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Company: IREMBO

Title: TEST ENGINEER

irembo



INTRODUCTION

Irembo means gateway or door in the local Kinyarwanda language, which represents literal Access, Service, and Openness.

Irembo is an online portal that serves as a gateway to different government services in Rwanda.

- Irembo was introduced in 2015 to allow people to access government services online.
- Irembo currently offers over 98 services online and over 9 million Rwandans have been served since 2015.



WHY WAS IREMBO DESIDNEG?(cont.)

- The platform was designed to improve the citizen's way of life by making government services easier, faster and less costly to access.
- Irembo helps the government to successfully record all income registered after providing different services.
- Irembo also helps advance government efforts to root out corruption through transparency.
- In addition to serving citizens living inside the country, Irembo also facilitates the needs of Rwandans overseas and foreigners.
- A source of employment to Rwandans(4,000 jobs were created inside Irembo since 2015)

CHALLENGES

- Lack of accessibility and availability of electricity and internet.
- Low level of digital literacy with no access to smart devices.
- The balance between legal framework and technology.
- We are part of an ecosystem, when our partners (institutions) backend systems are down it hinders the accessibility of our services.



SOLUTIONS

- Introduction of Irembo Agents(help citizens to access and use the platform)
- Training and capacity building
- Discussion with the local authority on balancing legal framework and technology
- Partner Infrastructure improvement is still in progress



OUR GOALS

2020

- * Re-engineer all the services
- * Introduce e-certificates for all of our services.
- * Turn Rwanda into a paperless and cashless society
- * Evolve from Product to Platform

2025

- * Open APIs and Reusable components
- * Operate e-Gov services in more African Markets.
- * Create value for Shareholders

THANK YOU

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