# Digital4Development:

# "The role of the Systems Integrator as an enabler to the digital transformation in African countries"

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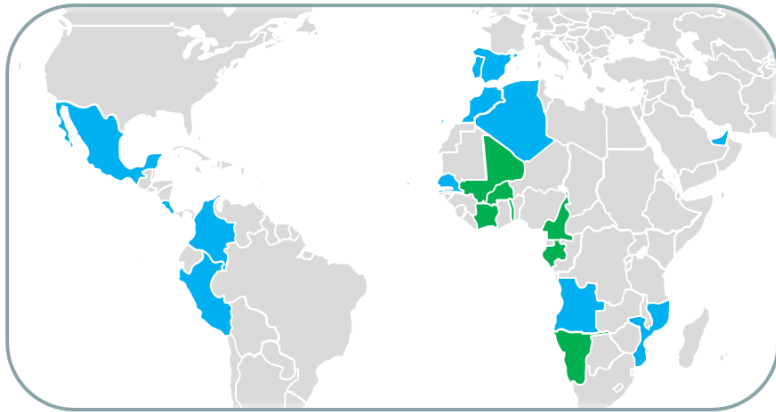Business Development Manager
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30satec
1988-2018
**30 years making technology easy**

European Commission

# Who are we?

30 satec

We develop and integrate solutions to make technology serve the customer

International footprint

- **1988**
  **SATEC** | Sistemas Avanzados de Tecnología, S.A.
  Spanish ICT solutions **integrator** multinational company

  **30** **years providing the best service to our customers**

- **100% private owned | 100M€ Revenue | Over 1000 employees worldwide**

- **Proven value proposition and experience**

- **Commitment with quality**

  bsi. ISO 14001 Environmental Management | bsi. ISO 9001 Quality Management | bsi. ISO/IEC 20000-1 Information Technology Service Management | bsi. ISO/IEC 27001 Information Security Management | CMMI DEV /3℠ Exp. 2017-05-30 / Appraisal #22382 | PMI. Project Management Institute | ITIL®

- **Multinational group**

  satec | satec enhanced services | interhost satec group | intelcom satec group

# Best practices in D4D projects

Our vision for digital transformation projects is to design and deploy **standards-based open architectures** with **best-of-breed integrated components** :

- ✓ **Fully tailored** solution to the customer needs and business processes

- ✓ Independence from one single vendor or solution provider: an **open and versatile solution** that allows to add new components in the future or replace existing ones

- ✓ The solution can evolve as necessary to **adapt to the customer** changing needs and demands

- ✓ **Integration and leverage of existing assets**: corporate IT Systems, legacy systems and networks, etc

- ✓ Usage of **standards** and international "**best-practices**"

- ✓ Empowerment of the customer to hold **full control of its business critical systems**

# Some of our experiences in Africa

Projects to ensure sustainable economic, social and environmental development…

**Digital HEALTH**

- Primary health care system with remote consultation

**Digital EDU**

- Country-wide improvement of connectivity among education centers

**Digital ENV**

- Surveillance and protection of natural ecosystems

**Digital AGRI**

- Development of advanced techniques for efficient farming

**Digital TELCO**

- Network evolution and integral BOSS transformation projects

# Lessons Learnt

✓ Africa is huge and every country is different

✓ Understanding the culture is important… having local presence with local people is key to success

✓ Many countries require external financing to be able to develop the projects… leverage the support from IFIs

✓ Hard/soft vendors have very high influence in customers... the systems integrator's value is not well understood

✓ Perception of quality/price is a bit distorted… low budgets does not mean low expectations

✓ Training and knowledge transfer are essentials

✓ Subscription models and OPEX are not well received… consider a reasonable period for joint operation

✓ **Be patient**… things may be *unidirectionally* slow

# 3Osatec

**Thank you!**

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