Evaluating the quality of digital financial services (DFS)

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Como transferir dinheiro

Ajude um familiar ou amigo, fazendo transferência de dinheiro sem se deslocar.

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INTRODUCTION INTO DFS

✅ **Digital financial services (DFS)** Comprises a broad range of financial services accessed and delivered through digital channels, including payments, credit, saving, remittances and insurance. It also includes mobile financial services (MFS). AFI- Alliance for financial inclusion.

✅ **Mobile Financial Services (MFS)** is the use of a mobile phone to access financial services and execute financial transactions, M–Banking, M-Payments and M-money.

mkesh was the first Mobile Money Operator in Mozambique. Founded and registered in 2010 it was duly authorized by the Central Bank of Mozambique to operate in the mobile money sector. mkesh has two shareholders, namely Mozambique Telecom, S.A (Tmcel) and IGEPE (Institute that manages government companies)

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WHAT'S QUALITY SERVICE

- **Recommendation ITU-T G.1033** This recommendation highlights important aspects related to quality of service (QoS) and quality of experience (QoE) which shall be considered in the context of digital financial services(DFS's)

- **Recommendation ITU-T P.1502** is based on the end-to-end quality of service (QoS) key performance indicator (KPI) definitions first published in the ITU-T Focus Group Digital Financial Services Technical Report "QoS and QoE Aspects of Digital Financial Services"

Money transfer from end user devices to other devices or to other entities has become an important element of everyday life in many countries. This service, however, relies on the functionality of mobile networks. Therefore, a connection exists between the functioning, QoS and quality of experience (QoE) of money transfer services, and the QoS and proper functioning of those mobile networks, and respective quality metrics and testing methodologies need to be defined.

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IMPORTANCE OF EVALUATING QUALITY OF DFS

- Improve quality of service

- Increase efficiency on deliver

- Reach large customers excluded by actual banking infrastructure

- Revenue Grows/Cost reduction to customers and Enterprises

- Growth of Financial Inclusion

- Attracts quality customers

- Strengthens the Mkesh brand

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KEY CRITERIA & FACTORS IN EVALUATING QoS

- ✓ Reliability

- ✓ Empathy

- ✓ Responsiveness

- ✓ Security and Privacy

- ✓ User experience and convenience

- ✓ Regulatory Compliance

Como comprar?

Ter uma conta mkesh tem muitas facilidades e como tal, também serve para comprar...

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KEY CRITERIA FOR EVALUATION DFS - mkesh

Reliability

At Mkesh our goal is to meet the expectations of our customers in a CONSISTENT manner through swift problem resolution, competitive pricing and through every level of our interaction with the customers.

Also, our services run on a very reliable platform with High Availability rate of 99%.

Empathy

At Mkesh we thrive to serve our customers in a way that lets them know that we understand their desires and demands accurately. We view service from the lens of the customers.

We are expanding our customer service agents dedicated to mkesh customers and agents.

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KEY CRITERIA FOR EVALUATION DFS - mkesh

Responsiveness

This refers to our ability and commitment to deliver swiftness in our response to the customer requests. We fight to ensure speed of response and resolution.

Currently, we attend to all customer inquiry calls within a maximum of 60 seconds and depending on the complexity of issues raised our resolution time could range from 1 to 5 minutes, except for extremely technical cases requiring deeper investigative analyses
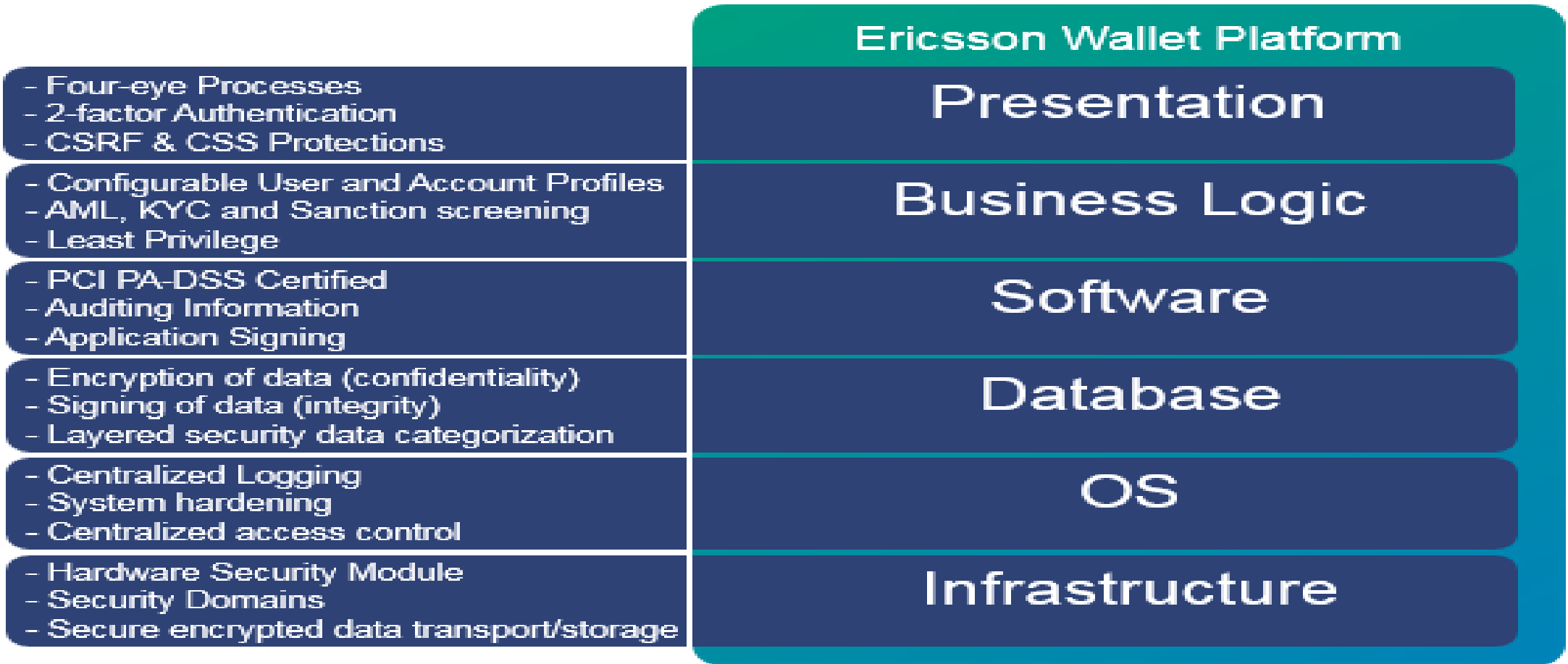
Security and privacy

Mkesh is operating on a financial platform, that includes information security and financial crime features which will help us and our customers manage risks such as identity theft, information leakage, etc.

Our security architecture adheres to standards common in the financial sector, such as the ones issued by European Payment Council, ISO, Bank for International Settlements and PCI

KEY CRITERIA FOR EVALUATION DFS - mkesh

Security and privacy

	Ericsson Wallet Platform
– Four-eye Processes – 2-factor Authentication – CSRF & CSS Protections	Presentation
– Configurable User and Account Profiles – AML, KYC and Sanction screening – Least Privilege	Business Logic
– PCI PA-DSS Certified – Auditing Information – Application Signing	Software
– Encryption of data (confidentiality) – Signing of data (integrity) – Layered security data categorization	Database
– Centralized Logging – System hardening – Centralized access control	OS
– Hardware Security Module – Security Domains – Secure encrypted data transport/storage	Infrastructure

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KEY CRITERIA FOR EVALUATION DFS - mkesh

User Experience and convenience

Mkesh Users can

P2P transfer, Deposit and withdraw money in Agent Network, ATM

National Interoperability

Can also buy recharge for call, data bundles, water, electricity, tvs and more

Using smartphone based and feature phone based

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Regulatory Compliance

Mkesh is a licensed mobile money service operating under Carteira Móvel, SA, (CM) an electronic money institution participated in (70%) by Tmcel, Moçambique Telecom, SA and in (30%) by IGEPE – Instituto de Gestão de Participações do Estado. It is therefore a 100% Mozambican company under regulation of Central Bank of Mozambique.

Mkesh and the operator of physical telecomunication network –Tmcel are two distinct and different legal entities

E2E KPI In January are:

-money transfer completion rate-99.85%

-money transfer loss rate-0.15%

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mKesh Challenge

- Regain market share;

- Grow mkesh agent network;

- Improve contribution rate in financial inclusion in Mozambique ;

- Reduce infrastructure cost;

OPPORTUNITIES

● Interoperability international;

● Agent network sharing;

● Government to use G2P solutions to pay employees and P2G to collect revenue;

CONCLUSIONS Q&A

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THANK YOU