

# eGovernment Solution, Nigeria

SkyVision helps establish a widespread government network to bring all government services online.

**Company** Regional State  
**Industry** eGovernment  
**Service** SkyDirect Premium  
SkyVision Advantage

## Challenges and Objectives

- eGovernment project: Bring all government services online
- Future-proof independent network operation

## Why SkyVision?

- Best value for money
- Best customer service
- Local presence and support

CUSTOMER SUCCESS STORY

Nigeria is the most populous country in Africa, and its economy is one of the fastest growing in the world. Closing the “digital divide” and raising the quality of life to keep up with the knowledge-economy and information society of the 21st century are high priorities. For the regional state government, an explicit goal was to reduce operational costs and enhance the economic development of the state.

Improving their system of payments and revenue collection was a key issue, and the eGovernment project had already begun with 19 links to offices around the state. Another 19 links were needed to complete the project.

## Comprehensive Connectivity

Beyond their current communication needs, the Regional State was also looking toward the future, when households all over the state would be going online in increasing numbers. Their long-term objective was to find a service provider that would help them expand their network efficiently and eventually operate it independently.

## Local Support for Rapid Rollout

With SkyVision’s local technical team doing the installations at a rate of two or three sites per day, deployment throughout the regional State took only two weeks. Today the state has 19 links with SkyVision’s Advantage and SkyDirect services. To standardize their network, SkyVision replaced all the previous links with SkyVision links, for a total of 38 links. The iDirect hubs would allow them to efficiently expand services with future links, as well as manage their own network and not remain dependent on a supplier.

## Customer Service with a Personal Touch

SkyVision’s personal attention is what sets their service apart. Throughout the sales process and especially afterwards, SkyVision’s sales team has kept in close touch with the regional states Secretary and Chief Consultant on Computer Services and IT, and developed a deep understanding of the needs of the regional State Telecommunications Ministry. SkyVision personnel frequently visit the regional state to check on the operating network and to personally deal with any issues that come up.

“SkyVision’s personal touch is what really impressed me. No matter when I call, their technical team is immediately available and ready to help.”

Secretary and Chief Consultant, Computer Services and IT,  
Regional State in Nigeria

In addition, the Chief Consultant and his technical team are always pleased to attend technical seminars hosted by SkyVision. These professional seminars allow them to enrich their technical knowledge and assist them in becoming more independent.

“I can count on SkyVision’s links to be reliable,” said the Secretary and Chief Consultant, “but what really makes the difference is that when I pick up the phone, whether locally or internationally, someone is always there to answer.”

For more info go to: [www.skyvision.net](http://www.skyvision.net)

customer logo here