ICT for SMEs: Innovative Services to Empower Entrepreneurs - Uganda
ICT Related Challenges of SMEs in Uganda:

- Inadequate access to affordable access ICT equipment
- Paucity of ICT knowledge
- Need for tailor-made solutions

17 Internet users per 1,000 people and only 8 out of 1,000 have access to a PC

Tele-density at 17 people to 100 (Dec 2007)
Government’s Responds:

- Creation of a new Ministry for ICT to unify political guidance and regulation
- Increased priority of government on ICT
- Full liberalisation of telecommunications sector
- National Data Transmission Backbone with e-Government Infrastructure established
- Policy and legislative framework (Cyber Laws) being established
- Rapid growth in ICT training at higher, mid and lower educational institutions (eg. Faculty of Computing and IT, Makerere University has 5,000 students – undergrad/postgrad, schools training, tertiary institutes, etc.)
- Investor friendly economic climate (ie. investment incentives)
ICT for SME Programme Uganda: A Comprehensive Approach to Development

- Multistakeholder PPP Approach incl. the Gov. of Uganda, Gov. of Austria, Uganda Private Sector, UNIDO and Microsoft
- District Business Information Centres (DBICs)
- PC Refurbishment Centre of Excellence
The Business Information Centre Model Approach:

- Centers are set-up as a joint venture between public and private sector institutions.
- Centers operate on a business plan and offer demand-driven, fee-based services:
  - Entrepreneurial advisory services
  - Business information services
  - ICT training
  - Access to Internet
The Business Information Centre Model
Achievements:

- Business Information Centers have been established in eight Districts throughout Uganda.
- The Uganda Gov. will establish another 20 centers based on the above model.
UNIDO and Microsoft received the **Africa Investor Award 2007** in the category

“Best Initiative in Support of SME Development”

for the Uganda Business Information Center project
Refurbished computer programme

Challenges:
- Affordable access to quality hardware and software for SMEs

UNIDO – Microsoft Partnership:
- Launch of concept at ICT Best Practice Forum, Ouagadougou 2007
- Scalable pilot programme in Uganda
- Increase outreach and replicate pilot programme based on requests from numerous African countries
Mr. Yoshiteru URAMOTO, Managing Director and Deputy to the Director-General, UNIDO

Refurbished computer programme

PC Refurbishment Centre of Excellence, Kampala:
- Market study documents strong demand for PCs
- Local refurbishment – target of 10,000 PCs per annum
- Price per PC = US$ 175
- Stringent quality criteria
- Warranty and after-sales services
- End-of-life recycling of PCs
Refurbished computer programme

PC Refurbishment and E-waste management

- Project addresses the entire life cycle of computers
- First comprehensive study on e-waste in Uganda
The Business Information Centre and PC Refurbishment Model

Lessons learned:

- Strong local ownership
- Collaboration through Public-Private Partnership
- Self-sustainability
- Contingency plan for HR development and retention
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