essentially focused on computer and ICT studies, with little or no emphasis on game studies; hence the economic and cultural power of the video game industry remains untapped. To inspire

more African youth, investors, and decision-makers to invest in the Video Game industry, Eynam Tawia published his biography as a book 'Uncompromising Passion: The Humble Beginnings of an African Video Games Industry' documenting his inspiring journey within the Ghanaian tech space and African game development space.

Since 2012, Leti Arts has also provided over 350 internships and created 10 full-time jobs across Ghana and Kenya and more opportunities on a contract basis – an indicator of the economic potential and future viability of the African gaming industry. These internships happen through formal partnerships with both local and global universities.

Considering the insufficient professional game developers and designer talent, Leti Arts has been committed to:

... creating awareness on the educational and economic potential of

video games through its foundation that promotes Arts (STEAM) as a relevant field needed within the gaming industry;

... developing the capacities of the current and next generation of game professionals through teaching – an online course on game development with BlueCrest University in Ghana – and

... organizing several learning and networking events within the tech and game industry in Ghana and beyond to share its acquired knowledge, ideas, and experiences.

The next move of the company is on entering the markets in Nigeria, Uganda, Rwanda, and South Africa to scale up its new products and services.



About the authors: Eynam Tawia is the co-founder and CEO of Leti Arts. As a game developer, Eynam believes that Africa can make a salient contribution to the world of game development and preserve culture through this. He has pioneered developing the gaming industry in

Africa with Leti Arts. Eynam believes preserving cultural diversity through gaming and entertainment is very important and aims to prove this by creating world-class games and comics using African talent. Email: eyram@letiarts.com

LETIARTS

Christian Elongué is a video game scientist and journalist concerned with the reporting and discussion of video games in Africa. In academia, he has published several articles that significantly increased global awareness of the unexploited economic, educational and cultural potential of mo-

bile and video games in Africa. Since 2017, he collaborates with Leti Arts, analyzing and documenting their progress within the African video game space. Email: hello@christianelongue.com



A Landscape on the rise:

Tracking Ghana's DFS-Readiness as the world advances its digital shift

By Derrydean Dadzie, Fintech Expert, Digital Transformation
Consultant and Policy Advisor.

Photo: PDPics via pixabay.com, edited

As the pandemic continues to rear its head, albeit we may see an assuaging of its impact, many would agree that it has unraveled a new digital paradigm. Digitalisation across the world has been spotlighted in the face of the pandemic, and it is facing significant changes spanning different socio-economic sectors. The fintech ecosystem has emerged as one of the silver-lining beneficiaries, while other business ecosystems have suffered major economic casualties.

With our lives, jobs, and everyday routines transitioning to the digital space, we have all witnessed the difference Fintech solutions anchoring a near-cashless economy can make. They help establish new platforms serving diverse communities' needs and bridging disparities in delivering financial services to households and businesses. A rapid growth in cash-not-present (CNP) payments has heralded new hope for businesses, the financially ex-

cluded and governments. CNP payments have provided respite and a channel for efficient financial mobility that enables socio-economic transactions to thrive.

Over the last decade, the African fintech space has developed into a fast-paced innovation terrain, with Kenya, Nigeria, Rwanda, Ghana, and South Africa leading the way.

The Ghanaian fintech ecosystem has grown significantly in recent years and is now one of the most vibrant in the Sub-Saharan region. The ecosystem covers a wide range of sectors, including business, agriculture, health, banking, and insurance, with companies primarily providing transactions enablement services, products and platforms that cut across a myriad of people's needs such as banking, e-commerce, securities, lending, investment, payments, etc. .

For example, through the Ministry of Finance and other key stakeholders, the Government launched three policy documents in May of 2020 to fortify and properly project its FI and DFS incursions. These policy initiatives included the National Financial Inclusion and Development Strategy (NFIDS), The Digital Financial Services (DFS) Policy and the Ghana Cashlite Roadmap (GCR). Developed by the Ministry of Finance in partnership with the World Bank, the NFIDS seeks to raise financial inclusion from 58% to 85% by 2023. The NFIDS targets the expansion of access to financial services for the country's most marginalised communities, rural regions, and minorities.

Additionally, the DFS Policy, developed in collaboration with CGAP, seeks to create an efficient and robust DFS ecosystem. Through the DFS policy, the Government intends to build on existing technological gains to create a resilient, inclusive and innovative digital environment that would lead to social

growth, a robust economy, and a flourishing fintech market. It is expected that the DFS policy will embolden businesses and the Government to achieve greater transparency, ecosystem efficiency and meaningfully contribute to Ghana's economic competitiveness globally. Its implementation is expected to result in digitised and formalised payment flows and stabilised and expanded Fintech sector, while ensuring that monetary policies are practical and efficient.

The Ghana Cashlite Roadmap was also developed in collaboration with the United Nations' Better Than Cash Alliance (BTCA) to bring to the fore key activities and projects with high impact potential that would propel Ghana towards achieving a highly-digitised payments economy. This program is organised into three phases, each covering two years.

The first two phases are intended to promote the advancement of digital payment systems

and lay the groundwork for increasing the pace of digitalisation. The final Phase proposes longer-term steps to maintain traction towards greater payment digitisation in Ghana.

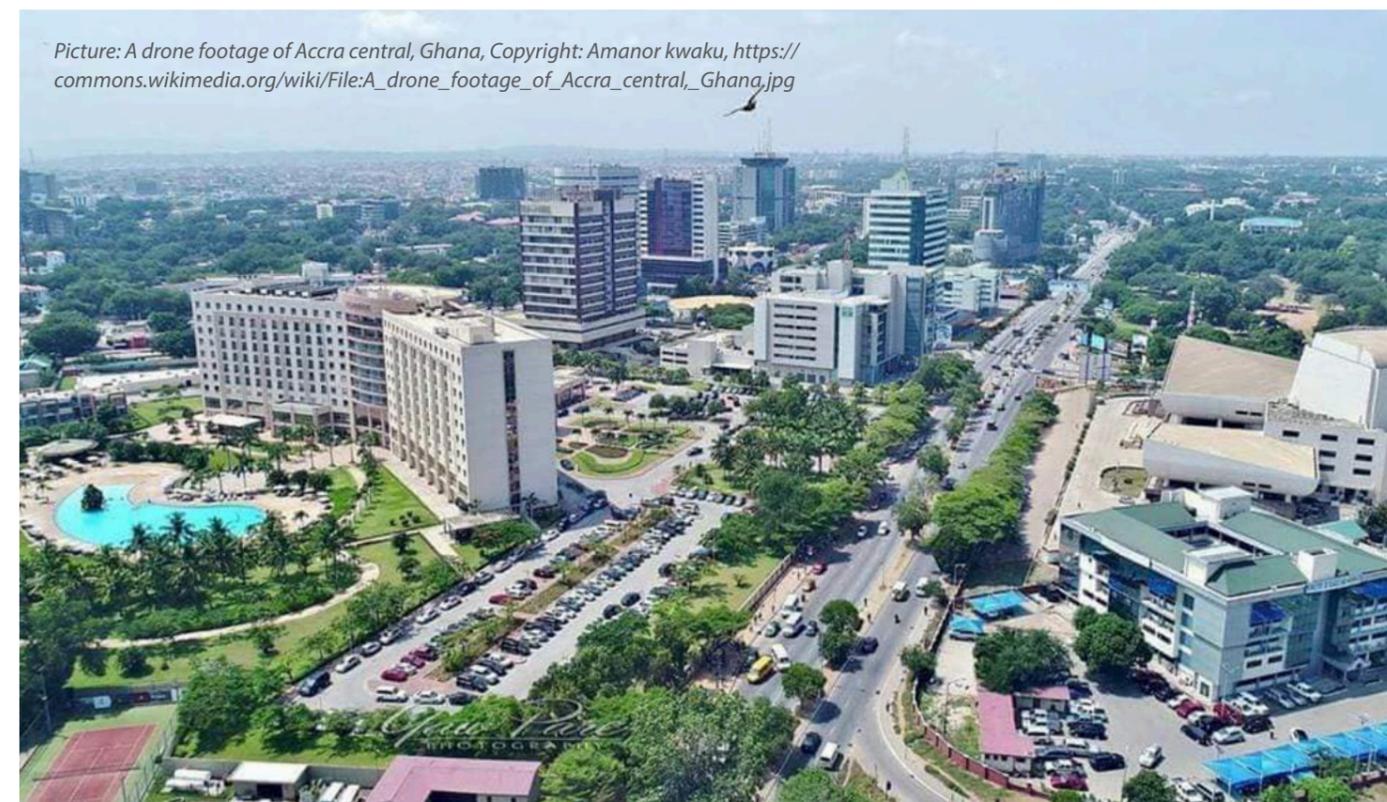
As part of the Roadmap recommendations, a Digital Payments Coordination Unit has been established to coordinate and harmonise digital pay-

ment activities and initiatives by key public and private sector stakeholders.

Bank of Ghana (BoG), which regulates the banking sector, has done a yeoman's job as the main institution responsible for supervising financial market participants, developing and enforcing monetary policy, ensuring price stability, and promoting financial in-

novation. The work of the BoG not only supports society but also helps to increase public interest in the banking system and the domestic financial sector, which includes Fintech.

One of the Bank's strategic directions is to create a Fintech-friendly regulatory and supervisory climate while also encourages Financial Systems Innovation (FSI). The Central



Picture: A drone footage of Accra central, Ghana, Copyright: Amanor kwaku, https://commons.wikimedia.org/wiki/File:A_drone_footage_of_Accra_central,_Ghana.jpg

Bank's proactiveness and responsiveness to trends have made Ghana one of the most attractive Fintech hubs in sub-Saharan Africa, outpacing Nigeria, Kenya, Rwanda and many other African countries in the race to advance financial inclusion and digitise financial services.

In 2020, the Bank of Ghana revised its licensing application standards for payment service

providers as part of more comprehensive steps to operationalise the Payment Systems and Services Act, 2019 (Act 987) and simplify compliance by ecosystem players. The Bank's piqued interest in fintech space is primarily due to the advent of new payment streams and Fintech companies across the country and the world. The Central Bank also created a new fintech and innovation office (FIO) to assist in the management and operationalisation of the Bank's cash-lite, e-payments, digitisation and financial innovation agenda.

Around April 2020, the Bank of Ghana, in furtherance of efforts to deepen financial inclusion and per the Payment Systems and Services Act, 2019 (Act 987), started issuing Payment System Provider (PSP) licenses to players involved in providing payment services within the fintech ecosystem. By 31st March 2021, twenty-six fintech firms received regulatory approval from



Picture: Cedi House one of the popular gargantuan edifices towering the streets of Accra. It is well known because it houses the Ghana Stock Exchange, Agricultural Development Bank and is right in front of the British Council. Copyright: Dieu-Donné Gameli via Wikipedia, https://commons.wikimedia.org/wiki/File:The_Cedi_House.JPG

BOG to act as payment service providers in Ghana, up from one a year earlier.

As several new businesses and foreign players enter the fintech industry, Ghana's activities in 2021 would focus on

About the author: Derrydean Dadzie is an accomplished technology entrepreneur with a keen inclination for creating smarter and enriching life experiences for people and society. After completing Ashesi University with a Computer Science Degree, Derry co-started DreamOval Limited in 2007. Over the years as the company's CEO, Derry led DreamOval's growth and transformation, including expanding its footprints across multiple countries. Derry left DreamOval in 2018 after leading it for 11 years to explore his creative predilections and new curiosities, including helping businesses and governments in their digital trans-

improving and promoting the Fintech ecosystem and the broader financial sector. With an ever-increasing number of FinTechs, highly qualified industry experts, and constant regulatory developments, Ghana would continue to be

formation journeys. Derrydean is the former Chief Executive Officer of the Ghana Chamber of Technology, where he worked with key stakeholders to create a very viable and robust technology ecosystem in Ghana. He has currently founded and runs Heritors Labs LLC, a digital platforms development and innovation services hub as well as playing key roles in Ghana's Digital Transformation and Policy Development across Government and businesses as a consultant.

Derrydean is passionate about Innovation, Fintech, Social Design, and People Development. He believes that techno-

one of Africa's leading Fintech hubs and promising landscapes for investors and ecosystem players.

logy innovation is the optimal pathway to Africa's transformation. He is a proponent of the idea that Africa can experience true independence and economic progress if business and technology innovation become the core of our economic and empowerment conversations.



Business Case - FinTech Ghana

Fintech Multinational - DreamOval

By Claud Kweku Hutchful, Chief Executive Officer
and Co-Founder at DreamOval

Photo: DreamOval Ghana

DreamOval is one of Ghana's premier multinational fintech company with one branch in Cote d'Ivoire and an active presence in Zimbabwe. In its 14 years of establishment, the company has had one mission, to develop Africa's middle class by providing a convenient payment experience, One Transaction at a time. DreamOval is actively achieving by delivering world-class enterprise software, scalable and robust transaction switching platform, real-time bill collection, and payment management platform, Billbox, for billers or merchants.

Prior to the introduction of mobile money in Ghana in the year 2009, over 70% of the population remained unbanked according to the Bank

of Ghana. The movement of money was restricted by the various bottlenecks, with inadequate financial technology being a leader. As a leading payment solutions provider in Ghana, DreamOval identified the need to simplify the solution for both the banked and unbanked and launched a mobile money app that made sending and receiving money simple, secure, and safe.

DreamOval provides the following products to its English and French-speaking markets.

Billbox

Billbox is an aggregation platform that encompasses Biller Aggregation, Payment and Transfer Aggregation, and Remittance Aggregation. It is

trusted by over 16 banks to provide various types of aggregation services. In 2020, Billbox processed about USD 1 billion, transactions.

Billbox Remit

Billbox Remit is a scalable and robust turnkey solution available to businesses in the financial sector that want to provide remittance services, terminating to mobile money wallets or bank accounts. This B2B2C solution is ready to plug in to banks, non-banking financial institutions, mobile money telcos, and Digital Financial Services.



SmartGrid

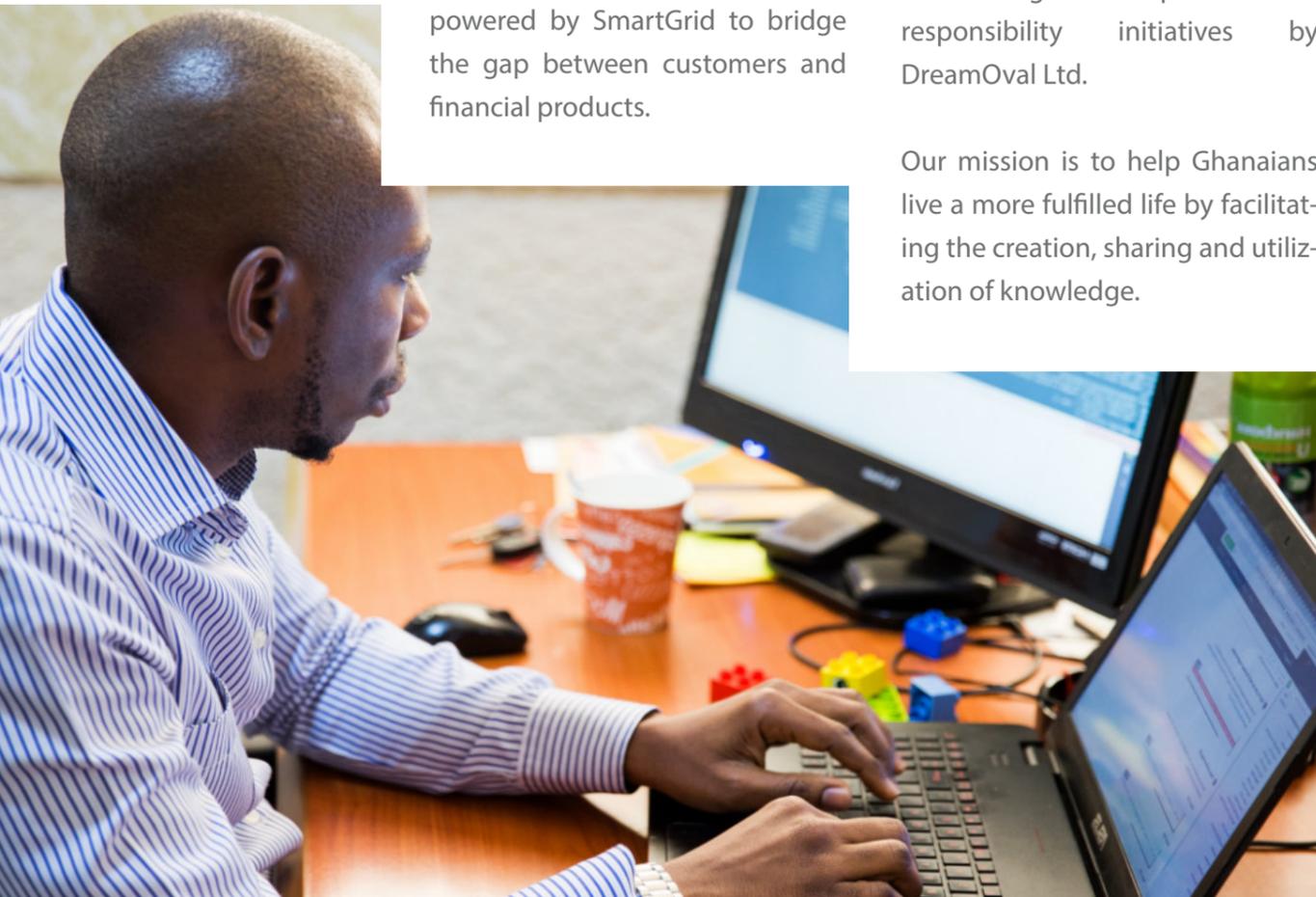
The SmartGrid Digital-OS is a foundation for best-in-class omnichannel digital financial solutions.

With SmartGrid, banks can ensure that their financial products are readily available to customers across multiple channels while maintaining a connected view Banks and Financial Institutions use our technology product lines powered by SmartGrid to bridge the gap between customers and financial products.

The DreamOval Foundation

The DreamOval Foundation was set up in 2013 with the aim of using knowledge to create a better society in Ghana. Our aim is to bridge the knowledge gap through the creation, sharing and utilization of knowledge with Education and Technology being our key focus areas. The Foundation also manages all corporate social responsibility initiatives by DreamOval Ltd.

Our mission is to help Ghanaians live a more fulfilled life by facilitating the creation, sharing and utilization of knowledge.



Picture: DreamOval Ghana



Our objectives are to:

Improve the quality of education in Ghana.

Initiate and manage training programmes to equip the youth, entrepreneurs and business professionals with the knowledge they require for personal & professional development.

Facilitate technological research that inspire young minds and contribute to the positive advancement of the nation.

Our vision is to use Knowledge to create a Better Society. We define a Better Society as one that is Healthy, Efficient, Productive, Profitable and Fulfilled.

About the author: Claud is a passionate believer in technology developed by Africans, for Africans, and to solve African problems. With a Computer Science degree from Ashesi University College and a decade working in the FinTech, e-Business, mobile Agric, and mobile applications industry, Claud has developed a deep and native understanding of the technology landscape in Ghana and across various African Markets. Claud leverages this unique skill set, experience, and exposure to guide and support the team at DreamOval in generating and executing the brilliant ideas that are

contributing to pioneering and transformative work in the FinTech and mobile services industry across the continent.



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Digital Skills Accelerator Africa e. V.
 Maastrichter Str. 38A, 50672 Cologne, Germany
 Phone: +49 221 500 545 27
 Website: www.dsaa.eu

Digital Skills Accelerator Africa e. V. (DSAA) is an independent organisation supported by the Special Initiative on Training and Job Creation of the German Federal Ministry for Economic Cooperation and Development (BMZ). It is an association of digital leaders, with pilot projects in Ghana and Morocco. Founding members are AmaliTech, getINNOtized and Majorel.

DSAA aims to promote the potential of the growing Impact Sourcing industry in order to drive employment in Africa and create sustainable value across the continent.

The association strengthens bonds and promotes collaboration between international partner companies, creating a web of local support, knowledge, and best practices:

Training and Education - DSAA supports the promotion of training and further education in the fields of IT, digital and customer experience management in Africa.

Facilitating Employment - DSAA creates potential opportunities for employment in partner companies.

Digital Development - DSAA enables trained professionals in the IT and customer experience management service sector to contribute to the long-term development of the digital industry.

The training and educational programmes offer both general and specialised content that can easily be adapted towards company specific IT needs. By including a substantial practical training component, young professionals are fully prepared

to perform in their future jobs. Trainees who have successfully completed training are given the opportunity to be employed by international DSAA partner companies. This approach will contribute to the future development of the digital industry in African countries.

DSAA e.V. also focuses on the economic empowerment of women as well as the inclusion of persons with disabilities and their equal participation in the labour market. Member companies aim to create a diverse and inclusive environment, with the ambition to work towards a shared vision as well as integrating different perspectives for progressive growth.



Invest for Jobs - Special Initiative on Training and Job Creation
 For general requests: info@invest-for-jobs.com
 For country-specific requests: ghana@invest-for-jobs.com
 Website: www.invest-for-jobs.com/en

About the Special Initiative on Training and Job Creation

Under the Invest for Jobs brand, the German Federal Ministry for Economic Cooperation and Development (BMZ) has put together a package of measures to support German, European and African companies in investment activities that have a high impact on employment in Africa.

The Special Initiative on Training and Job Creation – the official title – offers comprehensive advice, contacts and financial support to overcome investment barriers.

The objective is to create good jobs and training opportunities and to improve working

conditions in the following African partner countries: Côte d'Ivoire, Egypt (in preparation), Ethiopia, Ghana, Morocco, Rwanda, Senegal and Tunisia. For more information please visit: www.invest-for-jobs.com/en/

Our Partners - Combined expertise in international development cooperation.

In order to create sustainable jobs, apprenticeships and good working conditions, we bring together the private sector, academia and public administration.

The Special Initiative on Training and Job Creation works together with companies and investors as well as with universities and

vocational schools, chambers of commerce, associations and civil society.

The two largest organisations implementing Invest for Jobs are Deutsche Gesellschaft für internationale Zusammenarbeit (GIZ) and KfW Development Bank (KfW).

Other important partners are the development organisation sequa, the German Academic Exchange Service (DAAD), Engagement Global and the Physikalisch-Technische Bundesanstalt (PTB).

On behalf of



Implemented by





As a service provider in the field of international cooperation for sustainable development and international education work, we are dedicated to shaping a future worth living around the world. We have over 50 years of experience in a wide variety of areas, including economic development and employment promotion, energy and the environment, and peace and security.

The diverse expertise of our federal enterprise is in demand around the globe – from the German Government, European Union institutions, the United Nations, the private sector, and governments of other countries. We work with businesses, civil society actors and research institutions, fostering successful interaction between development policy and other policy fields and areas of activity. Our main commissioning party is the German Federal Ministry for Economic Cooperation and Development (BMZ).

Together with our partners in national governments worldwide and cooperation partners from the worlds of business, research and civil society, we work flexibly to deliver effective solutions that offer people better prospects and sustainably improve their living conditions.

GIZ in Ghana

Ghana has been a partner country for German development cooperation for more than 30 years. The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH opened its office in the capital, Accra, in 1983.

GIZ is promoting inclusive, job-creating growth in Ghana to enhance employment prospects. Training and income-generating opportunities are therefore to be improved for low-income households, disadvantaged groups, returnees and individuals intending to migrate. The aim is also to promote the private sector and digitalisation, in particular.

GIZ aims to achieve this by supporting businesses, tech start-ups

and disadvantaged individuals with advisory services, financial instruments, and short-term and long-term training.

In the area of good governance, GIZ supports Ghana’s Government and municipalities in generating more revenue. The company is also providing advice on transparent use of revenue to support political objectives, particularly to support disadvantaged population groups and promote local economies. Moreover, audit offices, civil society and citizens are to be supported in demanding accountability from the Government in order to prevent corruption.

The registered offices of GIZ are in Bonn and Eschborn. In 2019, we generated a business volume of around EUR 3.1 billion. Our 22,199 employees, almost 70 per cent of whom are national staff, work in around 120 countries.*

More information is available on our website at: www.giz.de

**Personnel figures as at 31st of December 2019*



Abelway Technologies Limited
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Abelway Technologies is a fully stacked BPO company with services that cover many industries such as government, insurance, manufacturing, non-governmental institutions, as well as support to other institutions in the BPOs industry.

AbelwayTech started operations in Ghana in 2014 with Web-Based Data Entry Software and Data Entry services. Through organic growth, we moved into Docu-

ment Management on a large scale including archiving and Software Development with our built-to-suit Business Process Automation engine (Paperless-Point®), Procurement Management Applications, Request/Approval workflow systems; we have deployed a world-class Call Center Software (abelwayDial) and NorviGateways also used for extra quick and cheap Call Centers startups. Our fully furnished Call Center facility also continues to serve

several campaigns of insurance companies, NGOs, etc.

We have for the past 4 years delivered services in the Corporate Trustee industry, performing payment validation, allocations, and ticketing. Included in our services is Data Analysis which has gone beyond the shores of Africa.

AbelwayTech is your go-to IT-enabled services BPO partner in Africa. Talk to us!



ACT ICT Ghana Ltd.
Roy Chay, Chief Executive Officer
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Website: www.act-ict.com

ACT ICT Ghana Ltd. is a Telecom and ICT company specialized and dedicated to providing the finest Engineering and Turnkey solutions and services.

Our objective is clear and simple: to support each and every one of our customers, IT engineers and procurement professionals, with the best breed of products and solutions ensuring them the best Value for Money.

This includes also providing quality After-Sales Services and Support, Spare Parts and Local Warranty for the biggest names in the Industry: Motorola, Cisco, Avigilon, Hikvision, Rad, Avaya, Axis, MST etc.

Our scope of activities comprises of IP Networks (CISCO, AVAYA...) Two Way Radios (Motorola, ACTI-TALK...), CCTV Cameras (Avigilon, Axis, Hikvision...) GPS Tracking, Satellite Communications, UAV, and many others.

In Ghana, we are present in both the private and public sectors notably mining, oil and gas, manufacturing, and energy and many more. We pride ourselves in being one of the leading systems Integration Firm in the West African sub region. With an operational office in Accra (Ghana), we have begun moving into French-speaking West Africa this year with an office in Burkina Faso.



Amlitech
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Website: www.amalitech.org

AmaliTech is a social business empowering the next generation of technology leaders in sub-Saharan Africa that reinvests its surplus in further training, network growth, and local community support on the ground. We offer an employment pathway into the digital sector, accompanying young talent from training to employment. As a global talent accelerator, AmaliTech provides free IT training courses to skilled youth in

regions of great need. Subsequently, Graduate Trainees are empowered to apply their acquired skills in the local and international job market.

After successful completion of the training programme at one of our training academies, AmaliTech offers three employment pathways – Graduates have an option to seek gainful employment on their own, they can use AmaliTech

as a platform to be self-employed as we also encourage entrepreneurship, or they can receive an employment offer at one of AmaliTech's local service centres, supporting international clients with the implementation of IT/digital projects. AmaliTech's vision is to promote inclusion and diversity in the tech ecosystem. We, therefore, do not discriminate on the basis of gender, race, religion, or disability.



Busy Internet
Phone: +233 302 258 800
Email: info@busy.com.gh
Website: www.busy.com.gh

Busy Internet, operating under the brand name "Busy" is an internet service provider with 20 years of providing Ghanaians with internet connectivity. From its humble beginnings as an internet café in Accra providing affordable, fast and reliable time-based connectivity to Ghanaians, the company expanded its operations to include business support services such as photocopying, printing and creative designing among others.

Following the surge in pioneering Ghanaians looking to launch their innovative business ideas, Busy adapted its operations to provide support in the form of a shared workspace resulting in the launch of many businesses during the first decade of the 21st century.

The increasing demand for internet connectivity in Ghana offered Busy the opportunity to diversify its operations and launch both fixed and mobile internet services

to provide Ghanaians with alternative solutions. Busy currently offers internet connectivity via 4G LTE, Satellite, Fiber and Radio and is a key player in providing business solutions to SMEs, Corporate and Government institutions across the country.



Africa Software Solutions Ltd
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Website: www.africasoftware.com

Africa Software Solutions Ltd. (ASSL) is a software development and consulting firm with a focus on developing web, mobile, and cross-platform custom applications. These applications are designed to streamline workflows, optimize processes, and improve business operations. ASSL is founded by experts with experience in the deployment of robust software solutions for organizations of all sizes across multiple industries.

At ASSL, we believe in creating tailor-made solutions. This means finding out exactly what each client requires and making sure we meet those needs.

We hold a series of discovery meetings with prospective clients to understand their vision and then create a Scope of Work based on our findings. Once an agreement is reached and a project starts, the client is assigned an account manager who provides regular updates and facilitates review

meetings at each stage. We also remain on hand to walk our clients through the transition process as they get used to their new solutions.

ASSL's recent partnership with Claris International Inc (an Apple subsidiary that specializes digital transformation and workflow innovation) makes them an attractive choice for organizations in Africa that are looking to establish themselves as industry-leaders.



DreamOval
Charles Kollo, SVP, Sales and Marketing
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Website: www.dreamoval.com

DreamOval is a financial and technology company active in four African countries with strong projects of expansion.

We are enhancing the digital financial infrastructure for banks and financial institutions to grow and develop their customer base in Africa. Our collection system, Billbox, brings flexibility and value to merchants and their customers. Billbox works as a payment hub that can collect payments for goods and services from all chan-

nels -Visa/Mastercard, mobile money, and offline collection points including POS. Our system simplifies how Financial Institutions acquire merchants, aggregate payment providers, and receive remittances from Money Transfer Organisations.

Annually, Billbox processes over USD 1 Billion worth of transactions. We are enhancing the systems of more than sixteen commercial banks across Africa leading to higher customer and

merchant deposits. We enable customers to define their financial journey based on the channels or services they are most comfortable with.

DreamOval helps banks to facilitate the digitization of traditional banking activities, leading to better access to services for customers and management. DreamOval has a branch in Cote d'Ivoire, continuing an African expansion, and supporting Ghana's digital transformation.

COMPANY INFORMATION



EDEL Technology is an Accra-based IT consultancy firm. The company delivers software and mobile development, consulting, and training services.

We are passionate about solving our clients' problems, and we bring a fierce focus so we get the job done right every time. By sharing our knowledge and understanding our clients' businesses,

we deliver the right results for them. The company's reputation is built upon solving complex business problems to provide reliable and scalable business solutions.

This we achieve through a combination of modern project management techniques, standard software engineering and industrial strength architectures. The EDEL Technologies team has

Edel Technology Consulting
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Email: info@edelitconsult.com
Website: www.edelitconsult.com

diverse experience in technology solutions delivery across the continent with projects delivered in Ghana, Sierra Leone, Nigeria, and the UK.

Our clients include The World Bank, African Women Development Fund, Dalex Finance, Unilever, among others.

COMPANY INFORMATION



getINNOtized has the mission to give access to the largest untapped pool of IT experts in Pan-Africa.

The capacity building company is upskilling Africa's most promising IT talents to digital experts to connect them with African and global companies in need of IT professionals. To develop the most talented individuals into IT specialists, the social impact company is executing the education & em-

ployment program AZUBI AFRICA in partnership with leading online service providers such as Microsoft and Amazon Web Services, complemented by African partner universities.

The program targets the top 3% of graduates in STEM-subjects from University. As part of the program, getINNOtized offers career paths in the field of Data Science and Cloud technologies.

getINNOtized GmbH
Augustine Kangni, Head of Markets
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Email: augustine@getinnotized.de
Website: www.getinnotized.com

getINNOtized actively involves clients during the AZUBI AFRICA training programs. By this means the impact driven company is solving societal challenges in two different worlds: Fighting brain drain by creating attractive jobs for high potentials in Pan-Africa while overcoming the shortage of digital skills in companies



Fncee Consult is one of the fastest-growing companies providing Information Technology (IT), Business Process Outsourcing (BPO) services and an accredited Training and Skills development consultancy services across Ghana and Africa. Our Enterprise Business Solutions enables customers to metamorphose the way they run their businesses by delivering a unique Connected Enterprise Experience in a highly dynamic digital domain. Our vision is to be an

agile, customer-centric and purpose-led company delivering best-in-class technology-led business solutions for our stakeholders, providing relevant and innovative industry-standard services.

In today's high-speed business environment, knowledge spells power. Executives and professionals must constantly upgrade their knowledge and skills to keep up with changing technologies. Staff training programs at regular inter-

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vals provide large payoffs to employers in terms of increased productivity and motivation.

When you're ready to grow your business with outsourced solutions like call center and BPO services, start with Fncee Consult. Our industry experience sets us apart. We work with you to find the solution that aligns with your business' goals, and then help manage its application to ensure a seamless transition.



Hospital Engineering provides customised solutions for the healthcare sector. Independent from manufacturers Hospital Engineering commits to offer international clients the optimal service during all phases of their medical and clinical project developments.

The history of the company started 50 years ago with first projects in Ghana. Own administrative and technical office facilities in Accra

and Kumasi have been established 40 years ago, which undoubtedly is an evidence for the long partnership between Hospital Engineering and Ghana. Some of the most famous turnkey reference projects of the company are the 37 Military Hospital and the Korle Bu Teaching Hospital in Accra and the Accident and Emergency Center at the Komfo Anokye Teaching Hospital in Kumasi. The service scope includes consulting, hospital design and con-

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Website: www.hospital-engineering.com

struction, attractive financial arrangements, equipment provision, installation, user and application training as well as a comprehensive technical follow-ups. Hospital Engineering is representing various manufactures in Ghana and other African countries as their local agent and service provider. As turnkey operator Hospital Engineering also offers modern and efficient healthcare facilities, all from one source.

COMPANY INFORMATION



Heritors Labs Limited is a game-changing product development house, software engineering enclave, research centre and innovation services hub. We immerse ourselves in your environment and design solutions that work best for you with utmost empathy. Our products:

SMARTQORE DTP is a Low code Digital Value-Add and Business Process Transformation Platform that can power organisations' Di-

gital Transformation. SMARTQORE DTP provides turnkey capabilities to create Smart, Complex, Enterprise Grade, Process Centric Business Apps on demand without writing too much code.

V3NDA SME Platform is a straight-to-the-point platform that provides SMEs with the capabilities to digitise their operations and sell their products and services online.

Heritors Labs Limited
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SMARTQORE LMS is a cloud-based educational resource that provides schools and organisations with the capability to create, deliver and track e-learning to the students and workers.

We build world-class digital applications and provide Digital Transformation Consulting Services to public and private sector institutions.

COMPANY INFORMATION



Leti Arts is an interactive digital media company leading the next wave of Africa's rich storytelling tradition. Our vision is to shape a new generation of uniquely African content by creating engaging comics and games that pay homage to the continent's greatest legends. Our content portfolio borrows from fables told by the Zulu, Massai, Ashanti and more to craft new tales appealing to a modern audience.

Using exciting, interactive, mobile-driven mediums, our digital content will reignite the imaginations of children and adults alike. All of our content can be accessed through the Afrocomix app: the keystone in Leti Arts' vision to revolutionize the way mobile content is shared and consumed in Africa. Using a free cross-platform app (currently available on Android), mobile users will be able to purchase, download, read, watch and enjoy new African comics, an-

Leti Arts
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imation, books, wallpapers and games for years to come. Our distribution also spans across third-party platforms such as ComiXology, Amazon's digital comic subsidiary.

We also make educational games and apps geared towards effecting behavior change with NGOs, Govt institutions and corporates as partners.



The Institute of ICT Professionals Ghana (IIPGH) is a professional association of professionals in various domains of Information and Communication Technology (ICT) practice. The organization aims at using its platform to equip professionals and students with skills in emerging technologies needed for entrepreneurship and employment in today's fast-moving technological world. In addition, use

the expertise at its disposal to advise government and other stakeholders on best practices and public policies that would enable the use of ICT in achieving the Sustainable Development Goals (SDGs).

To achieve its objectives, the institute is organized under the Professional Membership, Academy, and Professional Services divi-

Institute of ICT Professionals Ghana (IIPGH)
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sions. These divisions serve as vehicles for all the activities of the institute.

Membership of the Institute is open to corporate organizations and individuals primarily engaged in all forms of Information and Communication Technology (ICT) practice and related activities who subscribe to the objectives of the Institute.



Liranz Limited is a leading Information Technology consultancy and management firm with years of experience in design, supply and implementation of IT support, projects and solutions.

Our policies, practices, and procedures ensure that we are consistent in the provision quality services in Ghana and the West African sub-region. Our services are designed to meet both the immediate and long-term needs of

our clients, and are customized to their business model as well as budget into account.

The company's products and services include; IT Consultancy, Managed IT Services, I.T Project, IT Consultancy & Management, Call Center Setup & Management, Cloud Solutions, I.T Security Solutions, I.T Training and Coaching, Office Relocation and Setup, Staff Augmentation, Digital Marketing Services amongst others.

Liranz Limited
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We are privileged to serve very distinguished Clients Like Tullow Ghana Limited, Springfield Exploration & Production Ltd, Africa Foresight Group, Adama West Africa Limited, The New York University, Grundfos Pumps Ghana Limited, the Volta River Authority, Daba Nespresso, Ghana Investment Fund for Electronic Communications, among the Likes.

COMPANY INFORMATION



Nandimobile Limited
Selorm Worthmore, CEO
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Nandimobile Limited is a technology company focused on enabling businesses to communicate effectively with their consumers. Our main purpose is to make the connection between businesses and their consumers meaningful.

We have an SMS gateway platform for marketing campaigns and communication. Our application helps you to send alerts and notifications using SMS, allows

you to administer these easily with the help of an API connection or directly through our web platform. Other options: Sales Promotions, Marketing Campaigns, Orders, Discount Coupons or Vouchers, Virtual Gifts, Product Launches, Product Verification/Password Confirmations, Appointments/Reminders, Alerts, Customer Support, short Surveys, Recruitment, Goods tracking, Arrivals, and Check-ins, etc.

These features are available all over the world. You can send messages from any part of the world. We only have to set up for your country. We are willing to advise you on the effective use of SMS for your context.

We are working on something new for emerging markets to give people the power to find and connect to the right businesses, services, and products on the go. Watch out for it.

COMPANY INFORMATION



Ramsys Infotech Solutions Limited
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Ramsys is one of the leading IT Infrastructure and Managed Services company, providing a single source of technology, skills, and expertise to help IT departments realize greater value from their technology investments. Our core capabilities span four key areas: IT Infrastructure Solutions, Cyber Security, Managed Service and training. The center runs a world-class certification in IT and management training.

Over the years, Ramsys has been providing training to the global workforce from several Ghana Club 100 companies and governments in Africa with more than 50 certified trainers.

We are the leaders in developing a digital economy in the region through our expertise in systems integration, software development, and IT skill-development programs. We are committed to seeing Africa emerge as the leader

in IT skills and services. It is our pride to be the preferred partner for several leading government and private sector organizations when it comes to IT Solutions. Our business solutions have helped industry leaders in banking and finance, oil and petroleum products, telecommunications, trading, and manufacturing achieve transformative success.



ProQuest Consulting & Software Ghana Limited
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ProQuest Consulting & Software Ghana Limited is a global Information Technology servicing company focusing on Software Development, Hardware Supplies and LAN Network Services, Social Media Services, Bulk SMS Gateway, Domain, and Web Hosting services. We are Africa partners for E-Front Europe in providing state-of-the-art Learning Content Management Systems (LCMS).

Our solutions are a complete suite of IT services in the business applications domain, specializing in multiple verticals including financial services, healthcare services, education, and allied industries. These services come in the following forms: Application Development, Maintenance & Support, Products, Conversion and Migration, Web-enabling of Legacy Applications. We aim to provide products, services, and solutions of the highest quality and to de-

liver more value to our customers that earn their respect and loyalty. To become the hub of African in Information Technology Solutions, by providing fast response, informed expertise, consistently high-quality solutions, and satisfied repetitive customers to provide a stable retainer base. Our core values are commitment to quality, integrity, flexibility, innovation, competitiveness, teamwork, customer satisfaction, internationalism, and openness.



ShrinQ (GH) Limited
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ShrinQ have built a range of software applications to help our clients to leverage today's cutting edge technologies, in a bid to optimize business operations to gain more efficiency & competitive advantage.

Our key range of services are executed by our experienced developers & include; corporate bespoke software development, application enhancements and performance optimization, systems integrations and billing plat-

forms, web and mobile applications development, and FPGA embedded in a system-on-a-chip device for hardware. We continue to invest in our people to do more to ensure our clients receive more.

ShrinQ has created three groundbreaking products, each targeted at key industries driving the world economy today. STAK ERP is a cloud-based enterprise resource planning platform. It is designed to let you manage your sales, production, accounting, HR and pur-

chasing processes from a single dashboard. Our Big Data Analytics platform focuses on real-time analytics of transactional data from disparate sources to glean connections and patterns for trends, risk analysis, fraud detection and real-time recommendations.

Genova Insurance Suite is our end-to-end insurance policy administration platform for general insurance. It fully automates all workflows.



Talent Box
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Talent Box Information & Security Systems is a one-stop-shop for IT, Security, and Telecommunication supports. We specialize in design, management, and deployment. We help small and medium enterprises as well as bigger organizations to keep costs predictable, avoid unexpected problems, communicate more effectively, and make a plan for business continuity.

Talent Box Information & Security Systems Solution (TBISS) was incorporated in the year 2014 to carry on the business of data center setup and installation, web development, security system installation and configuration, telecommunication cell site installation services amongst others.

Prior to its incorporation, TBISS was working in partnership under the brand name Talent Box Solu-

tions which had been incorporated to carry on a business-related partly to its current activities.

TBISS has over the period of its existence been passionately involved in providing a broad range of ICT support services, including design, management, and deployment relevant to business needs to reduce costs and increase competitiveness in today's global economy.



Teledata ICT
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Teledata ICT is Ghana's leading Internet and Telephone services company serving more than 2,000 business clients and 45,000 users. Founded in 2004, we employ over 100 highly skilled and educated Ghanaian professionals. Teledata ICT is a customer-first communications provider whose services enhance the quality of life online.

to their needs, and can rely on a robust technical support team working around the clock to keep people happily connected. With an extensive catalogue of no-distraction internet and telephony services, our customers trust Teledata to connect them with each other and with the rest of the world.

masi designed with the highest availability rate in Ghana. We also boast a carrier-class wireless network operating on 3.5Ghz licensed and other license-exempt bands in 8 regional capitals in Ghana. Our Ka-band satellite network blankets the entire country.

Every end-user can expect a communications solution customized

We have over 1,200 kilometers of metro fiber in Accra, Tema and Ku-

ICT, BPO, Technology companies in Ghana

- Nandimobile
- Leti Games
- Kamptech Limited
- Dolphin Telecom
- GILAT
- Glo One
- Main One
- Vodafone Wholesale
- Airtel
- MTN
- Surfline
- GCNet
- Mericom Ghana
- Ostec IT
- Red Mango
- Glo Ghana
- CWG
- GetINNOtized
- Zipnet Business
- MobileZone
- Telefonika
- SpearHead
- Liranz Ltd
- IPMC Ghana
- Alink Telecom / Sancfis
- Busy Internet
- Ecoband Networks
- Ghana Internet Solutions
- IDL Africa Technologies
- K-tnet
- Oracle Ghana
- Think Data Services Ltd.
- IBS Consulting
- JPCann Associates Ltd.
- AAM Consulting
- ACT ICT
- African Concrete Products
- GuardianTech Limited
- Soft Tribe Limited
- Mpedigree Network Ltd
- Rancard Solution
- ClearSpaceLab
- Logiciel Ghana
- DreamOval
- Soronko Solutions
- OasisWebsoft
- RDK Consulting Services
- Lead-it Africa
- Fncee Consult
- Abelway Technologies Ltd
- ISON BPO GHANA
- Acreaty Ghana Limited
- Zentech IT Solutions
- 1i SYSTECH
- Adaptive Computer Solutions
- Bsystems Limited
- Apps Consult
- EDEL Technology Consulting
- Vodafone
- FINXL Business Solutions
- ProQuest Ltd.
- Talent Box
- Ramsys Training Centre
- INFINIXEL
- TeleData ICT
- Orange Luks Concepts
- Axxend Corporation
- Hardric Engineering Ltd
- Bil-Lander Limited
- JimahTech Limited
- Paxi Systems
- Computer House Technologies
- Innovare Ltd
- Bros International Company
- Roraima Data Services Ghana
- Intelligent Telemetry Ltd
- D for Developer,
- Switch Ghana Limited
- Comsys Engineering
- Oyster integrated company
- New Africa Software Solutions
- Trinity interactive limited
- Powersoft System
- Whitsun Computer Systems
- ShrinQ
- Mantac Service Solutions
- Origin Ltd
- Nakro Technology
- CodeGhana
- Creative Bibini
- Wyll technologies Ghana
- GI Technologies
- HS+E Ltd
- Hotel Solutions Ltd
- PWC Ghana (PWC)
- Deloitte Ghana
- Corenet
- Africa Enablers
- Hubtel
- mPharma
- Nosmay

EDITOR'S MESSAGE

PUBLISHER & PARTNERS

This guide provides information for professionals and organisations interested and/or involved in buying, providing or advising in ICT, business process and shared services.

The information helps to better understand the local conditions and opportunities in the Ghanaian ICT sector and to get to know the relevant companies, persons and market support organizations in Ghana.

The Outsourcing Destination Guide Ghana is commissioned by the Digital Skills Accelerator Africa e.V. in Germany and has been produced independently without representing commercial interests of the participating companies.

The information we present are based on more than 40 different resources (indicated in the texts) - ranging from local organisations and media, over government organizations, local and international sector experts, to international organizations such as the GIZ or the Worldbank Group.

The articles are written by local sector experts to provide first hand insights into working methods, business mentality and achievements.

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This publication is promoted among more than 500.000 professionals and is available as free download and as print copy on selected industry events around Europe and Africa.

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