

## Software solutions for last mile distributors

GDC webinar, 14<sup>th</sup> May 2020

www.globaldistributorscollective.org

Practical ACTION



HYSTRA



### Agenda

1. GDC: objectives and scene-setting
2. Speaker presentations
3. Audience Q&A
4. Next steps



#lastmiledistribution #TheGDC

### Why this topic and why now?

- Digitising operations is **an existing priority** but is **particularly relevant** when distributors are unable to engage face-to-face with customers.
- Using digital platforms can **save distributors** time, costs and help to enhance business performance.



#lastmiledistribution #TheGDC

# The purpose of today

1. **Learn** about some of the leading software solutions on the market available to distributors, and how they differ.

2. **Understand** how you might be able to use digital platforms to tackle short- and longer-term challenges.

3. **Share** your priorities, needs and experiences with our speakers.

#lastmiledistribution #TheGDC

## The beginning of a conversation

- The world of software solutions is vast!
- The software solutions we'll hear about today are **specifically designed for** last mile distributors.
- Interested in a follow up conversation? Get in touch:  
[GDC@practicalaction.org.uk](mailto:GDC@practicalaction.org.uk)

#lastmiledistribution #TheGDC



CRM software for last mile distributors

May 2020

**Global  
Distributors  
Collective**

# Upya is your IT partner for sustainable and impactful growth



Innovate UK



GOLLA  
Growth Oriented Learning and Leadership Association

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## Upya supports small to medium LMDs to scale



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"Easy to use, flexible, key info where you need it"  
LMD, Uganda

"Transformative!  
Tailored solutions including agent-commission tracking to decrease admin costs"  
LMD, Kenya

"Upya is very user friendly and just made things easy... as any new tech should."  
Agent, Malawi

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## Innovative value-add features that can help transform your business



Robust cash collection & reconciliation

Ultra low data usage



Advanced agent management

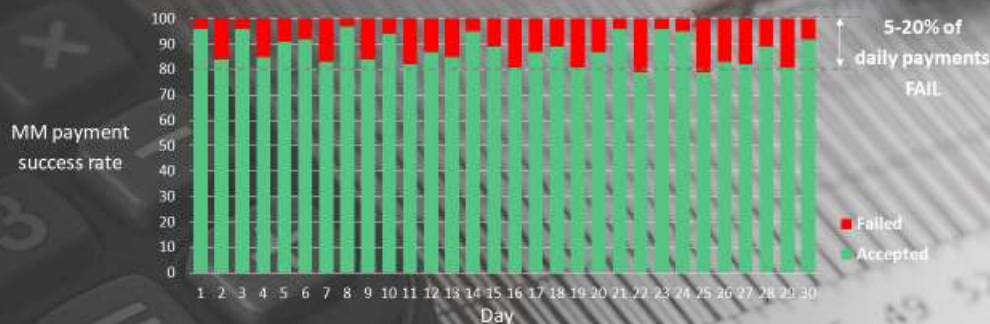
Facilitate impact measurement



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## Unique features and insights

Upya analysis

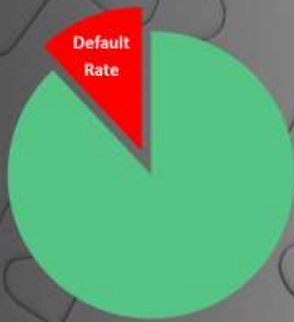


For every four end-users that make a payment, there is often a fifth end-user who tries but fails

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# Unlock revenues and reduce default rate

Upya insights



Unlock revenues (5-10%)



Reduce default rate (~30%)



Build better customer relationships

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## Contact us to find out more:

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W: [www.upya.io](http://www.upya.io)

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## The Angaza Solution

Revolutionizing last-mile distribution

May 14, 2020



## Our Global Reach



2 Million devices sold



200 last-mile distribution partners



\$150M payments registered

50+ countries

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## Our Customers: Small Businesses



Point of Sale Tools



Sales Agents



Assorted Devices

### SMALL BUSINESS NEEDS

Digitize Payments

Monitor Field Sales

Grow Client Base

Manage Inventory

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## Our Customers: Large Businesses



Consumer Financing



Large Agent Networks



Call Centers

### LARGE BUSINESS NEEDS

Maximize Client Value

Improve Sales Agent Performance

Utilize Predictive Data

Integrate Technology Stack

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## Solving Customer Challenges



Prospects



Relationships



Inventory



Agents



Payments



Field App

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## How Angaza Is Unique

### Better After-Sales Care with Smart Device Technology

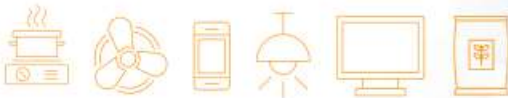


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## How Angaza Is Unique

### Sell Any Product

Unlimited options.  
Non-metered & metered.



- ✓ Cash Sales
- ✓ Mobile Money
- ✓ Pay-As-You-Go

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## How Angaza Is Unique

# Offline Activator

- ✓ Offline Prospects and Sales
- ✓ Offline Keycodes
- ✓ Fraud prevention controls

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## How Angaza Is Unique

# Predictive Data Insights

- ✓ Sales Trends
- ✓ Client Repayment Risk
- ✓ Agent Performance
- ✓ Device Alerts



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## How Angaza Is Unique

# World-Class Integrations

- ✓ 50+ mobile money providers
- ✓ 30+ compatible devices
- ✓ Extensive APIs
- ✓ Integrate as you grow

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Get in touch!

A Proven Partner  
sales@angaza.com

- ✓ 10 years leading the industry
- ✓ Trusted security
- ✓ Experienced team

“

The Angaza system is secure, it's efficient, and it's a game changer for our sales.

— Teddy Odindo, Mwezi, Kenya

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A product of



# PaygOps

Last-Mile Management System

Thibault Lesueur  
Co-founder & CMO, Solaris Offgrid

## PaygOps by Solaris Offgrid



- Mission: Enabling companies to **deliver life-changing services** to the next billion
- Main offers: We provide **IT cloud services** to manage Paygo assets and operations
- Where: Present in **30+ countries** but only low geographic restrictions



Compatible with +30 brands



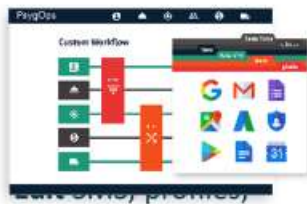
# Typical/ideal LMD customer

1. Did **homework** on what “paygo” is about
2. Understands its **needs** and value on IT
3. Understands what is **truly at stake** with TelCos
4. Ability to **execute** and lead impact
5. Has the **resources** to fuel its ambitions



# PaygOps unique offering

## 1. Flexibility



interactions, tickets, offers, etc. **Customize** special workflows involving 100+ Apps

## 2. Affordability



smaller size. **Pay less** if you use only limited features of the PaygOps ecosystem

## 3. Field inclusive



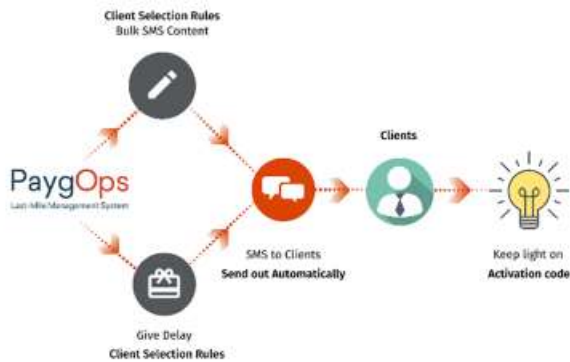
**field experience.** Last-mile compatible features: **Offline capability** & aftersales focus

# How PaygOps fixes LMDs' challenges

1. **Customer acquisition:** Pursue prospects (SMS) & Register Clients
2. **Customer satisfaction:** Delivery, Inventory & Tickets management (Offline cap)
3. **Payment/lease management:** Token generation & repayment tracking
4. **Third party inclusions:** Interactions with 100+ Apps and hardwares
5. **Efficiency gains:** Tailored workflows & Man-hour savings



'Keep the lights on' for the most vulnerable...



## TaroWorks for Last Mile Distributors

GDC Software Solutions Webinar  
14 May 2020



### Mobile CRM for Last Mile Distributors

Improving the lives of the underserved through technology that enables better field service

## Typical TaroWorks LMD Client



SOCIAL ENTERPRISE IN GROWTH STAGE. BUSINESS PROCESSES IN PLACE, READY TO SCALE.



NEEDS TO MANAGE AND COORDINATE WITH FIELD AGENTS



WORKING IN AREAS WITH INCONSISTENT CONNECTIVITY



NEEDS REAL-TIME VISIBILITY IN ORDER TO MAKE DECISIONS AND PLAN



Source: Ilumexico

## Typical Use Cases

- Assessments
- Information dissemination
- Inventory management
- Maintenance and support
- Partner coordination
- Progress tracking
- Sales and order management
- Tracking mobile money collections



Source: World Bicycle Relief

## Leveraging Salesforce's Powerful Platform



- World's leading cloud-computing platform
- Used by 100,000+ companies
- Constant upgrades throughout the year
- Power of Us discount program for nonprofits



Access to thousands of apps



TaroWorks clients who qualify for Salesforce's Power of Us program also receive additional donated licenses in addition to the standard donation.

## Autonomy and Flexibility

- Plugs directly into your Salesforce.com instance
- Native Salesforce
- Configure your own processes: Log pre-sales and sales activities, track expenses, conduct an inventory cycle count, transfer products between branches, etc.
- Set up your own products

## [Sistema.bio](#)



*"We needed a comprehensive CRM tool that connects the field team, central office and manufacturing plant. We were looking for a smart, integrated, mobile and digital management platform that would help us maintain high data quality and to be able to share the data immediately through the whole company."*

*"The inventory management solution has allowed us to have access to real-time inventory status of all of our field office warehouses." – Esther Altorfer, [Sistema.bio](#)*

## Helping LMDs adapt to Covid-19

- Covid-19 Feature Deep Dive Series
  - Click-to-call
  - Sharing resources
  - Moving to cashless mobile money collections
- [TaroWorks Covid-19 Pause Program](#)



- Where in your business stage are you? (Starting out? Scaling?)
- What functionality do you need? Does one system provide it all, or does it allow for flexibly adding on additional functionality?
- What kind of resources do you have in-house to manage a system? Or manage developing a product?
- How much ownership of data do you want?

Thank you!

[elaine@taroworks.org](mailto:elaine@taroworks.org)



## Q&A - over to you

- Elaine Chang | COO, Taroworks
- Thibault Lesueur | Co-Founder and CMO, Solaris/PaygOps
- Lesley Marincola | Founder and CEO, Angaza
- Gerard Kelly | Co-Founder and CEO, Upya



## What next?



- Summary document and recording
- GDC workshop on 29<sup>th</sup> May  
- **Online sales: lessons learned**
- Check out our COVID-19 resources hub:

[www.globaldistributorscollective.org/covid-19-resources](http://www.globaldistributorscollective.org/covid-19-resources)

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**Thank you**

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[www.globaldistributorscollective.org](http://www.globaldistributorscollective.org)

**Practical  
ACTION**



**HYSTRA**  
Hybrid Innovation Strategy for Resilient Communities