

# Company Profile 2023



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## ABOUT US

We are a leading Zambian Fintech and ICT company with a strong track record of working with Government entities to providing business solutions to the key sectors of the economy including Banking, Public Sector, Telecoms, Education, among others.

Our core competencies lie in our ability to create bespoke solutions for any type of client to address any type of requirements or needs.

Government, Quasi Institutions and Private Sector use our products and services for process automation, reporting, collections, transaction processing & settlements.



# OUR MISSION

To produce superior innovative solutions for the sub-Saharan Africa region as we serve our clients with the highest quality payment collections; service aggregation; digital and process automation; bespoke software and mobile application developments; data analytics and artificial intelligence; and systems and platforms integration.

# OUR VISION

To be the leading Fintech and Technology Company in Sub-Saharan Africa by 2026.

# OUR CORE VALUES



## INTEGRITY

This is one of our core belief systems and it ensures that we are honest and have strong moral principles in the way that we work and deal with all of our respective clients.



## EFFICIENCY

We are efficient in the way we work and build our systems so that we maximize productivity with the least amount of expense and resources.



## INNOVATION

We build long-lasting innovative solutions to everyday problems. We pride ourselves on having the greatest minds that come together to build new methods and solutions.



## TEAM WORK

Our team works together in a collaborative effort to achieve common goals and complete tasks by highlighting their strengths and seeing how they align with our goals.

# OUR REACH

Probase is a trusted partner for organizations seeking cutting-edge solutions in the ever-evolving digital landscape of Africa. serving Sub-Saharan Africa with a wide array of innovative technological services. With deep market knowledge and a focus on customer satisfaction.



ZAMBIA



SOUTH AFRICA



LESOTHO



MALAWI



ESWATINI



DEMOCRATIC REPUBLIC OF CONGO(DRC)



UGANDA



SOUTH SUDAN



From e-Tax system implementations in Lesotho, and consultations in DR Congo, Digital mobile wallet applications software development in Malawi and Eswatini, Probase continues playing a huge role in shaping the technological landscape in Sub-Saharan Africa.

# WHY CHOOSE US

We have the largest collection of clients in the Zambian Market and across Africa in the public and private sectors. Starting in 2010, the company has seen steady growth as a strategic service partner and system integrator providing a wide variety of services. The successes of ProBASE's E-Tax, E-Pensions and e-NHIMA systems to name a few have seen the company gradually expand to other countries with similar requirements such as the Democratic Republic of Congo, Malawi and Lesotho with the intention of covering even more countries.



# OUR CORE SOLUTION ADDRESS



PAYMENTS & COLLECTIONS



DIGITIZATION / PROCESS  
AUTOMATION



TRANSACTION PROCESSING,  
ANALYTICS & RECONS



AGGREGATION SERVICES  
/ BESPOKE SOFTWARE  
DEVELOPMENT

# OUR FOCUS AREAS



## Mobile Banking

- Wallet Banking
- Internet Banking



## Analytics & AI

- Business Intelligence
- Predictive Modeling
- Artificial Intelligence



## Operations & Productivity

- Reconciliation
- Enterprise Integration



## System Integration

- Core Banking
- Insurance
- Micro Finance
- Treasury





# OUR PRODUCTS & SERVICES

From mobile banking to insurance and investment apps, Fintech has a seemingly endless array of applications. ProBASE specialises in financial solutions, websites, software and app development.



**REGULATORY  
REPORTING**



**DDACC**  
(Banklink)  
Direct Debit and  
Credit Clearing



**E-BOP**  
Electronic Balance of  
Payment



**CTS**  
Check transaction  
system



**ESB**  
Enterprise Service Bus



**E-RECON SYSTEM**



### STARTAPP ERP

Enterprise Resource Planning System



### E-MUNICIPALITY

Local Government Service payments



### E-NHIMA

Health Insurance Collections



### GSB

Government Service Bus



### SMART PAY

Universal bank payment integration engine



### E-TAX

Tax collections



### SHIKOLA

Schools fees payments, management platform & eLearning.



### PROBASE PAY

3rd party universal payment gateway with integration



### E-NAPSA

Pension & insurance collections / disbursement



### E-TOLL

Road tolling & payment card



### E-VOTING

Online Elections platform

# HIGH LEVEL SECTORS



BANKING automation



Mobile banking App



e-Tolling automation



USSD



e-Tax (Customs & Domestic)



Internet banking and wallet banking



e- Health



Data integrity management system (KYC)



FIC



Revenue Assurance System



Non Tax revenue integration (GSB)



Payments & Collections

# OUR PRODUCTS



Pensions  
Contribution  
(Banked &  
unbanked)



Pensions/  
Benefits  
Disbursement



Road Tolling



School  
Management  
System



Payments/  
Integration  
Gateway



MIS/Analytics  
tools for  
decision making



e-TAX  
Domestic &  
Customs



Branchless  
Banking



Mobile &  
E-Wallet



FISP



Funds Transfer  
& Cheque  
Imaging  
clearing System



Financial  
Inclusion/  
Switching

# OUR VALUED CLIENTS AND PARTNERS





# THE TEAM

The ProBASE team is a highly dedicated group of fifty plus (50+) professionals with collective experiences across ICT, banking, data analytics, law, design, technology, finance, treasury, consulting and cards and payment processing industries. These wide range of skills and interests come together within the team, which has been working tirelessly since 2011 to develop and build applications and platforms that make processes easier and seamless.



# OUR BOARD MEMBERS



**Sherry Thole**  
Board Chair



**Eng. Borniface Chileshe**  
Board Member



**Mwaka Nakazwe**  
Board Member



**Isaac Nonde**  
Board Member



**Ngenda Nyambe**  
Board Member



# OUR EXECUTIVES



**Roy Muyelu**  
CEO

- Lead the development of the company's short and long-term strategy
- implementing the company vision and mission
- Maintain expansion opportunities & industry developments



**Chola Bwalya**  
COO

- Oversees the company's business operations
- Ensures the company has effective operational and financial procedures in place
- Oversees the business commercial division



**Mwase Simwase**  
CIO

- Designing & customizing tech systems & platforms
- Help Clients maximize applications/systems ROI.
- Manage development team personnel
- Technological staff recruitment & Retention



**Andrea Nyirenda**  
CxO

- Design & delivery of the company's products & services
- User Experience Brand & Consumer Engagement



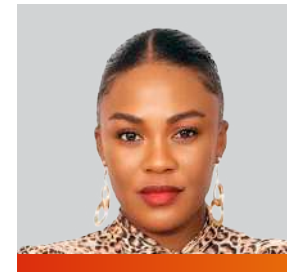
**Moses B. Mwale**  
CFO

- Financial Strategy
- Financial Planning and Analysis
- Compliance and Governance
- Financial Operations
- Board Relations



**Lars Fuglerud**  
FinTech Service Delivery

- Service delivery management
- Customer support alignment
- Analyze customer requirements
- Compliance securement



**Zanyiwe Nthatisi Asare**  
South Africa

- Regional policy and regulation specialist
- Plan and manage operations and strategy in the SADC region
- Oversee quality control, stakeholder and performance management

# CORPORATE SOCIAL RESPONSIBILITY

ProBASE has a long history of giving back to the community, participating in philanthropic causes, and providing positive social value. It has three focal areas listed below as:

- Health
- Education
- The vulnerable and socially disadvantaged



# Refurbishing UTH WARD A03



# OUR CARE HOUSE OF HOPE ZAMBIA

Donation Towards Children Living With Hydrocephalus



# CHILDREN CARE AND ADOPTION SOCIETY OF ZAMBIA

Orphaned & Vulnerable Children



# A CHILDREN'S CODING & ROBOTICS BOOTCAMP

Building The Future Workforce



# INTERNATIONAL WOMEN'S DAY

Gift Distribution



# JEDIDIAH COMMUNITY SCHOOL

Orphaned & Vulnerable Children

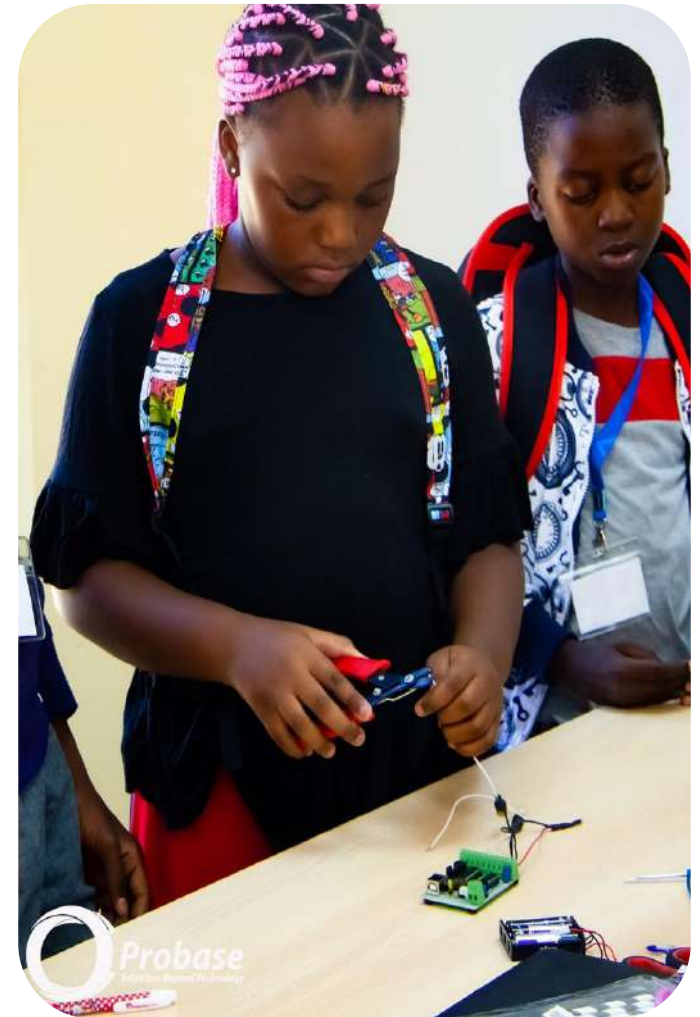




## **INTERNSHIP PROGRAMS**

ProBASE in its bid to develop the local industry has run an internship program over the last five years and has through this process employed various youths who have demonstrated competence and experience. It is our strong belief that the evolution of the ICT space starts with affirmative actions through such programs.

# ROBOTICS AND CODING INTERSHIP PROGRAM



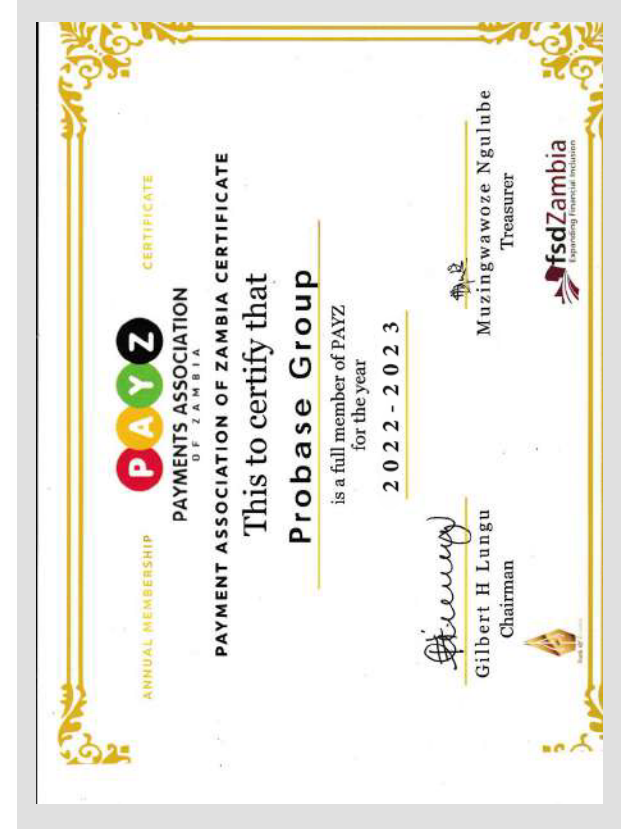
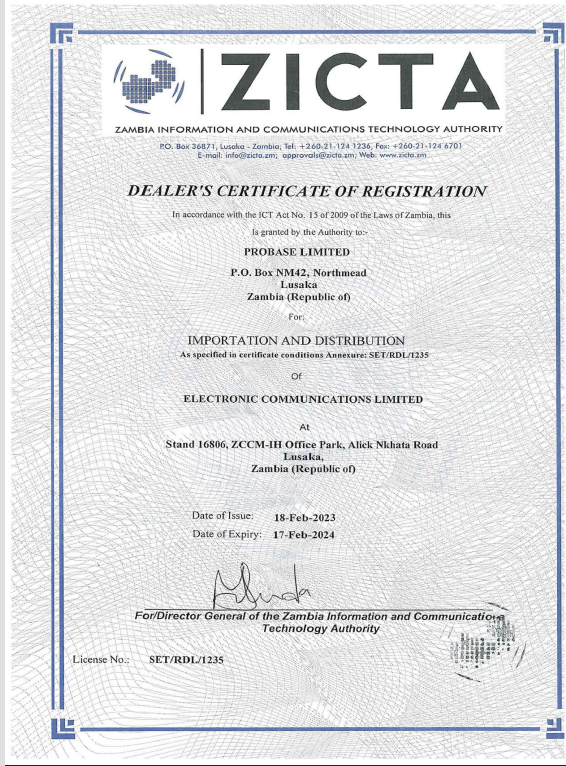


## **Designations, Licenses and Certificates**

We use our expertise as a driver for continual improvement. Our certified processes underpin the work the business undertakes to ensure our products and services meet and exceed the set standards, needs and expectations of our clients.









Welcome to the e-Tendering Platform  
This is your registration information:

Supplier details	
Organisation name	PROBASE LIMITED
Company Registration Number	83550
Tax Payer's Identification Number	1002007549
Company type	Other Company
Address	PO Box 41NM
Postal code	
City	Lusaka
Country	Zambia
Phone Number	+260974365365
Shareholders	
CEEC category	Citizen Owned
Registration Date	21/08/2017

Supplier Administrator	
First Name	Roy
Last Name	Muyelu
Email	info@probasegroup.com
Phone Number	+260967779464
Mobile phone	+260967779464

You have registered in accordance with the Tender Regulations (Public Procurement Act No 12 of 2008) of the laws of Zambia to supply Goods and Services to Public Institutions in the following categories:

**Categories**

- 32000000-Electronic Components and Supplies
- 43000000-Information Technology Broadcasting and Telecommunications
- 44000000-Office Equipment and Accessories and Supplies
- 81110000-Computer services

## CONTACT US



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