SUCCESS FACTORS, MAIN DIFFICULTIES, AND ISSUES TO ADDRESS

Patrick Kagenda, CEO Data Care, Uganda, East Africa

Bachelor’s Degree – Bsc (Physics and Mathematics)
Masters in Computer Science (Msc CS), Makerere University, Uganda

Since 1993 to Date:
- IT as a Programmer,
- Systems Analyst and
- Systems Integrator and
Now CEO, Data Care
Established in July 2006

What we do: Software Development, Business Process Mapping, Data Science, Quality Assurance and Helpdesk Services

Core Strength: Customized Solutions


Fully Agile and a Hub for mentorship in Uganda
Anchor Product - Enterprise Resource Planning - PROMISE

Countries:
- Uganda
- Kenya
- Sudan
- Ethiopia
- Iraq
- North America
- Britain

Sector:
- Health
- Agriculture
- Social Services
- Trade
- Private Sector
- Non Government Organisations
- Bilateral Agencies
- Churches

PROMISE ERP VER 2.5

ProMISe Utility Features
- ProMISe Business Intelligence
- ProMISe GIS
- ProMISe Survey Tools
- Fleet Management
- Point of Sale
  - PharmacyNet
  - ShopNet
- ClinicNet
- Order Processing
- Document Management/Repository
Data Care Growing Clientele
Journey to Export of Services (Phase 1)

- Referrals/Traceability of our work

- Recommendations by Local Organisations that were exporting

- Recommendations by International Organisations working in Uganda to other Country Offices
Journey to Export of Services (Phase II) – GO TO MARKET GUIDED BY ITC

NTFIII/IV Work: Since 2015 to Date

- Guidance on Branding (Online and Offline)
- Development of Export Marketing Plan
- Supporting the Business to Business Events
- National Activities that support the Export of Services (Bringing the players together)
- Local Business mentors
- Supporting the Certification ISO
Data Care (U) Ltd is proud to be recognized by URA among the top 1000 tax compliant SME's.
Boarding Pass
Kagenda / Patrick Mr

Flight Information

FLIGHT  SEAT  BOARDING TIME
KQ416    17C    18:05

FROM Nairobi Jomo Kenyatta Intl TO Entebbe
Terminal 1A
08 Oct 2019
18:35

VISA/Visum
SUISSE/SCHWEIZ/SWITZERLAND
Ersts Schengen
C  B1026205
08-10-19

Kagenda Patrick

0058765416UGA6812045M1910315<1051027
FIRMS’ CHARACTERISTICS AND OBSTACLES TO ICT SERVICES TRADE

The report is available at: https://bit.ly/2MJtD8z

Obstacles to trade reported by companies

"We need to pay 200 shillings as a tax on the use of social media, resulting in problems to promote our services because we cannot market and/or contact new clients."

IT company exporting software design services to Nigeria.

"We were asked to have either local presence through a registration process (license) or through a partnership agreement. We decided to get a partnership agreement, but the process is time-consuming (3-4 months) and costly."

Company exporting Software as a Service (SaaS) and web-based application development to Nigeria.

"When importing goods needed for our operation, Ugandan authorities request a pre-shipment inspection for dumping prevention reasons; even if it is a useful measure, it can be costly (USD 60 for every shipment above USD 2000) and time-consuming."

Company importing tracking devices from the UK.

"All transactions are subject to 15% withholding tax, imposed by the Uganda Revenue Authority. This tax should be deducted from the payment, but this is not always possible."

Small-sized IT company on imports of advertising and market research services from Congo (Dem. Rep.).

"We are facing a problem related to the local presence in Tanzania: a foreign branch needs to be owned at 50% by Tanzanian nationals in order to be allowed to sell in that market."

Company exporting Software design and development services to Tanzania.
THANK YOU!