



ICT
AWARDS
Pacific
2016

BEST INNOVATION AWARD: ANZ BANK

The development of ANZ goMoney is part of ANZ's digital banking solution, to innovate the ways customers can do their banking by creating a seamless customer experience across multiple channels. Through this platform, ANZ has successfully tapped into the power of mobile banking to bring a broad range of financial services to consumers who would otherwise have no access to banking in Vanuatu, particularly the 80% of the population that live in remote rural areas. ANZ goMoney customers access their bank account via their mobile phone. It is easier, safer and more convenient than carrying cash. ANZ goMoney will help change how and where people spend, save and send money.

ANZ has set up a network of over 70 ANZ goMoney Merchants who can be likened to mini ANZ agencies. Merchants provide a place for customers to be able to do Deposits, Withdrawals, Redeem Send Money and also Open Accounts. With such a wide representation, a customer does not have to travel far to find an ANZ goMoney merchant, saving on time and travel expenses. All transactions are real time and new accounts are opened real time. goMoney accounts are core banking accounts and are NOT a wallet or part of a wallet system.

BEST BUSINESS SOLUTION AWARD: DIGICEL FIJI LTD

Digicel Business has been delivering Integrated Voice & Data Solutions to businesses across the Pacific region since 2007. Digicel's innovative products and superior service levels have enabled organisations of all sizes to reduce functional costs and improve their operational efficiencies. The gradual evolution of Digicel services has seen heavy investments in an array of technology including; Mobile communications, Fixed Voice, SIP Trunking, Connectivity (Dedicated internet, Broadband services, Managed Wi-Fi, Private Network), IPLC, Disaster Recovery and our recent investment into Cloud Based Telephony products. Digicel Business now offers an innovative, cost effective "Cloud Telephony" (Hosted PBX) service.

Cloud Telephony means that businesses of all sizes can access a virtual PBX service no matter their location, with a far lower entry point of investment in delivery of a fully scalable solution. This now means that the PBX service can grow as the needs of the business increase. Traditional premise-based PBX system's on the other hand lacked scalability, required major CAPEX expenditure and also required specialized technicians to service and maintain them.

With the entry of Cloud Telephony, barriers are reduced for small and medium businesses wanting the customer service experience provided previously only to large businesses. With Cloud Telephony from Digicel even a customer with a single handset can reap the benefit of an advanced PBX function. And now large businesses can benefit from a truly scalable, feature rich platform without the need of major once off investment. This service is now bringing affordability, innovation and true converged communication technology to all businesses across the Pacific.

BEST DIGITAL INCLUSION AWARD: VODAFONE FIJI

There are places in Fiji where electricity is not available due to infrastructure and maintenance cost. The sole electricity provider, Fiji Electricity Authority came up with a Prepaid Power Solution where

customers would purchase electricity on a prepaid basis. A token is given to the customer and they use that in their prepaid electricity meter to enable power for the particular amount they purchased. This is only available to rural settlements and the customer base for this solution has risen to 40,000.

However, there were many disadvantages to the customer. 1. They have to travel long distance to buy the token as only available from few FEA outlets. 2. Outlets have opening hours which makes it more problematic since most rural places in Fiji do not have reliable public transport. 3. There are travel costs and valuable time wasted to the customer. 4. If the purchased power finishes during the night, they will be without electricity until they travel again and buy the token the next day.

Project Solution: Vodafone Fiji has developed a mobile based solution where customer can dial in a USSD code to purchase the electricity token from anywhere, anytime. This brings two advantages: 1. Customer saves time and money by traveling long distances to buy power. 2. Customer can purchase the token anytime, anywhere.

BEST ICT ENTREPRENEURSHIP AWARD: GLOBAL PACIFIC TELECOM LTD

GPT offers the following services over the GPT High Speed Private Wireless Network: Virtual dedicated server hosting, virtual file server with real-time backups and Dropbox like integration, mail server hosting, fast, reliable, cheap Internet, IT support services, surveillance cameras with GPT cloud data storage, GPT eSkool online learning and Business IT Support.

GPT offers a unique set of products for multiple market segments: GPT eSkool for free online learning, vStream for entertainment for young and old and overall quality IT Support. GPT products are available at their hotspots; i.e. locations in Vila and Luganville, including on the BigSista Passenger ferry. They are available for the duration of the voyage to Santo/Vila, and therefore include 24 Hours of eSkool or Entertainment and Online LAN games.

There are two methods of hotspot access: Automated with Mobimani or purchase prepaid voucher from participating outlets. It is very cost effective - free access to eSkool via hotspots, no account needed; and the vStream Entertainment is very popular as it has low cost internal bandwidth.

BEST DIGITAL LEADER AWARD: TELECOM VANUATU LTD

Fibre internet, latest Smartphone and affordable mobile internet packages are some of the areas where TVL leads in Vanuatu. TVL has been investing massively to expand the fibre network in Vanuatu. TVL was again the leader in this new technology and launched the Home Fibre internet also called fibre to the home (FTTH) providing high speed internet access to home users. By introducing very low price smartphone at 4500 VT only, TVL allows the people of Vanuatu to migrate from a simple feature to a smartphone enabling access to more digital contents, media and social networking. TVL has also launched new attractive mobile internet package with free internet for all its customers to further allow access to digital contents.

By providing Fibre internet to home uses, TVL has provided the platform to enable growth in ICT. Home users now have a stable and high speed internet connection to enable them to have more access to digital contents. Being the first to launch low cost smartphone at 4500 VT only, TVL has also been providing free internet access for 6 and 12 months to inspire people to use internet. With the new mobile internet packages, free unlimited access to Facebook is being given to all customers to enable them to be socially connected.

Through these main actions, TVL has liberalized digital access to all its customers. All the people are now in position to use internet at home, at work and on the move without any barrier. The low prices of smartphone have also allowed business to provide their staff with smartphone which they are using for business purposes. Easy access to internet allows people to have enriching E-learning contents for study purposes and also for work purposes. In line of this action, people of Vanuatu are acquiring more skills using online information.

BEST CUSTOMER SERVICE AWARD: COMPUTER WORLD

Computer World provides technologies and warranty to most customers in Vanuatu, their customer base is rather diverse. Computer World states that they make products and solutions affordable to anyone in the market as well as to receive the same quality service they would receive overseas in the fraction of the cost. Computer World introduced a wide range of IP solutions that are not too costly for home users. To push and improve the service some examples are:

- Website filtering gateway and load balancing
- IP camera with remote viewing
- VOIP Phone system support PRI, GSM, PSTN
- Linking distance area with WIFI
- GPS tracker, track your car and get reports of speed, location
- Time attendance and payroll managing system

What is customer service for Computer World?

- A) Helping customer choose the right product for their needs
- B) Service/repair during warranty period.
- C) Repair/service after warranty period expires
- D) On-site support for private public sectors
- E) Offering solution for companies that are not implemented yet in Vanuatu
- F) Special ordering products for I.T. from a small micro laptop fan to a big server.
- G) Listening to all complaints that come and fix the issues on the spot.

The Government of the Republic of Vanuatu would like to congratulate all the 2016 ICT Award winners and see you all next year for the 2017 edition!

