# **DCD**
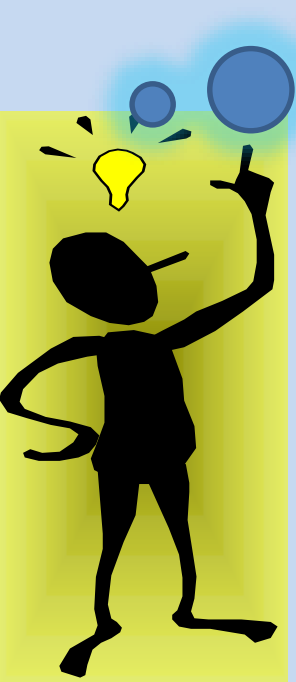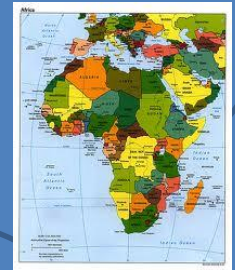# **EDUCATION TELEPRESENCE NETWORK SOLUTIONS & SERVICES**

**Nov, 2019**

Document No. DCD/ECOM/DEV/2019-11A

www.dcduganda.com

# EDUCATION SHARED SERVICES NETWORK. (ESSN) INFRASTRUCTURE

# OUR ESSN VISION is....



"….interacting Learners with the Best Educators, Resources and Content at Affordable Price, Anytime, Anywhere…."

# EDUCATION SHARED SERVICES NETWORK (ESSN)

## SHARED SERVICES
- Distance Teaching Shared Resources and Services
- Shared eLibraries and Knowledge Database Resources and Synergies
- PTA Online Services: Quality of Education (QoE) Forums and Co-ordination
- QoS Benchmarking and Performance Management Services

## SERVICE PROVIDERS
- Text Book Writers, Editors and Suppliers ePortals
- Private and Public School Teachers
- Licensed Freelance Educators and Trainers

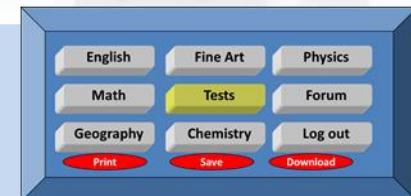## SERVICE PURCHASE AND OPERATIONS
- ESSN Built and Operated by DCD
- Service Purchase: Prepaid and Customer SLA

## SERVICE DELIVERY POINTS IN DCD NETWORK
- School ICT Labs and eClassrooms
- Pupils, Students and Parents ePortals & mPortals
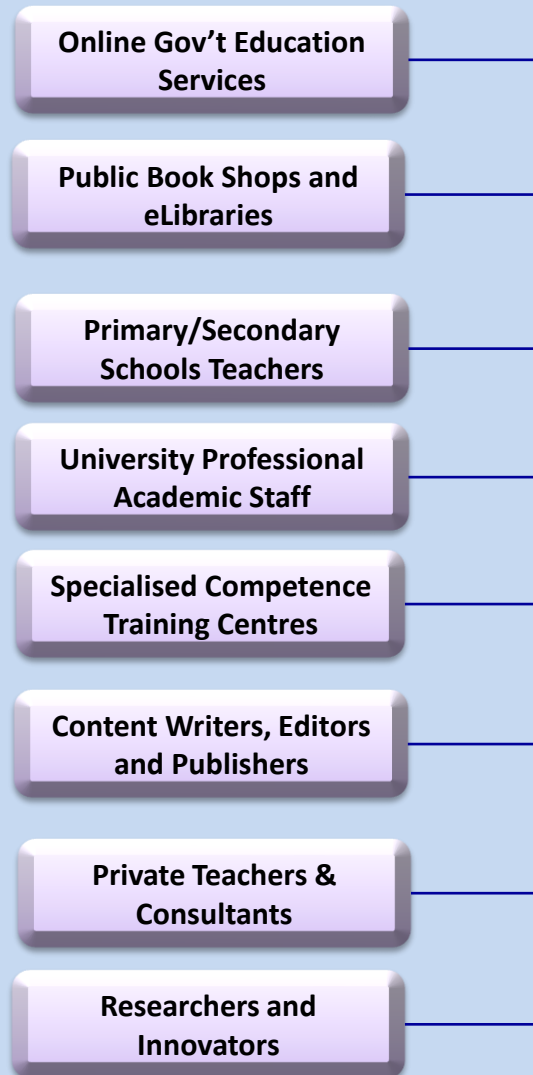- Educators & Education Managers ePortals & mPortals

## DCD ROLES
- Builds, Operates and Maintains ESSN 24/7.
- CRM (Customer Relationship Management): Tools & Processes,
- Transaction Billing/Payment Management: Subscriptions, Prepaid
- Contract Management: Content & Resources,
- Teacher Performance & Quality Management,
- Content Database Management,
- End-user Electronic and Mobile Portals .

# EDUCATION SHARED SERVICES NETWORK STRUCTURE

## SERVICE PROVIDERS

- Online Gov't Education Services
- Public Book Shops and eLibraries
- Primary/Secondary Schools Teachers
- University Professional Academic Staff
- Specialised Competence Training Centres
- Content Writers, Editors and Publishers
- Private Teachers & Consultants
- Researchers and Innovators

## CUSTOMERS

- Pupils
- Students
- Researchers
- Private Individuals
- Schools

**ESSN PLATFORM**

**DETN Wi-Fi NETWORK**

- Multi-audience Access and Learning Interaction Environment Designed for Value Creation And Innovation
- 24/7 Mobile Broad Band (MBB) Education and Professional Training VAS Services,
- Easy Access Learning Points – Savings from shortened distance and time
- End-to-End Diversity And High Quality Learning Services
- Shared CAPEX & OPEX, Affordable Pricing And Efficient Delivery,
- High Sales Volumes at Very Low Costs
- Guaranteed Exceptional Learner's Experience and Satisfaction
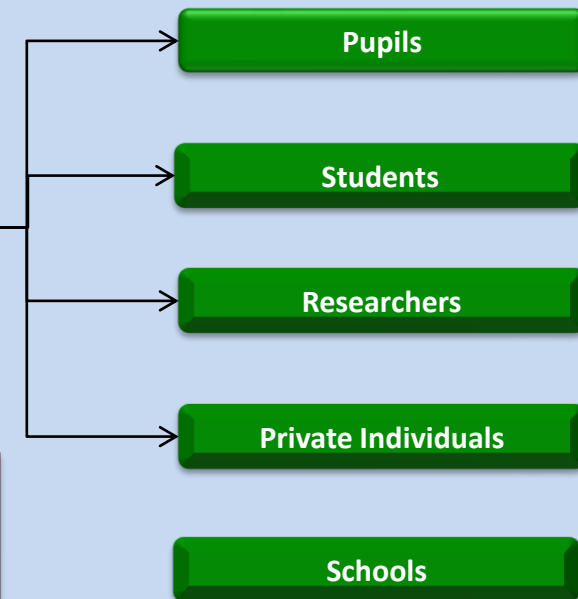
*DCD ESSN (Education Shared Services Network) aims at having the best teachers and material for their customers at affordable subscription fee.*

# PARTNERSHIP OPPORTUNITY: BUILD ESSN TOGETHER

**Content & Service Delivery**



| **EDUCATION SERVICE PROVIDER**<br><br>**DISTANCE EDUCATION SERVICE & eCONTENT** | **+** | **DCD**<br><br>**EDUCATION TELEPRESENCE VALUE ADDED NETWORK SERVICES & OPERATIONS** | **=** | **ESSN**<br><br>**COMMERCIAL EDUCATION SHARED SERVICES NETWORK** |

**Billing & Payment Transactions**

# DCD ESSN MANAGEMENT SYSTEM

## Access Media

DCD Call Centre

mPortal

Web ePortal

Web Self-Care

Email

Web

## Contract Management

| | |
|---|---|
| Billing / Payment Management | Educators DB Management |
| Content Management | Customer DB Management |

## Call Data Records (CDR) Management

| | | |
|---|---|---|
| CDR Collector | CDR Parser | Consolidator |
| CDR Analyzer | Logger | CDR Writer |

## Provisioning

| | | |
|---|---|---|
| Online Provisioning | Bulk / Single Provisioning | Multi-Network Node Integration to IN,HLR,VMS, AIR ,MMSC etc. |
| Sequencer | Mobile Number Portability | |
| Alarms | Logger | |

## Customer Care

| | |
|---|---|
| Trouble Ticket Logging | Alerts / Reminders |
| Scripts / Checklist | Subscriber Data Viewer |

| | | |
|---|---|---|
| Subscriber Maintenance | Access Control | Automatic Reporting |
| Workflows / Escalations | Broadcast / Ticker Tape | CTI Integration |
| Inbox | Bulk SMS/Email | VAS Integrator |

## Campaign Management

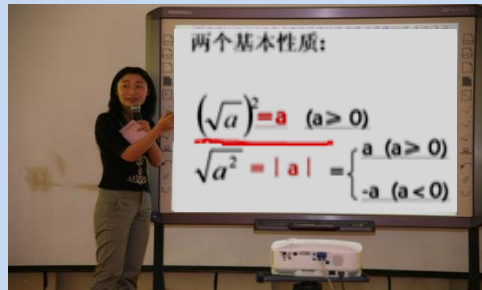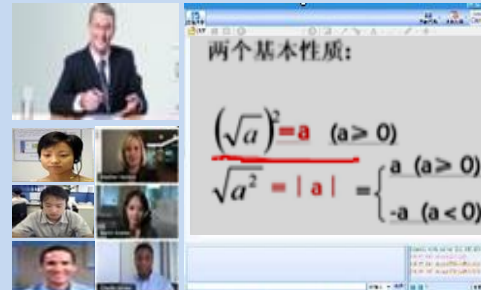| | |
|---|---|
| Subscriber Profiling | Campaign Creation |
| Campaign Execution | Subscriber Behavior Model |
| Promotion Delivery | Reports & MIS |

# EDUCATION TELEPRESENCE MULTIMEDIA VALUE ADDED SERVICES

# COLLABORATIVE TEACHING AND TRAINING PLATFORM

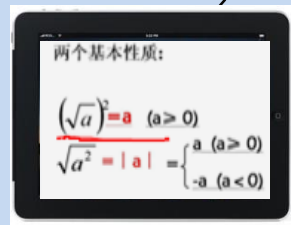Teacher

**Multifunction Digital Board**
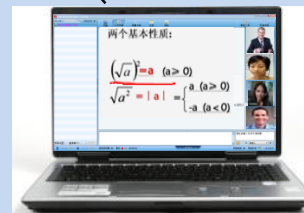
**Desktop**

eClass Server    eClass Terminal

Student

**PAD**    **Smart Phone**    **Desktop Terminal**

## FEATURES AND HIGHLIGHTS

**VIDEO AND AUDIO SHARING**
- Share resources – LIVE!!
- Remote control of screens.

**COLLABORATIVE TEACHING**
- Electronic whiteboard integrated,
- Physical whiteboard integrated,
- Desktops and application sharing,
- Video courseware,
- Instructional notes sharing.

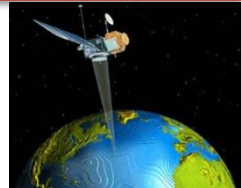**INTERACTIVE TEACHING**
- Free Q & A,
- Group discussion,
- Quizzes,
- Instant message,
- etc.

**RECORD AND PLAY**
- Records classes LIVE.
- Supports courseware-on-demand.

## 2,000 concurrent users can interact and collaborate with teachers - same time.

# ESSN TELEPRESENCE: PRIVATE EDUCATION (1/2)

## SERVICE PROVIDER
**TEACHER, LECTURER
TRAINER, COACH
MENTOR, CONSULTANT**

## SERVICES
→ **TEACHING**
→ **CONSULTING**
→ **TUTORING**
→ **TRAINING**

## CUSTOMER
**PUPIL
STUDENT
TRAINEE**

**ESSN PLATFORM**

**DETN Wi-Fi NETWORK**

## DCD
▪ **NETWORK OPERATIONS 24/7**
▪ **TRANSACTION BILLING**
▪ **CONTENT MANGEMENT**
▪ **CRM (CUSTOMER RELATIONSHIP MGT)**
▪ **CONTRACT MGT**

## ACCESS
→ **SMARTPHONE**
→ **TABLET**
→ **LAPTOP**
→ **PC**

## ACCESS
→ **SPHONE**
→ **TABLET**
→ **LAPTOP**
→ **PC**

# ESSN TELEPRESENCE: PRIVATE EDUCATION (2/2)

**SERVICE PROVIDER**
**TEACHER, LECTURER**
**TRAINER, COACH**
**MENTOR, CONSULTANT**

**SERVICES**
➡ **DISTANCE TEACHING**
➡ **DISTANCE TUTORING**

**CUSTOMER**
**PRIVATE CLASS**

eWhiteboard

eWhiteboard

eWhiteboard

ESSN PLATFORM

DETN Wi-Fi NETWORK

**DCD**
▪ **NETWORK OPERATIONS 24/7**
▪ **TRANSACTION BILLING**
▪ **CONTENT MANGEMENT**
▪ **CRM (CUSTOMER RELATIONSHIP MGT)**
▪ **CONTRACT MGT**

**ACCESS**
➡ **SMARTPHONE**
➡ **TABLET**
➡ **LAPTOP**
➡ **PC**

# ESSN TELEPRESENCE: PUBLIC EDUCATION (1/2)



## SERVICE PROVIDER
**TEACHER, LECTURER**
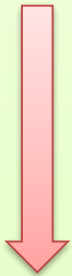
## SERVICES
➡ **DISTANCE TEACHING**
➡ **DISTANCE TRAING**

## CUSTOMER
**SCHOOL
UNIVERSITY
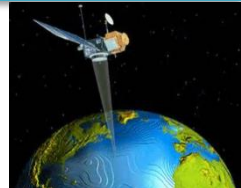TRAINING CENTRE**

**ESSN PLATFORM**

**DETN Wi-Fi NETWORK**

## ACCESS
➡ **SMARTPHONE**
➡ **TABLET**
➡ **LAPTOP**
➡ **PC**

## DCD
▪ **NETWORK OPERATIONS 24/7**
▪ **TRANSACTION BILLING**
▪ **CONTENT MANGEMENT**
▪ **CRM**
▪ **CONTRACT MGT**

Info Contact: David L. Kabasa    dkabasa@dcduganda.com    Tel: +353 87 11 999 06

# ESSN TELEPRESENCE: PUBLIC EDUCATION (2/2)

## SERVICE PROVIDER
**TEACHER, LECTURER**
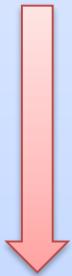
## SERVICES
➡ **MULTICAST DISTANCE TEACHING**
➡ **TRAINING**

**ESSN PLATFORM**

**DETN Wi-Fi NETWORK**

**TRAINING CENTRE**

**UNIVERSITY**

## DCD
▪ **NETWORK OPERATIONS 24/7**
▪ **TRANSACTION BILLING**
▪ **CONTENT MANGEMENT**
▪ **CRM**
▪ **CONTRACT MGT**

**SCHOOL**

## ACCESS
➡ **SMARTPHONE**
➡ **TABLET**
➡ **LAPTOP**
➡ **PC**
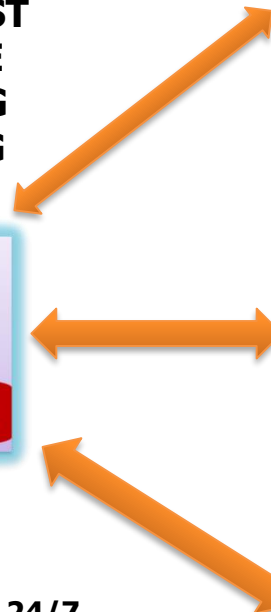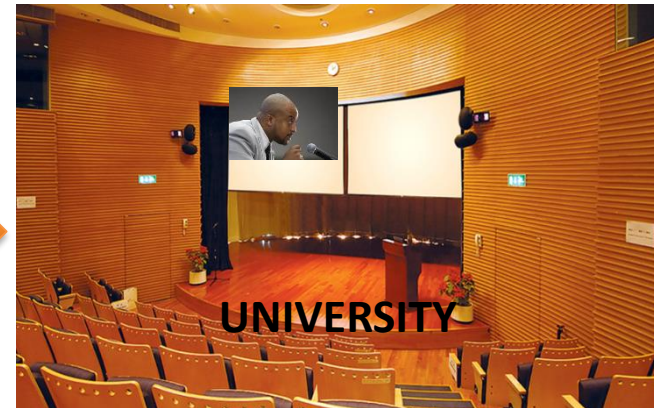
# ESSN TELEPRESENCE: MULTI-ACCESS TO eLIBRARIES & eCONTENT

## CUSTOMERS

PUPIL

TEACHER
CONSULTANT

STUDENT

## SERVICE CONTENT
➡ **eBOOKS**
➡ **eTUTORIALS**
➡ **eJOURNALS**
➡ **eHomework**
➡ **etc.**

ESSN
PLATFORM

DETN Wi-Fi NETWORK

### DCD
■ **NETWORK OPERATIONS 24/7**
■ **TRANSACTION BILLING**
■ **CONTENT MANGEMENT**
■ **CRM**
■ **CONTRACT MGT**

CONTENT

**PUBLIC eLIBRARIES**

CONTENT

**PRIVATE eLIBRARIES**

# ESSN TELEPRESENCE: COMMERCIAL NON-EDUCATION SERVICES

**On the move**

## AUDIENCES
➡ **CENTRAL GOV'T**
➡ **LOCAL GOV'T**
➡ **NGOs**
➡ **CORPORATES**
➡ **SMEs**

**Multimedia Classroom in a school**

**At Home with Tablet**

## SERVICES
➡ **eCONFERENCE**
➡ **eMEETINGS**
➡ **eSEMINARS**
➡ **eWORKSHOPS**

**ESSN PLATFORM**

**DETN Wi-Fi NETWORK**

## DCD
▪ **NETWORK OPERATIONS 24/7**
▪ **TRANSACTION BILLING**
▪ **CONTENT MANGEMENT**
▪ **CRM**
▪ **CONTRACT MGT**

## SPEAKER
➡ **CENTRAL GOV'T**
➡ **LOCAL GOV'T**
➡ **NGOs**
➡ **CORPORATES**
➡ **SMEs**

## ACCESS PORTAL
▪ **SMARTPHONE**
▪ **TABLET**
▪ **LAPTOP**
▪ **PC**

# EDUCATION TELEPRESENCE END-USER TERMINALS & ENVIRONMENTS

# DCD END USER CUSTOMER ePORTALS



| ATML | Smartphones | WiFi Projectors | WiFi Laptops | eWhite-Boards | PCs | Multi-Functional Screens | Tablets | Wi-Fi Video Camera |



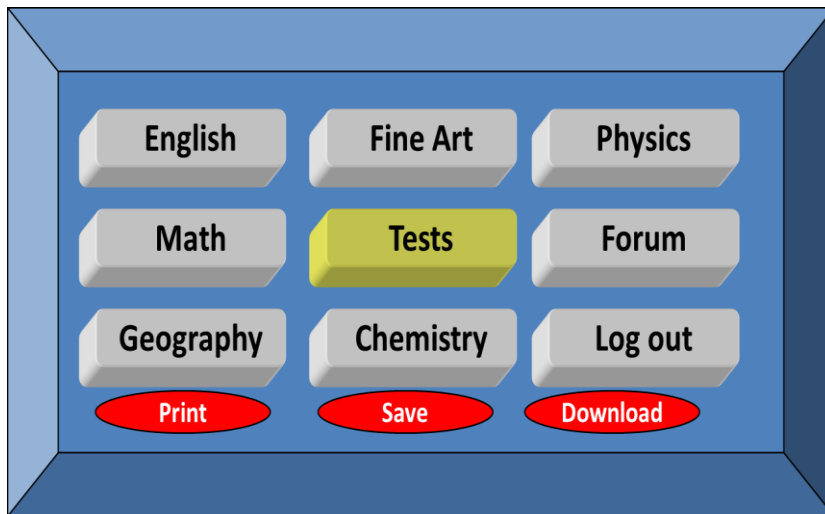- ePupils
- eStudents
- eEducators
- eMedical Specialists
- eGovernment
- eSocial Education
- eVetenary Research
- eMedcial Reseacrh
- eHealth Care
- eSafari

# ESSN LOW-COST ACCESS

A Pupil/Student/Teacher should be able to **download** the material required to do Homework/Tutorials or Other Class Preparations within **10 min** (max): e.g.

- **Login the ePortal or mPortal, Anytime, Anywhere.**
- **Select Subject**
- **Select Text Book**
- **Select the pages needed by the Teacher/Student or Pupil**
- **Print the pages, or save them on disk or send them to your email box**
- **Log out of the portal**

| English | Fine Art | Physics |
| Math | Tests | Forum |
| Geography | Chemistry | Log out |
| Print | Save | Download |

**ESSN Subscription Fee: $--US/Mth**

**The Student /Teacher can work off-line and then upload content after preparations.**
**Both download and upload operations together ought to take ≤20min login time.**

Info Contact: David L. Kabasa     dkabasa@dcduganda.com     Tel: +353 87 11 999 06

# ESSN ACCESSIBILITY IN PUBLIC PLACES



## SHOPS, HOTELS, RESORTS

## PETRO STATIONS

**DCD Wi-Fi INETWORK**

**DCD Wi-Fi**

**DCD Wi-Fi**

Internet Access: $--US/HR
INT VoIP Call: $--US/Min
Adverts: $--US/Day

**DCD NETWORK OPERATING CENTRE**

VoIP Call: $--US/Min

Tutorial Downloads: $-US/Mth

Internet Access: $--US/30min

Tourist info: $-2US/30Min

Adverts: $-US/Day

**DCD Wi-Fi NETWORK**

**DCD Wi-Fi NETWORK**
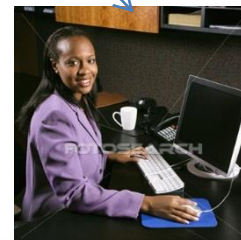
STUDENT PORTAL ACCESS
Subscription: $-US/Mth

CITIZEN'S PORTAL ACCESS
Subscription: $-US/Mth

TEACHER'S PORTAL ACCESS
$-US/Mth

WORKER'S PORTAL ACCESS
$-US/Mth

# ESSN ACCESSIBILITY IN EDUCATION PREMISES

**Wi-Fi Access: $-US/HR**

**Competence Training & Workshop Lounges**

**Wi-Fi Access: $-US/HR**

**Internet Education Café**

**eMeetings Rental: $-US/Min**

**Video Conference Rooms**

**eClassroom: Free Wi-Fi Domestic Use**

**eTraining Rental: $-US/Min**

**Before**   **After**

**Distance Teaching eClassrooms**

**DCD NETWORK OPERATING CENTRE**

**eLibraries Access, eTutorials, eForums, eHomework: $-US/Mth**

**Education Shared Services**

**Onsite Accommodation Services (Hostels)**

**Wi-Fi Access: $-US/Day**

**eBook Store: $-US/Mth**

**VoIP Call: $0.16US/Min**

**Wi-Fi Access: $-$US/HR**

**Office Environment**

**SCHOOL ICT LAB: Free Wi-Fi**

EDUCATION
TELEPRESENCE
CUSTOMER BENEFITS

# NEW REVENUE OPPORTUNITIES AND STREAMS

- **Building Wi-Fi Multimedia Facilities in schools like eClassrooms leads to:**

- **The availability of Internet Access and Value Added Services like Video Conferencing, eMeetings, eSeminars, eWorkshops and eTraining; all that leads to Customer Needs for:**
  - **Accommodation,**
  - **Food consumption,**
  - **Leisure & Tourism.**

- **The School can invest in setting up services to meet those Customer Needs, and that leads to new revenue streams from:**
  - **Hotel services,**
  - **Gastronomic Services,**
  - **Sports Facilities**
  - **Sight Seeing Facilities, etc.,**

- **The targeted Customers are:**
  - **Local Gov't,**
  - **NGOs,**
  - **SMEs and Large Corporates.**

# BENEFITS FOR EDUCATION ORGANIZATIONS

- **Open unique opportunities for learners and educators to share knowledge, highly skilled resources and professional expertise internationally.**

- **Share teaching and learning tools, resources, expertise, knowledge data bases and best practices.**

- **Narrow the "Teacher Demand Gaps" through sharing distance teaching services.**

- **Reduce and eliminate time-wastage and distance costs for learners and educators.**

- **Earn valuable supplementary income from sales of Internet Access and Value Added Services like Video Conferencing, eMeetings, eSeminars, eWorkshops and eTraining.**

- **Open new revenue streams that cater for Customer needs like hotel accommodation, leisure, tourism, etc.**

- **Achieve sustainable financial independence over the long term, by generating new revenue streams.**

- **Enhance high-tech rural communication development to help reversing the catastrophic "rural to urban" migration trends.**

# EDUCATION TELEPRESENCE PROJECT FINANCING OPTIONS

# DCD CUSTOMER PROJECT FINANCING OPTIONS

**Telepresence Services (Domestic)**

**CUSTOMER**
**Education, Healthcare, Entrepreneur, etc.**

**Telepresence Value Added Services (Sales Revenue)**

**OWN CONSUMPTION**

**MARKET SALES**

*Telepresence Solutions & Service Delivery*

*Loan/Lease/Invest Payback*

**BUSINESS & PROJECT PLANS**

**DCD TELEPRESENCE NETWORK SOLUTIONS & SERVICES**

**BANKS INVESTORS SPONSORS**

Telepresence Solutions & Equipment Payment

- Education Shared Services Network,
- Rural Wi-Fi Broadband Internet Solutions,
- Multimedia Classrooms & Lecture Halls,
- Collaborate Teaching & Learning Platform,
- Telepresence Network & Consulting Services
- Business Management Consulting Services

- Customer Loans
- Purchase on Lease Options
- Investment Options
- Letter of Credit Services
- Asset Financing Services
- Investments
- Other Special Arrangements

# PROCEDURE FOR FINANCING

**With DCD's help, the Customer:**

- **Chooses Network Site Location(s), where to setup Telepresence Multimedia Service,**

- **Prepares the Business Plan for Telepresence deployment in the chosen site location(s),**

- **Setups a Pilot Project Specification Plan based on the Business Financial Plan,**

- **Presents both the Business Financial and Pilot Project Plans to Financers,**

- **Gets the funding in place for pilot project rollout,**

- **Implements (Roll-Out) the Pilot Project as planned,**

- **Conduct s Risk Evaluation and Assessment based on the Pilot Project,**

- **Reviews both the Business Financial Plan and the Project Specification Plan,**

- **Make decisions for further project activities,**

- **Considers additional business for value added services like: accommodation, gastronomic services, leisure & tourism services, etc.**

# DCD-CUSTOMER PARTNERSHIP VALUES

# DCD-CUSTOMER PARTNERSHIP VALUES
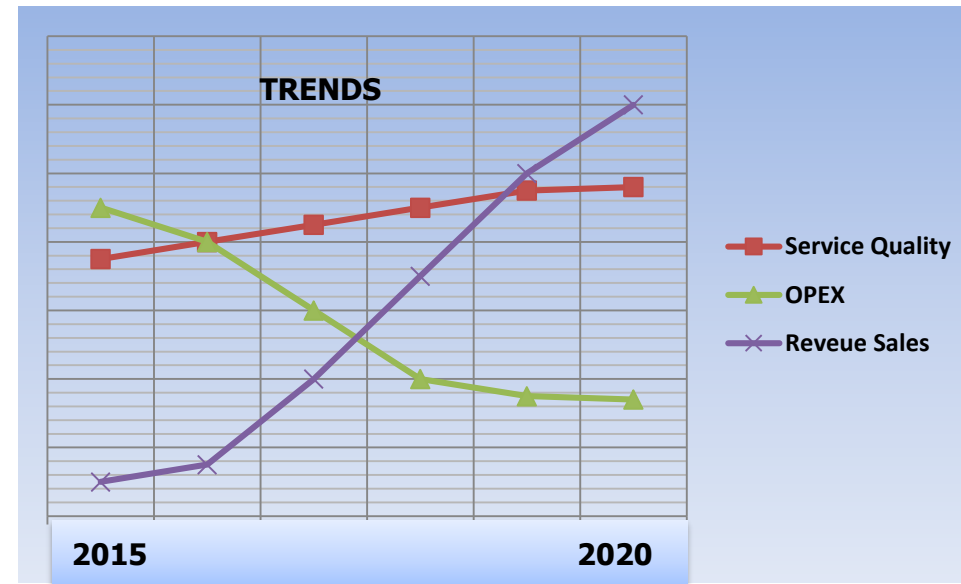
## CUSTOMER + DCD

**=**

**Better & Affordable Education Shared Service Quality**

plus

**More Self Financing & Economic Independence Opportunities**

at

**Minimum Investments & Less Operating Expenses**



**TRENDS**

- Service Quality
- OPEX
- Reveue Sales

2015        2020

### DCD 3ARMS BUSINESS MODEL

*"…DCD Telepresence Solutions and Services are designed to enhance High Quality of: Availability, Accessibility, Affordability, Reliability, Manageability and Suitability (3ARMS) of Service Delivery in Education and Healthcare…"*

## DCD VALUE PROPOSITIONS ARE:

- Complimentary and add unique values to our Customers' existing and future ICT Programs, projects and operations; that enhance higher quality of service delivery at lower costs and revenue generation;

- Designed to facilitate the improvements on quantity and quality of Telepresence Network Operations and Services at Customers' Sites; through deployment of wireless broadband solutions; only when and where unique value can be added.

## DCD CAN AND IS READY TO:

- Help our Customers reduce Time-To-Customer (TTC) and the costs of service delivery, through deployment of TelePresence Solutions with the right Technology and Expertise;

- Enable our Customers to improve on the quality of the 3ARMS of service delivery, while generating new profitable revenue streams;

- Get our Customers connected locally and globally, hence expand their arenas for business & market growth;

- Boost the Customers' long-term plans for financial self-sustainability, competitive business and market growth;

- Work with Customers' ICT Teams and their affiliates as one Team with focus on the mutual goals and objectives set and agreed on;

- Work effectively and smoothly in a multi-vendor environment with other ICT/Telecom companies having assignment contracts with the Customers;

## Contacts:

**DCD**
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