

# THE FUTURIST

NEWSLETTER

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## F R O M M A O ' s D E S K



We all are battling with these unexpected turn of events due to COVID-19. None of us were prepared to face such uncertainty and to combat the situation. I hope all your employees are safe and connected to look after each other, as an organization we stand with all our customers / partners to help and contribute in any manner possible.

A lot of our friends are fighting on the battlefield with gloves, masks and PPEs as their shield; we stand in solidarity with them and salute their efforts. I also understand that many others are being impacted due to the measures taken to fight this pandemic and many more may be impacted in the future. We are looking forward to working with you and other industry stakeholders to offer a helping hand to the government and authorities and make our tiny bit of contribution.

We are at your beacon call and would be more than happy to extend any help to you at this time of social crisis.

Look forward to hearing from you.

**“We Wish You a Safe Time”**

A stylized illustration featuring a crowd of people in the background, all wearing white face masks. The figures are rendered in various shades of orange, red, and brown. In the foreground, there are three white industrial structures: two tall lattice towers with multiple levels and antennas, and two smaller, simpler towers. The overall color palette is dominated by warm, earthy tones.

# INDUSTRY VIEW

# C VID-19

## IMPACT ON TELECOMMUNICATION AND THE RESPONSE BY THE INDUSTRY

**Rajan S Mathews**

Director General, Cellular Operators Association of India (COAI)

Over the last 25 years, the sector has managed to design, implement and maintain in India, one of the largest, most complex and innovative voice and data networks seen anywhere in the world. It serves a huge customer base of approximately 1.2 billion, which is globally second only to China, with monthly data consumption above that of the US and China combined with over 5,96,000 cell towers, and more than 22 lakh base transceiver stations (BTSs). This was possible with a massive investment of Rs 11.25 lakh crore by telecom companies. The telecom industry is now an essential service and considered as the economic backbone of the country with a contribution of 6.5 per cent to the GDP.

During this crisis period of COVID-19 and the lockdown, the telecom sector has ensured that people remain socially connected, information is processed and disseminated. Telecom networks have also enabled various sectors to remain connected and functioning, the move to work-from-home can be enabled, and other digital work like online classes, online payments, continue to be available to citizens.

The telecom industry is now an essential service and considered as the economic backbone of the country with a contribution of 6.5 per cent to the GDP.



Despite the fact that the sector is reeling under a financial debt of over Rs 7.7 lakh crore, the industry continues to ensure the uptime of their networks remain at 99.99 per cent, while maintaining key quality of service parameters. At the initial phase of the lockdown, the telecom sector aggressively pursued with all the stake-holder's initiatives that would provide safety, accessibility, and bandwidth to mobile phone users during these challenging times. Telecom companies have placed their personnel in kirana stores, medical stores, grocery stores, mother dairies and locations approved to be kept open by the government, so as to enable customers top up their service packs. Online access through company websites have been streamlined and made easy to navigate and for payments to be made. **The industry has also gone the extra mile to ensure those at the “bottom of the pyramid” receive some free voice services and SMS services during the period of the lockdown.**

State governments were also supportive in responding to the requests from telecom operators. On the basis of the Ministry of Home Affairs guidelines, to facilitate recharges, State governments allowed the opening of mobile recharging retail stores. Vehicles carrying diesel were allowed so that diesel generator sets at mobile towers could get the required fuel, as the backup power source in case of no availability of electric supply. **To ensure customers can get new SIM cards without any problem, the process requiring verification of documents by employees was deferred and televerification through IVR was allowed.**

Hence, with support from government authorities and various ministries, the telecom sector has successfully managed to provide uninterrupted connectivity to citizens in such a critical time. After an initial surge in data traffic of approximately 25 per cent, the industry is now witnessing a flattening of traffic demand on the networks. We believe this has been made possible with stakeholders such as, streaming platform players, and the Department of Telecom-munications (DoT). Over-the-Top (OTT) players supported the cause, by reducing their content from high to standard definition (HD to SD), local municipalities helped by working with operators to bring sealed towers back online, some redistribution of traffic on the network also helped, among other things. Based on the current status, operators believe they can now continue to provide reliable and quality services to customers.

We believe that all the stakeholders, government bodies, telecom companies, ministries, etc, must work together and move forward uniformly, to fulfil the dream of fully connected Digital India, as envisioned by the Honorable Prime Minister, Shri Narendra Modi.

The industry has gone the extra miles to ensure those at the “bottom of the pyramid” receive some free voice services and SMS services during the period of the lockdown.



After an initial surge in data traffic of approximately 25 % the industry is now witnessing a flattening of traffic demand on the networks.

# Absolutely Essential... Did They only Just Notice?

## IMPACT ON TELECOMMUNICATION AND THE RESPONSE BY THE INDUSTRY



**Daniel Steeves**

Chief Executive Officer, Steeves Solutions, Germany and Nigeria

The immediate challenge facing telecoms providers and operators is simply delivering business as usual. Yes, the focuses and circumstances are adjusted and yes, their clients are desperate for immediate results (from a reduced workforce facing extraordinary challenges) and yes, they are working toward the moving target of an as-of-yet undetermined 'new normal' for themselves and their clients.

Other than that, it is business as usual across the telecommunications sector!

As usual, when you keep in mind that business, government and society have an absolute reliance on voice and data systems inter-connectivity: telecommunications enables the movement of data (and voice) within a business and beyond. As the absence of telecommunications would cripple capabilities across the board, its classification as an essential service is an understatement, at best.





## Mission Critical

**Access to information:** From medical testing to equipment sourcing and from government communications through to aid applications and distribution; interconnecting people (and systems) by enabling isolation-induced teleworking and family separations; enabling services ranging from the likes of Amazon on the supply side and DHL, etc. for logistics are all, likewise, totally dependent on telecommunications.

Likewise, any modern business continuity or disaster recovery plans and procedures hinge on communications capabilities: access to systems, access to staff and access to information.

So, yes, an essential service, and, more specifically, **a mission critical service to the government, business and society, in a current social and commercial environment** which will, by definition and circumstance, enables opportunities which astute businesses will identify and leverage.



In my view, the needs are endless and have pretty much always been: reliance on and demand for more better, strong, faster networks has done nothing but grow across the forty years of my career. And there is no world I can envision in which those needs and that reliance on telecommunication will diminish.

And the industry has done well in delivering to needs, where capabilities exist: from equipping mobile hospitals and healthcare first responders to extending network capacity to meet business (and home entertainment!) demand and from enabling quickly mobile-capable customer support teams and even waiving bills for struggling businesses and consumers.

## Telecoms Today: Rapid Evolution of the Customer Journey and Service Delivery

These opportunities also necessitate a short-term move from the standard strategic “near/mid/long term” plans and perspectives to tactically-focused “today/tomorrow” reactions (with reversion to an adjusted strategic view as a new next step).

To mix a few metaphors, along with a raging economy courtesy of the COVID-19 pandemic, there are cross-sector black swan opportunities along the length of the long tail down the last mile to socially-distanced business and consumer bases.

**Haider Mawji**, Strategy Director at UK-based telecoms provider Integral Worldwide, described the recent environment as “hectic, reactive, urgent, and demanding”. Elaborating, Haider understands the urgency and impact of this atypical situation, noting that “our role is to equip and enable our clients – many of whom themselves are businesses and Government agencies also designated as essential – to run ‘remote capable’ teams with secure and reliable systems access, as quickly as possible”.

This is not surprising, given the overall state of readiness of too many organizations with regard to business continuity plans and procedures, let alone the necessary communications infrastructure to support their execution (assuming such plans are both in place and current)



### Telecoms Tomorrow: TaaP (Telco-as-a-Partner)

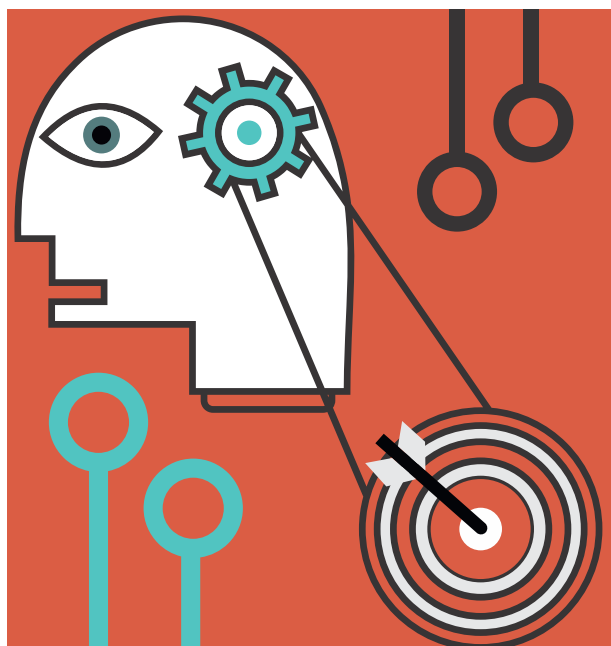
Mission critical services are wrapped in backup and alternative delivery approaches. So, while telecom companies are being asked to deliver to immediate needs, the smart and proactive amongst them will keep in mind that not only are new and increasing, recurring revenues being identified, opportunities for professional services engagements to leading and engaging clients to reinforce their business agility.

#### Mentioned above was the impact of telecommunications on:

- Providing access to systems and the information they contain
- Interconnected teams, across organisations
- Orchestrated so as to enable the (safe, secure, healthy) delivery of goods & services

#### There is a commonality and a causality in each of the above:

- Each has extremely high dependence on telecommunications networks
- State and global economies have extremely high reliance on each
- The above applies individually and collectively



Telecom companies truly collaborating with clients in the review and renovation of telecoms -related disaster recovery and business continuity procedures, protocols, readiness and service is a must – and an opportunity

It is – and always has been – a constantly changing playing field: more demanding equipment, increasing demand, increasing reliance. Exacerbated by the sudden realization of those needs – and the requirement to change how things are done to ensure that they can keep getting done – means the marketplace for telco operators, carriers and service providers will not be quiet anytime soon.

Voice and data communications networks need care: monitoring, maintenance, support, none of which is the core speciality of the typical consumer business. Positioning as a partner rather than a service provider is a critical step to cementing business relationships – and revenues.

“There really is no other way to operate,” Haider, also a large telecoms consumer in his roles at the FD Centre and Vosaio Travel states. “The telecommunications spend of – and our relationship with – our clients at Integral is viewed an investment partnership: seamless service deliver enables their growth; their growth leads to continued and increasing investment. Telecoms as a Partner allow us to truly integrate our teams, goals and outcomes resulting in the seamless delivery of services.”



There is no world I can envision in which those needs and that reliance on telecommunication will diminish.



## Moving Forward

I did find some humour (or is that irony?) in the otherwise less-than-happy news today: several articles projecting a dire future for the telecommunication sector and a few others predicting a likely survival across the economic throes of the pandemic: There is no doubt in my mind that the sector will survive and thrive. Dependence on what it delivers has only been highlighted through the COVID-19 induced pandemonium that telecommunications are one of the providers enabling the required calm ports during the storm.

There is one area where humour cannot apply: national infrastructures in developed economies have been able to deliver much of what I've discussed above but governments and carriers / providers have had a clear sign that, while these same reliance existing in emerging and frontier economies, the infrastructures to deliver the capabilities are sagging under the pressure.

In short, improvement is required because inclusion of communications has, via this pandemic, been proven to be mandatory. Stay healthy and use telecommunications: it is easy to social distant when using a phone!



WEBINAR

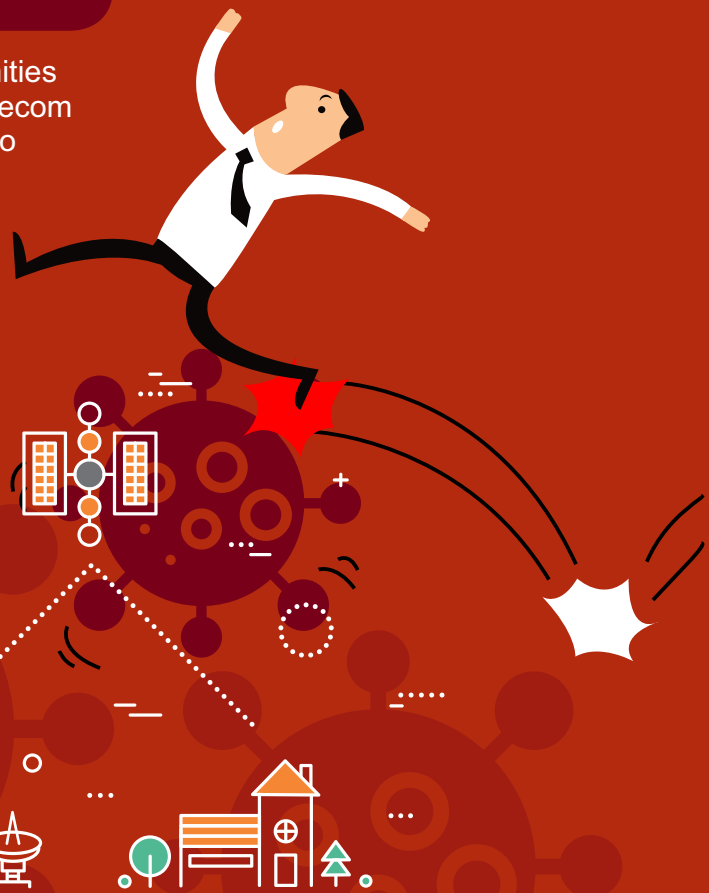
# COVID 19:

## The Challenges and Opportunities for Telecom Operators

Chirantan Sharma and Saransh Agrawal,  
Product Managers, Mobile Financial Solutions, Comviva



This webinar examines the challenges and opportunities the ongoing pandemic has brought to the fore for telecom operators in the global communications space. It also highlights how these players are addressing this challenge, as well as a likely future roadmap.





## FEATURED

## TESTING TIMES

Assessing the Impact of the COVID-19 Pandemic on the Global Communications Space



Like its peers, the COVID-19 pandemic has had a significant (yet, not wholly unexpected) impact on the global communications space. After all, global lockdowns have meant that customers are spending more time at home. This, naturally, bodes well for data consumption rates. Unsurprisingly, then, players in this space are stepping up their game. Increasing network resilience and implementing a slew of measures that benefit the customer are atop their priority lists. At the end of the day, though, the question remains - is saying that this is the sector's Black Swan moment be overstating the obvious?

On their part, **key technology influencers** opt for a cautious approach. Excerpts...



## SIMON COCKING

**Chief Editor, Irish Tech News and  
Crypto Commonwealth**

While the covid-19 pandemic has been hugely disruptive, it has also been a potentially revolutionary catalyst for pushing many areas of the world, some more willing than others into embracing digital first ways of doing things. The technology was often already available, but now there is a clear use case for why it is important to have good online connectivity and global communications. This could be the push to adoption that we have been hoping would happen sooner rather than later.



## RONALD VAN LOON

### **Global Top 10 Artificial Intelligence and the Internet of Things Influencer**

COVID-19 has a profound impact on telecommunications; people are working from home and require reliable networks and connectivity. 5G investments are increasingly critical to support short and long-term network demand. But significant supply chain disruption might stall 5G equipment manufacturing and delivery, calling for emerging and diversified resilience models to ensure future 5G development.

## RAJAN S. MATHEWS

### **Director General, Cellular Operators Association of India (COAI)**

The industry continues to ensure the uptime of their networks remain at 99.99 per cent, while maintaining key quality of service parameters. At the initial phase of the lockdown, the telecom sector aggressively pursued with all the stakeholder's initiatives that would provide safety, accessibility, and bandwidth to mobile phone users during these challenging times. The industry has also gone the extra mile to ensure those in the "bottom of the pyramid" receive some free voice services and SMS services during the period of the lockdown.





## MARK NEWMAN

**Chief Analyst, TM Forum**

Telecoms networks have, so far, demonstrated that they are robust, resilient and have coped well with the huge increase in traffic that has resulted from Covid-19 and the lockdown. Inevitably the crisis will have an impact on telecoms operators' financial results. There will be a sharp reduction in net additions but, at the same time, we expect a decline in churn rates. Telecoms operators will be impacted by the late payment and non-payment of bills and a decline in mobile top-ups. In the longer term, business failures will necessarily be an issue. However, we are also seeing strong demand for faster home broadband packages. And as businesses accelerate their digital transformations to protect themselves from future pandemics telecoms operators will have a role to play in delivering ICT solutions.

## DANIEL STEEVES

**Chief Executive Officer, Steeves Solutions  
Germany and Nigeria**

The immediate challenge facing telecoms providers and operators is simply delivering business as usual. Yes, the focuses and circumstances are adjusted and yes, their clients are desperate for immediate results (from a reduced workforce facing extraordinary challenges) and yes, they are working toward the moving target of an as-of-yet undetermined 'new normal' for themselves and their clients.

Other than that, it is business as usual across the telco sector!







# DR MAHESH UPPAL

**Director, Com First (India)**

COVID 19 has, ironically, been good for the communications industry especially India's. Usage (and consequently) revenues have spiked. This is especially true for domestic connections. However, this might be difficult to sustain if the lock down makes it difficult to expand and maintain networks and infrastructure. Going forward, a key concern related to work from home, is privacy and security of communications since home environments are typically much less secure



## EXPERTS SPEAK

# SOLUTIONS FOR CRISIS INTERVENTION

While the 2019 novel coronavirus (2019-nCoV) has rendered it vital to re-examine existing business arrangements, it certainly hasn't dampened our belief in ensuring business continuity!

In line with this, we have developed a range of solutions across our product portfolios, all aimed at transforming the end customers' lives for the better, naturally.

After all, "putting the customer first" is the norm, not the exception, for us!

To access the complete portfolio, click here

<https://www.comviva.com/solutions-crisis-intervention.htm>



# Going Cashless **IN THE** MIDST OF A PANDEMIC

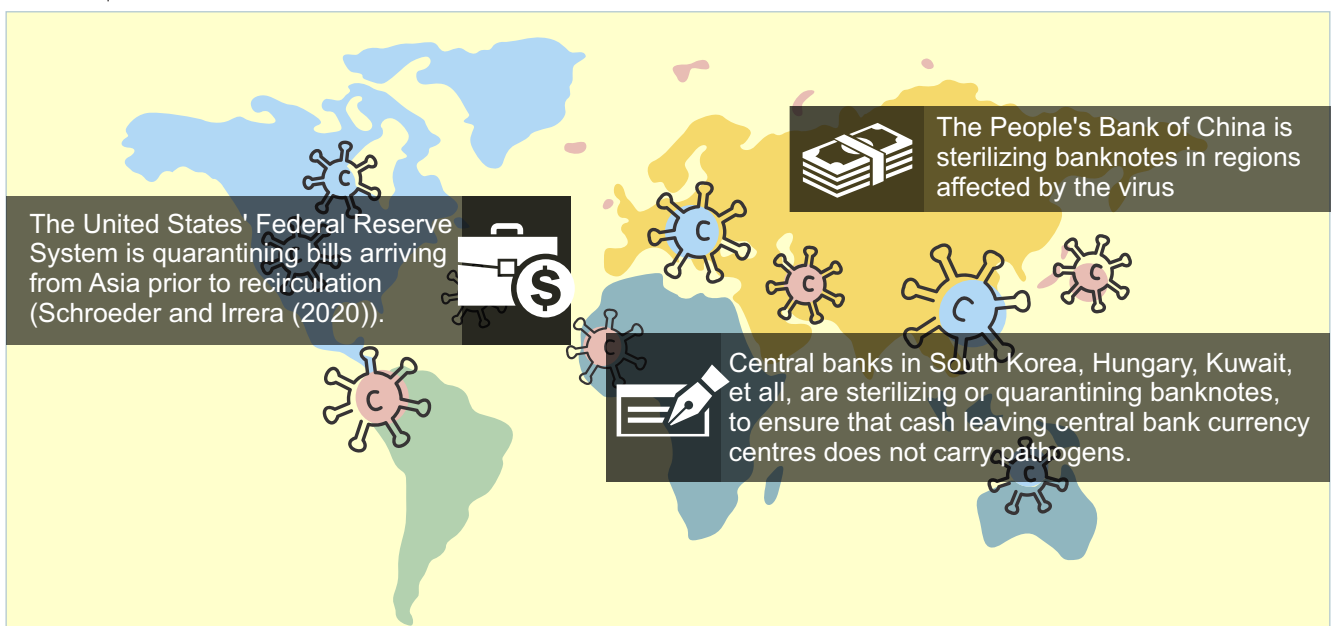


VIVEK AGRAWAL

Head, Enterprise Business, Comviva

Apart from the real global threat to health and humanity, the 2019 novel coronavirus (2019-nCoV) has also brought forth multiple new challenges across various industries, including banking. Cash has, for instance, come under scrutiny, owing to the public concern pertaining to transmission of the virus via this instrument. To address this, banks around the world are undertaking various initiatives to reinstate universal acceptance. The South African Reserve Bank, for instance, has counteracted scams in a timely manner. It has clarified that there is no evidence of transmission by cash and it is not withdrawing this instrument from circulation (SARB 2020). Other measures taken globally include:

## EXHIBIT I | In Cash We Trust?



However, changed perceptions to cash are still significantly widespread. Globally, in fact, the emphasis is on creating a cashless economy.

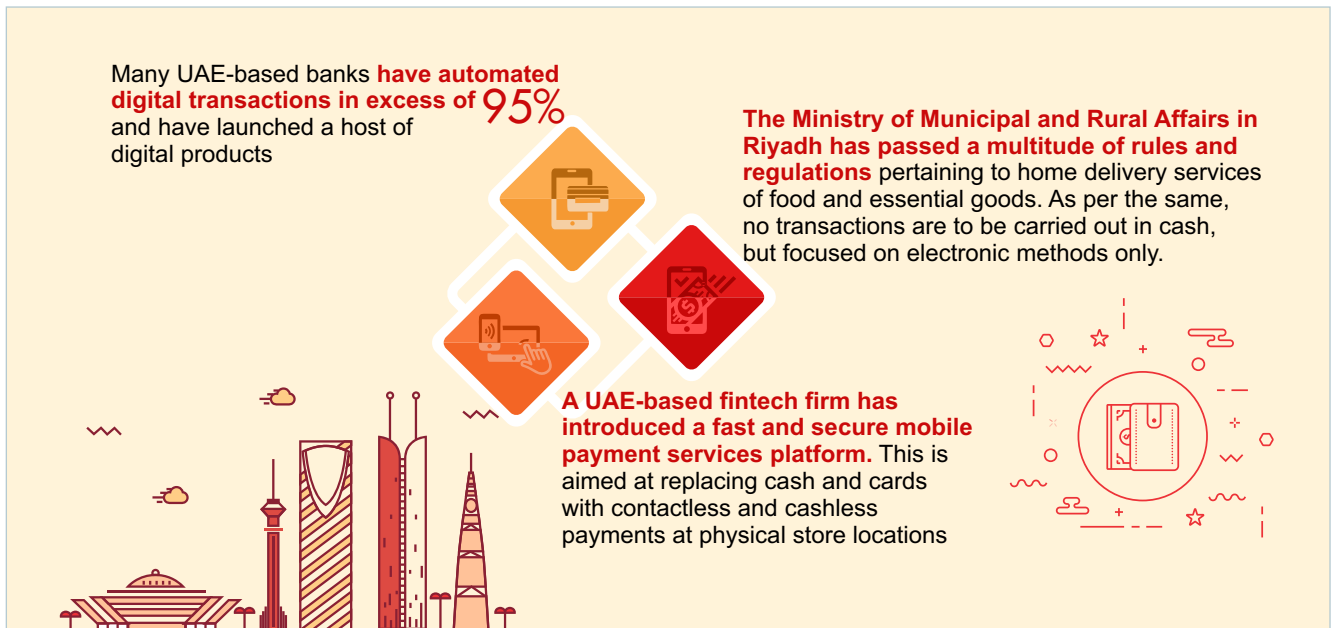


## Digital Payments: The Global War Cry

In this situation, digital payments have, therefore, emerged as a viable solution. Naturally, governments, global bodies, banks and

financial service providers are focusing on pushing digital, contactless payments and remote banking.

### EXHIBIT II | A Digital Call-to-Arms



## Pushing Remote Banking and Digital Payments

In the Middle East, it is believed that the pandemic is more than likely to provide a tipping point to a cashless society and further digital connectivity. The emphasis on cash and cash-on-delivery will, therefore, cease to exist. Also, the demand for contactless mobile payments, such as Apple Pay, Google Pay, Samsung Pay and a bank's own payment application is expected to expand.

In fact, contactless payments are already being focused upon. Various card schemes have increased the contactless payment limits across the region. In the banking space, leading players have encouraged customers to leverage digital and online banking services. Notably, over the past few years, banks in the region have already undertaken multiple digital payment

initiatives. This ranges from launching separate digital-only banking platforms, to strengthening existing mobile and online banking services with various technologies like QR code, NFC-HCE.



In the Middle East, it is believed that the pandemic is more than likely to provide a tipping point to a cashless society and further digital connectivity

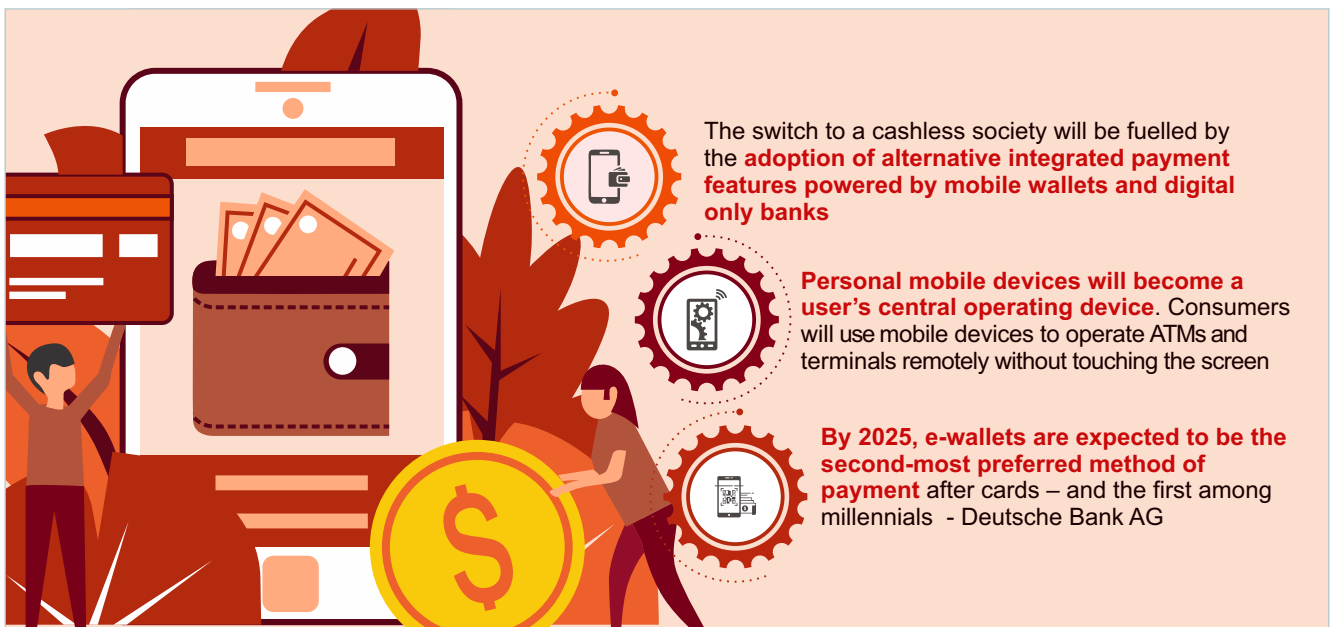


## Envisaging a Post-2019-nCoV World

Of course, while it is too soon to envisage a post-2019-nCoV economy, new types of payment structures are well underway. However, while digital payments are certainly advancing by leaps and bounds, it remains to be seen if cash can be dismissed. Digital payments, such as contactless card payments have their own challenges. Their vulnerability to fraud is increased as they do not require a PIN for small transactions. Also, the divide between those with

access to digital payments and those who don't is set to widen. This is, however, contingent on cash ceasing to be an acceptable payment instrument. Multiple technologies, too, are expected to come to the fore. All in all, the pandemic has certainly changed the face of the payments industry, as we know it. This is, however, only the beginning. One thing's certain, though-the best is yet to come, challenges notwithstanding.

### EXHIBIT III | Envisaging A Digital-First Future



“ Governments, global bodies, banks and financial service providers are focusing on pushing digital, contactless payments and remote banking. ”

# TRANSMISSION TRACKING:

## ADDRESSING THE CHALLENGE WITH USSD-BASED SOLUTIONS



DESHBANDHU BANSAL

Chief Operating Officer, Messaging Solutions, Comviva

COVID-19 is leading the global headlines and the World Health Organization is approaching nations to adopt "early, aggressive measures which can stop transmission and save lives".

Apart from isolation and treatment of the infected subjects, the way to deal with the second phase of the contagion incorporates tracing the sources of infections and identifying potential subjects who are likely to be infected in the near future through social contact history by location tracking.

Technically, it is possible to track the location of every individual – healthy, at-risk or infected – with the help of their mobile phone, with minimal additional investments or time-to-build.

And, of course, USSD as a channel for communication makes the process more inclusive





## Envisaging a Post-2019-nCoV World

### THE VALUE PROPOSITION

In the current day scenario, there is no system in place for providing a regular report on location information of the people who are put in quarantine.

As a result of this, there is no information on whether people that are placed in quarantine are staying in the same location or moving around.

The need of the hour, therefore, is a **solution that can monitor the location of the quarantined individuals on a regular basis and generate reports on changes in the location.**

### THE SOLUTION

The solution monitors the location of the individuals under quarantine on a regular basis.

Application tracks the change in location for quarantined individuals and can be reported to government officials.



## The COVID-19 tracking system

### THE VALUE PROPOSITION

This solution is aimed at sharing information pertaining to infected individuals and/or quarantined with those located in the same cell identity.

To achieve this, all subscribers will receive a broadcast message to register their health vitals via USSD or IVR channels.

This information will be shared with the COVID-19 tracking system, which will run analytics to:

Determine if the user has changed their location

Monitor the individuals' health condition

SMS alerts will be sent to registered subscribers, mentioning the USSD and IVR codes for recording health-related vitals periodically.



### THE SOLUTION

The COVID-19 Tracking System shares the infected individual's information, along with the type of handset to the COVID Messaging and Monitoring System (CMMS). The CMMS tracks the location of the user periodically and then does cell broadcasting of the message to all the users in that same location to avoid further spread.

The message would contain information on how individuals in the same area can register on the tracking system to update their health vitals.

The cell broadcast will contain the details of USSD code and IVR long code which would allow customers to register their vitals.

This solution will help understand the density of infections in real time in different locations and also create awareness among individuals staying in that locality to restrict movement and be cautious when the infection rate is high in the locality.

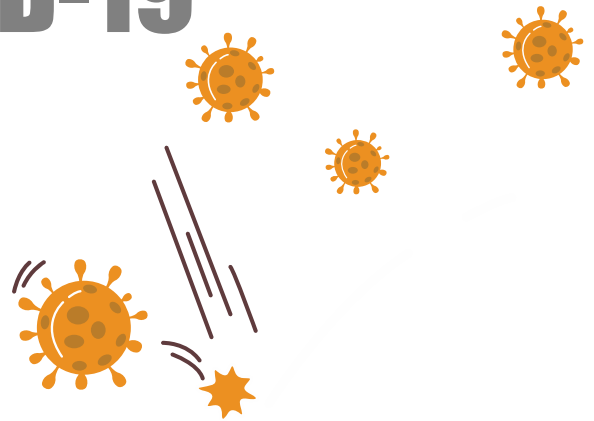
In sum, with the objective to "flatten the curve", many disruptions are taking place and coronavirus will likely shape the nature of communication in the future. This is a challenge, as well as an opportunity to utilize our resources for the greater good. Above all, it is imperative to demonstrate compassion and empathy in every communication and in every action.

# ADOPTING DIGITAL PAYMENTS AND REMOTE BANKING IN THE TIME OF COVID-19



SRINIVAS NIDUGONDI

Senior Vice President and Chief Operating Officer,  
Mobile Financial Solutions, Comviva



From train seats to city roads, deep cleaning and sanitization has certainly taken on a whole new meaning in these uncertain times marred by Coronavirus! So much so, in fact, that even cash isn't spared these necessary measures. An interesting example in this regard is China—the epicenter of the COVID-19 virus. As per reports, in mid of February 2020, the government had ordered banks to withdraw potentially infected cash from the markets and disinfect it using ultraviolet or heat treatment, store it for seven to 14 days and then re-issue the same in the market. Unsurprisingly, South Korea has followed suit, with country's central bank quarantining currency notes for two weeks and also putting them through a high-heat “laundering” process, before releasing them for circulation.

## Pushing Remote Banking and Digital Payments



While useful, of course, these examples may not find much footing in other parts of the globe. Instead, many governments, global bodies, banks and financial service providers are pushing digital, contactless payments and remote banking to the fore. In India, for instance, the Reserve Bank of India (RBI), the National Payment Corporation of India (NPCI) and the government have combined forces. These entities are emphasizing on using digital payments methods like UPI and IMPS to minimize social contact and crowding of banks or bill payment points. To drive home the point, campaigns like #paySafeIndia and #IndiaPaySafe #IndiaSatySafe have been launched to promote digital payments. In an official statement, RBI said “On-cash digital payment options (like NEFT, IMPS, UPI and BBPS) are available round the clock to facilitate fund transfers, purchase of goods / services, payment of bills, etc. In the context of the efforts to limit the fallout of the corona virus pandemic by avoiding social contact and visit to public places, public can use these modes

of digital payment from the convenience of their homes through online channels like mobile banking, internet banking, cards, etc. and avoid using cash which may require going to crowded places for sending money or paying bills.”

Let's not forget, though, India is certainly no stranger to digital payments. These payments have, in fact, witnessed rapid growth over the last few years, particularly UPI transactions. In December 2019, UPI registered 1.3 billion transactions and the aim is to take it to over 1 billion per day.

In the US, major banks are encouraging their customers to use bank's mobile app and internet banking service to avoid crowding at bank branches and ensure social distancing. The aim is to deliver essential services with reduced staff while ensuring safety and well-being of customers and employees. To spread the word, banks like Chase have taken to social media sites like Twitter, while U.S. Bank has created a special COVID-19 [information page](#).

## Encouraging Use of Mobile Money in Africa

“Will this be the 'Black Swan' moment pushing financial industry to become more digital?”

Like its peers, Africa, too, is taking the threat of COVID-19 very seriously. As a safeguard, mobile money has been called into service, to address this challenge. In Kenya, Ghana, Uganda and Rwanda, mobile money providers have enforced a slew of customer-friendly

measures. From waiving off service charges on selected financial transactions to increased daily and monthly transaction limit, the customer is truly in the spotlight. Not just this, but the Bank of Ghana, the country's central bank is going to relax existing Know Your Customer (KYC) regulations. This is aimed at enabling more people to adopt and use mobile money in time of this health crisis. In Kenya, a majority of churches have suspended Sunday service and directed members to stay at home and pay their tithes and offerings through mobile money services. Jumia, one of the biggest online retailers in Kenya, has stopped use of 'Cash on Delivery' amid rising shopping of essential products directly delivered to home. Jumia is asking clients to pay upfront or make payments via digital platforms like mobile money on time on delivery.

## Supporting the Low Income Population and Small and Medium Businesses



Of course, global preventive measures, such as the “lockdown” has a significantly adverse economic impact on an individual's earning, especially farmers, low income daily wagers, small and medium businesses, women, poor senior citizens, widows and disabled people. To counter this, governments are providing financial support. For example, In India around 200 million women will get INR 500 per month for three months, farmers will get INR 2000 in three equal installments, while poor senior citizens, widows and disabled will get a one-time financial support of INR 1,000. India's largest state by population, Uttar Pradesh is giving INR 1,000 to two million registered labourers and 1.5 million thela (kiosk) and rickshaw pullers. The money will, needless to say, be paid digitally through their bank accounts via the Direct Benefit Transfer (DBT). This initiative is, of course, aided and abetted by the Jan Dhan low-frill bank accounts created by the government. To say that this robust financial inclusion infrastructure is now coming in handy to provide emergency funds to low income people is certainly an understatement!

Globally as well, small and medium sized businesses (SMBs) are facing the brunt of the pandemic. To help SMBs, banks in the US to China are waiving off fees, deferring loan

Many governments, global bodies, banks and financial service providers are pushing digital, contactless payments and remote banking to the fore.”

repayments and providing low income loans. In China, the state-council has ordered large state-owned banks to increase lending to small businesses by 30 per cent in the first half of 2020. The official interest rate set by the central bank for commercial lenders providing credit to small business, rural areas, farms and agriculture firms has been set at 2.5 per cent. This will be ensured by the recent spurt growth in online banks and digital finance in China, naturally.

### Conclusion

While norms pertaining to long “work-from-home” and self-isolation have certainly gained global attention, the pandemic has given rise to other interesting factors as well. Notably in the banking and payment industries, of course. After all, the paradigm is shifting to remote banking, digital payments, and direct financial aid. Will this be the 'Black Swan' moment pushing financial industry to become more digital? Only time will tell.



## MAKING HEADLINES

### Movii and Yabx launch loans for Procter and Gamble retailers amid COVID-19

**Bogota, Colombia – 30 April 2020:** Movii, a leading mobile wallet and a challenger bank in Colombia, and Yabx, a leading technology company in contactless lending have joined hands to provide credit services for MSMEs.

[READ MORE](#)

### Free Senegal and Comviva collaborate to enhance Mobile Money Service

**New Delhi, India/ Dakar, Senegal – 07 April 2020:** Free Senegal's second-largest mobile network operator, has deployed mobiquity® Money to enhance its mobile money service 'Free Money' and deliver a world-class digital payments experience to its customers.

[READ MORE](#)

## ANALYST MENTIONS

### Comviva recognized as a leading vendor for Partner Relationship Management Applications by Gartner

Comviva has been named among the leading vendors by Gartner in its latest report titled "Market Guide for Partner Relationship Management Applications", proving the value we offer in the market. ✨

### Comviva Covered in the Digital Commerce Vendor Guide by Gartner

A digital commerce platform is the core technology that enables customers to purchase goods and services through an interactive self-service experience. The platform provides necessary information for customers to decide what to purchase, and uses rules and data to present fully priced orders for payment. Comviva has been covered as one of the vendors in Payment Gateways and Processors. ✨

### Comviva Featured in the Top 20 Vendor List in Forrester's Now Tech: Customer Data Management Solutions, Q1 2020 Report

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### Comviva Featured in Forrester's Now Tech: Customer Analytics Technologies, Q1 2020

This report talks of customer analytics technologies to increase customer lifetime value (CLV), drive loyalty, and improve the customer experience (CX). ✨



## A W A R D S

## New Age Banking Awards 2020

Comviva has been recognized by the New Age Banking Awards 2020 in the "Best Digital Transformation Vendor of the Year" category. The winners were announced during the New Age Banking Summit held in Qatar. Comviva delivers an end-to-end digital experience to BFSI sector. The product portfolio encompasses aspects of enablement, engagement, experience and payments. It enables these players to function as holistic digital transformation solution providers.





