



THE SMART POST OFFICE: THE END STATE FOR DIGITALISATION OF THE POST

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KINSHASA DEMOCRATIC REPUBLIC OF CONGO (DRC)



WHAT THE POST OFFERS

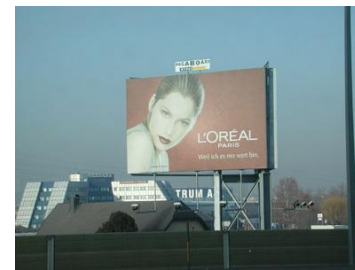
- ✓ State Owned - Stability
- ✓ Contribution to inclusive socio-economic development
- ✓ Universal Service Provision
- ✓ Essential Services Provider
- ✓ Affordable, uniformly priced, easily accessible products & services in a reliable manner;
- ✓ Agency Services, including on behalf of the Government;
- ✓ Financial Inclusion
- ✓ Facilitate trade i.e. cross-border e-commerce
- ✓ Environmental sustainability (Green Post)
- ✓ Regional and Global integration
- ✓ Declare a dividend at the end of the financial year



COMPETENCES OF THE POST

- ☐ A **strong anchor** in all Communities
- ☐ Comprehensive address information and granular locational knowledge.
- ☐ A trusted-intermediary status
- ☐ Ability to authenticate and verify.
- ☐ Door-to-door delivery ability
- ☐ Wide coverage and reach
- ☐ Logistics expertise
- ☐ Experienced staff

POST IS PART OF A WIDER COMMUNICATIONS MARKET



The Post must remain relevant and survive in a fast-changing market

Outcomes

Digital
Government

Digital
Economy

Digital
Society

SMART GOVERNMENT

Confidence and Security of Networks and Services

Pillars

Smart Government

Smart Cities

Smart Transport

Smart Agriculture

Smart Health

Smart Education

Smart Trade & Commerce

Smart Tourism

Smart Mining

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Platforms

SMART POST OFFICE

Partnerships, Skills, Capacity Building and Content Development

Secure and Shared Infrastructure

Policy, Regulation and Standards



DIGITAL ECONOMY

Digital Economy Primary Components

The economic activity anchors on billions of everyday online connections of devices, data, and processes among people, businesses, and Government Departments and Ministries

- ✓ Supporting infrastructure,
- ✓ Digital business processes (how business is conducted),
- ✓ Electronic commerce transactions – online purchases.

Smart Government

It is the use of innovative policies, business models, and technology to address the financial, environmental, and service challenges facing public sector organizations.

The concept of Smart Government relies on consolidated information systems and communication networks



DIGITAL ECONOMY

- ✓ Drone deliveries
- ✓ Block chain technology
- ✓ Big Data
- ✓ Crypto currencies
- ✓ Bit coin
- ✓ Electric vehicle
- ✓ Cloud Computing
- ✓ Internet of things
- ✓ Artificial intelligence
- ✓ Robotics
- ✓ Quantum Computing



WHERE ARE THE OPPORTUNITIES IN AFRICA?

DIGITALISATION IS THE ROUTE TO TAKE THE POST TO THE SMART POST OFFICE END STATE

- ✓ E-Commerce
- ✓ Africa Continental Free Trade Area (AfCFTA)= 1.4 B
- ✓ E-Government
- ✓ Innovation Craze – Start Ups at Global scale & local level
- ✓ Diaspora Remittances
- ✓ Developing Economies – MSMEs.



THE FUTURE POST



**THE
POST**



FINANCIAL INCLUSION

- Mobile (Digital) money
- School Fees
- Insurance
- Agency banking
- Micro-finance
- Utilities Bill Payment
- Int. Money transfers

PHYSICAL NETWORK

- International Mail
- Courier & logistics
- Track & trace
- Postcode
- Postbus

DIGITAL INCLUSION

- Cyber Cafe and Business Center Services
- Wireless LAN
- High Speed Internet Access
- IT Training

ELECTRONIC INCLUSION

- e-Government
- e-Agriculture
- e-Education
- Electronic Voting & Registration

MOBILE MONEY
TRANSFERS

VIRTUAL
TRANSCATIONING

BANKING SERVICES-
CRYPTO CURRENCIES

TRACK AND TRACE

DRONE DELIVERIES

MOBILE PAYMENTS &
MONEY TRANFERS

INTERACTIVE
CUSTOMER CARE.





CONCLUSION

The Post must consider transformation that touches on the following

- ❖ **Infrastructure upgrade**
- ❖ **Software**
- ❖ **Employee upskilling**
- ❖ **Technology adoption**
 - ✓ Drone deliveries
 - ✓ Block chain technology
 - ✓ Big Data Analytics
 - ✓ Crypto currencies
 - ✓ Electric vehicles
 - ✓ Cloud Computing
 - ✓ Internet of things
 - ✓ Artificial intelligence



THANK YOU FOR YOUR ATTENTION

www.upap-papu.org

sc@papu.co.tz