

**PRESENTATION BY THE EXECUTIVE VICE CHAIRMAN OF THE NIGERIAN  
COMMUNICATIONS COMMISSION (NCC) –AT THE MARCH 2009 IOD MEMBERS’  
EVENING ROUNDTABLE TALKS ON INFOTECH AND TELECOMS EVENING**

---

**USING INFORMATION COMMUNICATION TECHNOLOGY TO MEET BUSINESS NEEDS**

**PROTOCOLS**

- (1) Distinguished Corporate Executives
- (2) Gentlemen of the press
- (3) Distinguished ladies and gentlemen

It gives me great pleasure to be once again invited to present a paper to this distinguished group of corporate Executives. Last year in August, I presented a paper to the IOD in Lagos on “Regulating to meet Stakeholder Expectations in the IT and Telecommunications Sector”. In that paper, I discussed the effects of the tremendous leap in advances in telecommunications services in Nigeria which had resulted in heightened expectations of the industry and the Regulator, from the various stakeholders. We discussed the various stakeholders which include Government, the Consumers, Operators, Media and International Community, and touched on their varied needs. I had explained how the demand placed upon the Commission by these stakeholders has led and continues to lead to improvement in the sector. We remain proud of the achievements that have been recorded in the sector. Since 2001 when we opened up the market to full liberalization. The widespread availability of ICT facilities and networks has made it possible for Nigeria to enjoy the same level of sophistication of ICT tools as in the more advanced countries. I have been requested by the IOD to discuss how the use of ICT tools can be employed to meet business needs. This is very important because we live in an information age where the proper deployment of ICT tools dictate the efficiency and profitability of an

organisation. Indeed, the Microsoft Country Nigeria Mr. Emmanuel Onjeje recently stated that as the meltdown propels many organizations to cut costs and reduce risks, there are a number of technologies that will help companies' lower expenses and improve effectiveness and efficiency, leading to long term economic prospects.

The primary responsibility of Senior Executives and Directors is to run the affairs of their organizations efficiently by employing the most modern of facilities that enhance efficiency and consequently lead to better corporate performance. Sadly however, many high level corporate Executives are largely computer illiterate and hardly making any effort to change the status quo. The question therefore is, how can you successfully lead an organisation when the global tools used for business in the modern world are alien to you?

Over the years the sustained global ICT revolution has resulted in a proliferation of ICT tools tailored to meet the needs of the Business Executive on the go. I have decided to just discuss a few of these tools that are available today.

### Blackberry

The Blackberry results in productivity gains and workflow efficiencies. Productivity gains are achieved when Executives have access to their emails, calendars, and documents at a moment's touch. A recent survey of Blackberry users showed that on average, they recovered about 54 minutes a day, by being able to work remotely, which translates to a gain of 196 business hours a year. This tool also improves workflow efficiency because Executives were able to remain fully functional members of their team while they were out of the office. Some key features of the Blackberry include integrated voice and data features.

### iPhone

The iPhone has all the general functionalities of the Blackberry, but also includes Google map, as well as the Google and Yahoo search engines. These search engines are critical as it allows the Executive on the go, have access to research information for that business meeting, or that Presentation he/she is about to deliver, without recourse to help from Support Staff who are back on the office. Indeed, the iPhone is a four-in-one device—cell phone, MP3 player, digital camera and Web browser.

### USB Modem stick

The USB Modem Stick like the ones provided by all the major Telcos in Nigeria, is 'broadband on the Go'. Powered by the 3G technology, these sticks which are almost identical to the data storage USB sticks, enable you browse the web, send emails and download large files at high speed. It is easy to install – load the CD, on your laptop and PC, and its plug and play. The system also has a GUI that helps you keep track of your usage and costs. . With this stick, you can take the internet – and its benefits which it provides to you- everywhere you go.

### Enterprise Application Software

Enterprise application software addresses the needs of organizational process and data flow. Thus, it is used to solve an enterprise-wide problem, rather than a departmental problem. It performs business functions such as accounting, Customer Relationship Management, Human Resource Management in an enterprise. It is normally hosted on servers for use by the whole organisation. As many businesses have similar departments enterprise software is often available as a suite, with programmes which can be customized for individual business use.

### Mobile Enterprise/Applications (Mobile ERP)

Mobile Enterprise is a converged technology, whereby the applications are at the same time, accessible via laptops and desktops as well as over land lines and wi-fi networks. It is a collection of Online Interactive Business Applications whose use are made possible by mobile broadband. Some of the business modules, functions and operations executed using Mobile Enterprise include Document Management Systems, Customer Relationship Management, Human Resource Management Systems (HRMS), Accounting Software, Enterprise Resource Planning, Purchase Orders, as well as the basic utilities such as Corporate calendar, address book, bulletin board, and internal messaging.

### **E-Business Tools**

Some of the business modules I just mentioned are also stand alone e-business tools. Through the use of these technologies, companies can undertake key business tasks more effectively. Please permit me to explain to you, the values of the e-HR, e-Audit, e-banking and e-Accounting solutions.

#### e-hr

Accurate data on your workforce enables strategic planning and assessment of current and future needs. The data capture and analysis helps Executives recognize any recruitment and retention issues. It helps monitor and analyse employee feedback through automated appraisals and competency profiling. The software also helps evaluate staff skills and development opportunities, track sickness absences more effectively, as well as more accurately monitor equality and diversity in the workforce. By automating and therefore

simplifying routine HR procedures, such as recruitment, training, and payroll administration, e-Hr software free up HR practitioners to focus on more proactive and strategic tasks.

### e-audit

E-audit tools allow you to electronically receive and process the accounting and book-keeping data functions, thus providing the Executive with full and comprehensive skills to access and interpret audit results. With e-audit software, companies can easily examine issues from an internal perspective, identify problematic areas, as well as assure that critical control points are properly monitored.

### e-Banking

e-Banking relates to both consumer e-banking and e-corporate banking. Consumer e-banking provides a unified view of the customer's many relationships with the bank, and includes functions just as payment, credit card, electronic billing, security features, mobile banking and transaction alerts. Corporate e-Banking provides corporate banking relationships which include asset and liability products, trade finance, and cash management. It is carried out using the internet and the mobile phone, thus providing m-payment, e-transactions and other online banking services. E-Banking saves on banking costs, time, and improves customer experience with value added services.

### Internet Banking

Allows customers conduct financial transactions through the web. The common features that can be carried out include transactional such as bill payment, fund transfer and investments, and non transactional such as online statements. Features common to business banking include wire transfer, transaction approval process, accounts management, collections and liquidity management and reconciliation reporting.

### e-Accounting

With e-Accounting, you have software that takes over all the arguably highly tedious accounting work at the click of a button, including providing Reports on full accounting details, profit and loss, balance sheet, and much much more.

The above tools amongst others, have helped revolutionize the way private sector and Government carry out business across the globe. For example:

1. M-alerts on banking transactions are ongoing effective ways of combating e-crimes.
2. Businesses that make use of enterprise software, and on-the-go technologies, traditionally benefit from improved business processes, lower transaction costs, improved innovation and increased revenue.
3. The Medical profession has recorded tremendous increase in remote diagnosis, improved appointment booking for Doctors who work for many hospitals, development of electronic patient record, patient tests results and other information are remotely

updated and immediately accessible to their Doctors, robots perform operations, while remotely controlled by a Doctor, and smart cards now store all patient medical data.

4. Accountants can now perform complex calculations. They can query data stored in databases, and then provide strategic financial recommendation to the CEO, and simplify information gathering through the use of automated forms.

### Today's Executives Have No Excuses For Failure

Today, no forward looking business can succeed without using ICT for their business. In the same vein, although there will be Secretaries and PAs, gone are the days when Executives can successfully work without the use of ICT business tools.

For the first time in our history, Nigeria is at par with the developed world during a global revolution. Thanks to our participation in the global telecommunications revolution, Nigerian Executives have access to the same tools employed by successful business and business Executives in the developed world. We can do what they do, access the same data that they do at the same time as when they do it.

In my office, despite having many Support Staff, I check my own emails, send work to staff via the email, edit work staff do for me, either on Word, Powerpoint, or Excel. I carry out my own research whenever I need to. If you are still a paper Executive, except a memo is written in your organisation, no work can be carried out by your staff. You must know that as Executives,

your attitude towards ICT sends strong messages to the rest of your organisation and creates the information culture.

There are no more excuses. The NCC by efficient and effective regulation has worked towards full liberalization of the ICT industry in Nigeria, and the proliferation of ICT tools and usage across Nigeria. From 3G technology, to Wi-Max, to broadband, to convergence, to NGNs, Nigeria has it all. As a result, the various business tools and software I mentioned at the start of my Presentation are all available today in Nigeria. Several indigenous businesses and even Government organizations have been transformed thanks to their use of these tools. The days of Executives who are computer illiterate are long gone. Any Executive who is computer illiterate is an Analogue Executive. Every futuristic Executive must change with the times.

### What Will Be Your Legacy?

As Executives and Directors gathered today, ask yourselves – have you improved your organization by maximizing the ICT technologies the NCC has brought to Nigeria? How do you make strategic decisions for your organisation when you cannot see or interpret data? How can you carry out research when you do not know how to use Google? How can you deal with emails and documents on the road when you do not know how to work remotely? How can you edit documents yourself when you do not know how to use a computer or laptop? How can you understand the benefits of an enterprise model to your organisation when you cannot experience for yourself the improved work processes they provide? How can you make smart corporate decisions if you are behind the times?

The global world is one on the move. In order to be relevant in today's business market, and to succeed tomorrow, go on the go with ICT.

Thank you.

**Engr. Ernest Ndukwe, OFR**  
**Executive Vice Chairman/CEO**  
**March 19, 2009**