



Case Study for Rwandan Government



2008 First Stage of Rollout

In August 2008 we won a global tender to provide a trial network of bespoke public information kiosks to the Rwandan Government. The kiosks were to be used as part of a new national information infrastructure for Rwanda to take the country forward as a leader in Central African communications. The intention was to provide internet access to the local population and provide them with access to the developing eGov services in the country.

The first stage of the project was in the build of the units to meet the bespoke specifications of the tender. This included the integration of A4 thermal printers, specialist coin operators and 30" secondary advertising screens. We also built a CMS driven information system which provided links to specific government websites in Rwanda.

The kiosks were shipped and delivered in November 2008, which in itself was quite an achievement. We then sent an Engineering Team to Rwanda to install the kiosks and provide training. The kiosks were installed over a two week period with venues including the main Airport, the University in Butare and Government Departments including Finance, Tourism and Parliament.

We then supported the kiosks remotely over the following 12 months and ensured the project was a success.

2009 Second Stage of Rollout

In July 2009 we won a further global tender to expand the network. We won the tender despite keen interest from many other international kiosk companies from China, USA and Europe.

The intention of the tender was to expand the network by another 200%, using even more cutting edge technology. The new kiosks integrated bespoke keyboards, large 26" screens, A4 thermal printers and 42" LCD screens. Each kiosk was also fully liveried with an individual interface per venue.



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new interfaces were designed to link directly into the core functions of the Departmental websites. This allowed venues to print forms and certification on site and direct users to supporting online information and procedures. We also expanded the secondary screens to include venue specific information including information about current meetings and forthcoming events. The secondary screens also included welcome screens to visitors and VIPs.

The kiosks were delivered and installed in November and December 2009 with two separate engineering teams. This time however they went into even higher profile venues including the Central Government Offices and the Office of the Prime Minister!

As part of the tender we have also setup a local partner in Rwanda. The partnership is headed by Mr Charles Nkusi of Falcon Enterprises. They are responsible for the support and development of the project, and are also our local office in Rwanda. We are looking forward to a long and prosperous partnership.

Summary

In summary we have helped to instigate and develop EGov practices in Rwanda through a two stage rollout of kiosks. The rollouts included the design, delivery and support of bespoke kiosks and have resulted in a project that we are very proud to have delivered.

Jonathan Baxter, MD of Scream.co.uk has said:

"I am very proud of my company and suppliers to have achieved these projects, particularly in such a financially demanding year of 2009. The projects have demonstrated our absolute commitment that we can always deliver quality driven projects ANYWHERE in the world."

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