

Enabling Business Transformation Through Digital Adoption in the COVID – 19 era



The Video you just watched was published in 2016

4 Years Ago

The **message** remains more **relevant**

... **than in the year it was published**





Showcasing our digital transformation Story



Our Digital Vodafone Approach

> 70% of staff working from home



Connected through Workplace
CEO communication, Red Connect



88% of Call Centre employees working from Home



Digital care self serve anytime, anywhere through App, Web or ChatBot



Process automation
i.e KYC



Digital Financial transactions growing over 100% YoY



Supporting the Government of Ghana



Data For Good project with GSS and flow minder

Contributed to data analysis of population mobility during the time of the pandemic.

Driving public awareness

Dissemination of critical information on COVID-19 via social media & Bulk SMS.

Partnership with Ghana Health Service (GHS) to extend its public education nationwide.

Zero-rated Government Portals

Zero-rated calls to the National COVID-19 response number (112) and given Ghanaians free access to government websites for daily updates on COVID-19.



Supporting Education

Instant schools
Interacted with over
70,000 students on the
platform in schools
throughout the country

**National Coding
Program**
>1,500 youth impacted
through digital skills
empowerment since
inception

Tertiary Bundle
Tailor made bundles to
keep student connected

**Free Access to School
Content**
Zero rated **>200**
sites for **80 schools**
to give free access
to learning content
for students



Health Line 255

5 international & all local languages

Over **30,000** calls received within the 3 months of its operation

Support for Health Workers

1700 connected Vodafone SIMs with airtime to government to support its contact tracing efforts.

Infections Disease Isolation & Treatment Facility for the Fight Against Covid

High Speed fiber Broadband connection installed free of charge to enable E-Health solution

**Vodafone
Health**





**Proposition & case studies for
our business customers**



At Vodafone, we are connecting businesses for a better future

Mission: Helping businesses to succeed in a digital world

Digital Transformation

Each organisation's unique response to changing business and technology environments – exploiting Robotics, Artificial Intelligence, Virtual Reality, Block chain

Connected Business



Connected Employee



Connected Customer



Our Proposition for Business



Businesses supported with specialised **mobility solutions** + devices



Leading in **IOT**
Smart metering
Asset Tracking
Digital payments



Cloud & Hosting
Business processing outsourcing with **Data Centre & Cloud**



Zero capex & fully mobile solution with **Managed call centre**

Widest Reach with Local, National & Global Connectivity



Created Move **Data Transfer** from Fixed To Mobile



Call management Solution with **Virtual PBX**



Employees and customer collaboration with **Audio Conferencing**



Increased engagement with **Video Conferencing**



Putting innovation at the centre of our solutions for SME

Key product launches to digitally transform SMEs

- Your Business Online
 - Red Trader
 - Data Sharer

Key interventions to help their businesses recover

- FREE digital advertising
 - FREE Caller tunes
 - FREE Bulk SMS
 - Webinars

NBSSI Partner of Choice for disbursement of funds for the CAP Scheme



Bulk Payment Platform

- > Ghc100m disbursed
- >120,000 businesses benefitted

Minimizing the economic impact on Ghanaians



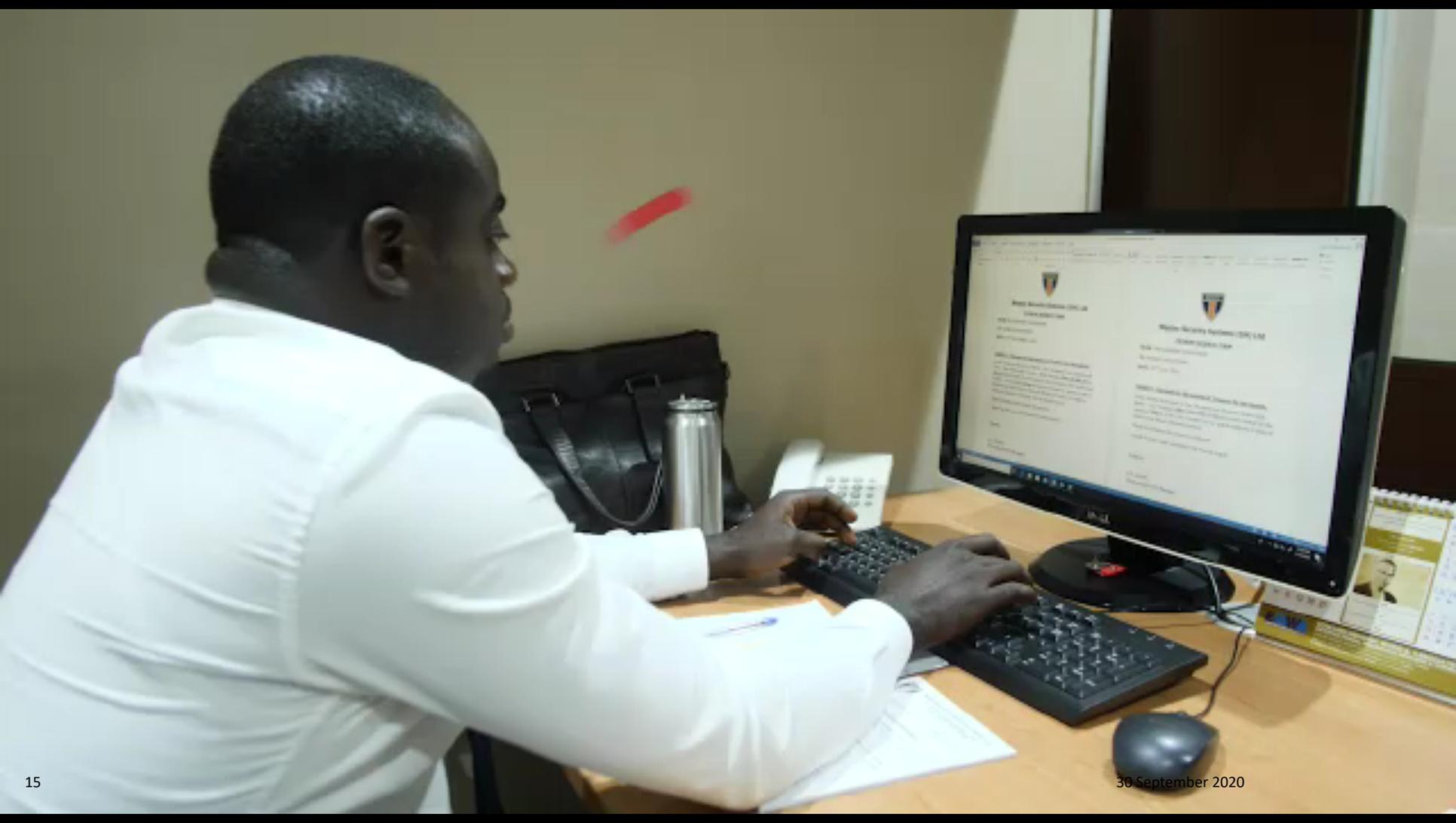
FREE OO FREE! Sending money to ALL NETWORKS is free on Vodafone Cash!



Dial *110# to send money for free.
Ready?







Vodafone is one of the world's largest telecoms operators

2nd largest mobile network in the world with **700m** Customers

25 countries in which we have mobile operations

19 countries in which we have fixed operations

245m active mobile data users in emerging market
Includes Vodafone Idea and Safaricom

102m IoT connections

100 countries connected by our submarine cables

£45bn Group Service Revenue (Annual Report 2020)

Recognised by all...



Gartner's

Leader in IoT for 6 consecutive times

Visionary in Managed Mobility for 7 consecutive times

GSMA

Co-winner Best Mobile Network Infrastructure, 2020

GLOMO Awards

Ghana Information Technology and Telecoms Awards

- ❖ Telecom Business Provider
- ❖ Corporate Social Responsibility Company of the Year
- ❖ Chief Technology Officer (CTO) of the Year
- ❖ Outstanding contribution to the Enterprise sector
- ❖ Wholesale Carrier of the Year





Thank You!