VALUE ADDED SERVICES: INTERVIEW



Renaud Ganascia, sales director for Africa, Digital Virgo

ver the last year, Digital Virgo has expanded its operations in French and English speaking Africa answering key challenges of mobile operators and merchants by implementing powerful monetization ecosystems.

The reach of carrier billing and mobile money has grown, addressing a larger range of services that are constantly evolving. We know that alternative payment methods are essential to address Africa, and that the key is to add expertise such as local adaptation, user acquisition and international settlement. Digital Virgo's goal is to continually grow and expand in Africa, seizing on the opportunity to make local and international key partnerships and offer solutions, through mobile payments and content distribution.

Global strategy is key and local teams are essential. Our teams truly understand what merchants and mobile operators need to integrate or deploy locally to be relevant according to the specificities of a territory. Our motto of "Think

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We are also very concerned by customer satisfaction, offering a secured and efficient user journey and a universal access to payment. In the post pandemic climate, digital payments are the preferred method due to its fast, secure method and global reach. Digital Virgo has prioritized offering telcos an innovative technological solution that can position them at the centre of a digital convergence and connecting them with merchants to expand their business aligning with consumer demands. Our solutions are supporting the growth of these companies in Africa by expanding payment solutions for digital services to increase crossborder expansion and engagement.

Alternative payment methods such as mobile money are key to reaching many that have been neglected by the financial sector. Connecting mobile operators and merchants is the target to providing an avenue for growth that allows them to reach new customers, retain current users and grow their revenue.

Over the last year our teams in Africa reached new heights with their partnerships. The awardwinning success case with YouScribe, which provides access to digital content through the largest on-line library to mobile devices, proves that expansion in Africa is a growth lever for companies.

Using an integrated mobile payment, YouScribe is now available in 10 African countries including Burkina Faso, Mali, and South Africa. YouScribe is continuing to grow with four other African countries expected to access it in 2022. In just one year, YouScribe has gained more than 650,000 subscribers, 50% growth. Our team also integrated more than 150 local editors to deliver relevant local content to subscribers.

One of the biggest growths has been in gaming and the eSports industry. An industry which provided Euro€2.53 billion in revenue this year from mobile gaming alone, with an expected growth of more than 32% in 2025. This industry is supported by a community of over 233 million players with a growth expectation of more than 26% by 2025. Africa is becoming a dominant force in this sector, with Egypt and Nigeria leading the way.

Digital Virgo is also celebrating its recent partnership with Etisalat Misr, the Egyptian Telecom company and its new eSports platform. Egypt is currently one of the African countries with the highest revenue in mobile gaming. To leverage this, Digital Virgo Egypt created strategic partnerships with Anubis Gaming, World Champion Egyptian eSports team and GB Arena, the top eSports tournament creators in Egypt. This was crucial to working with Etisalat as our team brought the best local talent that Egypt has to offer.

We have also worked with leading global games developer, Garena, to expand its mobile battle royale game, Free Fire, to inwi, Maroc Telecom and Orange subscribers in Morocco. "Alternative payment methods such as mobile money are key to reaching many that have been neglected by the financial sector. Connecting mobile operators and merchants is the target to providing an avenue for growth that allows them to reach new customers, retain current users and grow their revenue."

Digital Virgo has been able to show the strength of direct carrier billing when reaching mobile gaming audiences to telecom companies as well as merchants. Mobile payments have been at the heart of an internationalization strategy to a continent that has over 1 billion mobile connections.

Through maintaining and developing our leading position in the carrier billing ecosystem, our local teams have been able to create opportunities and revenue for our clients. Africa continually provides opportunities for growth.

Looking ahead: The mobile payment ecosystem is continuing to experience a revolution thanks to the rapid changes over the last few years. Digital Virgo has kept its finger on the pulse of Africa and has worked hard to create partnerships to deliver innovative solutions.

As the world looks to Africa, the explosion of ecommerce and international transactions offer massive growth potential. Digital Virgo is looking to the future for payment solutions that can flourish with the ever-changing ecosystems in Africa. The game changing mobile money can provide the next step in this journey to expand into new markets in a secure way. This positions telcos as a key player in the payment ecosystem. It has already been used for crossborder payments including developing businesses and paying bills according to a recent GMSA report. Digital wallets are already setting the standard for financial inclusion in Africa and its effect continues to grow exponentially in the post COVID-19 era. This payment method can open doors for many that have been left out of traditional financial ecosystems.