



THE FESTIVAL OF



Impact Sourcing

*Otis Makahamadze, Chief Operating Officer at  
OmniContact*

#GSAFestivalofSourcing2023



**GSA FESTIVAL OF SOURCING: 13 -14 June 2023**



**Otis Makahamadze**

OmniContact: Chief Operating Officer



The Econet Group is a **25+ year old Pan African** Operation founded in 1998 with two strategic business units which cover mobile telephony (**Econet Wireless**), digital technology and platforms (**Cassava Technologies**).

**13+**

Operational businesses within the group including OmniContact BPO Services.

**94+**

Countries where the group is serving customers

**31+**

Countries in Africa, Middle East, LATAM & Asia with Group Operations.



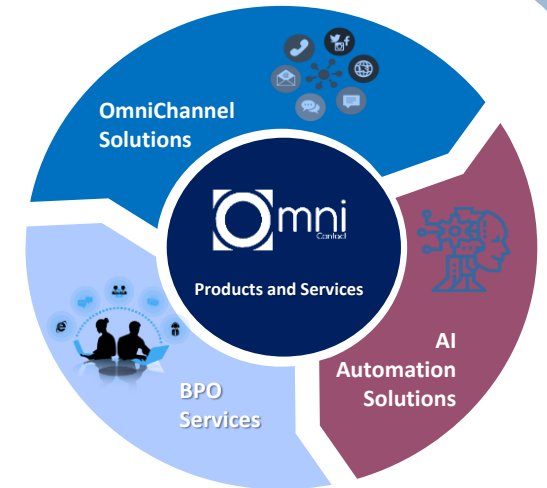
## Our Heritage:

Omni Contact is part of the Econet group, a diversified telecommunications group.



## Seamless Customer Experience Management

*Delivering customer management solutions that revolutionize business.*



## Our Core Values



### Innovation:

We leverage technology to deliver seamless experience.



### Agility

We believe in swift execution.



### Excellence

We are driven by a passion for excellence.

## The Econet Group Impression through Impact Sourcing



### Education

- **1997 – 2022: 350,000+** scholarships & leadership training programs have been done through the Higher Life Foundation



### Leadership & Lifelong Development

- **68,000+** youth reached every year through mentorship through the Higher Life Foundation



### Job Creation & Sustainable Livelihoods

- **OmniContact** has dedicated **25% of it's 800+** workforce to Impact Sourcing efforts

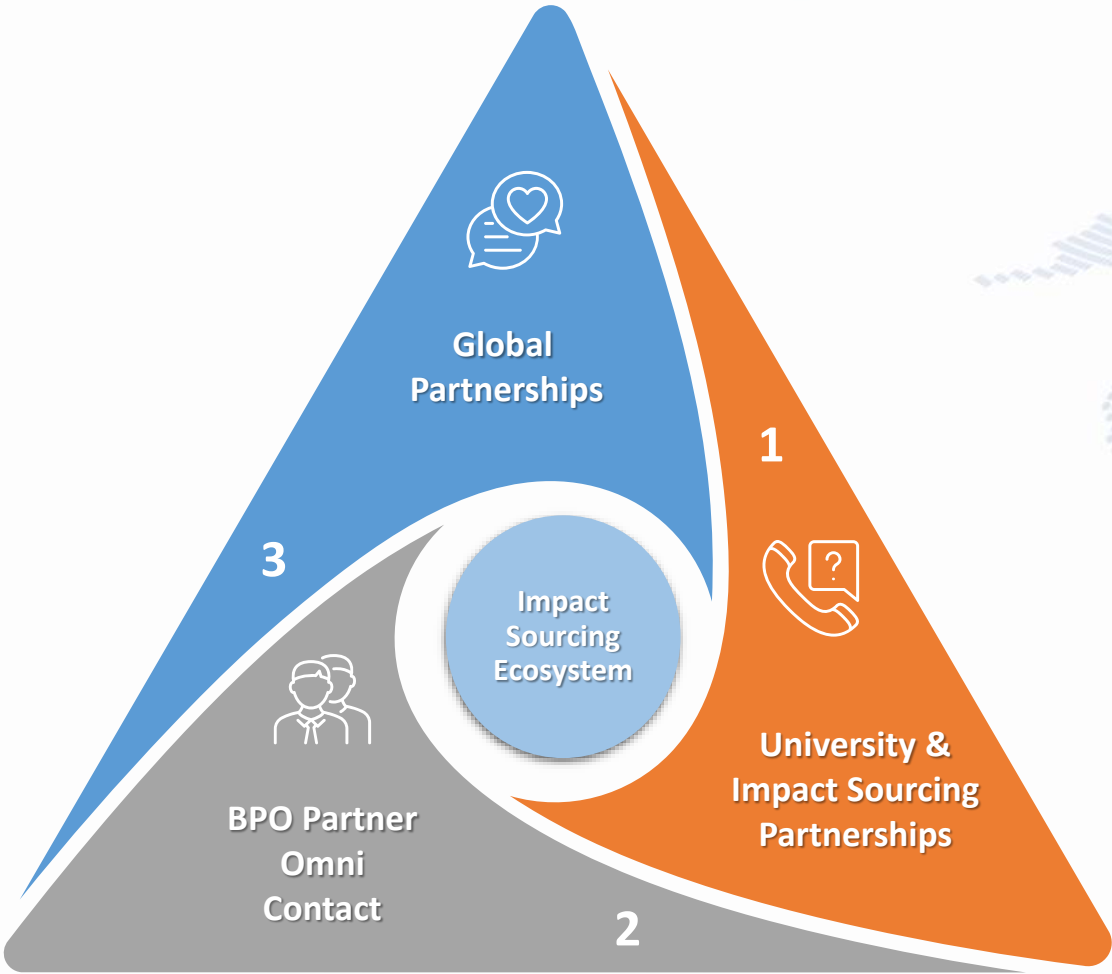


## What we have learnt from our experience?





## Project Ignite - Operating Model



## Size of the Opportunity

<p><b>500,000</b></p> <p><i>Impact Workers target set by the industry by 2030</i></p>	<p><b>5,000</b></p> <p><i>Omni Contact Impact Workers Target by FY27</i></p>	<p><b>500</b></p> <p><i>Pilot Planned for FY24 with GSA</i></p>
<p><b>50,000+</b></p> <p><i>pool of graduates from which we will identify candidates</i></p>	<p><b>\$200-\$300</b></p> <p><i>Average cost of education &amp; cost of living per month</i></p>	<p><b>\$400-\$500</b></p> <p><i>Average wage range for part-time work per month (15-20 hours)</i></p>

*Note: we can support multiple languages including English, French, Spanish, Portugal and German*  
*Note: minimum commitment of 12 months required to ensure the students have a stable source of income for 1-year in each cohort*

### Technology Partnerships



### University Partnerships



### Impact Sourcing Partnerships





## ADDRESS:

3 Kelvin Cl, Harare, Zimbabwe

## E-MAIL

[info@omnicontact.biz](mailto:info@omnicontact.biz)

## WEBSITE

<https://www.omnicontact.biz/>



Social media: OmniContact



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