

SPEECH BY PROF. NII
QUAYNOR, EXECUTIVE
CHAIRMAN,
GHANA DOTCOM AT THE
LAUNCH OF THE
HEALTHYOPTIONS
E-COMMERCE PORTAL AT THE
AITI-KACE
ON THURSDAY, 3RD MARCH
2022 AT 2:00 PM

Distinguished guests, ladies and gentlemen, esteemed members of the press, it is a great pleasure to speak at the launch of the “healthyoptions” portal which is being launched by my mentee who

worked with me for many years during the time my company, Network Computer Systems (NCS) was introducing commercial Internet into the West Africa sub-region in the 1990s.

Ladies and gentlemen, NCS began work on developing the blueprint for the deployment of the Internet in Ghana in 1993 when the technological landscape was relatively barren with fewer players on the scene. The activities driven by NCS provided a driving force for the development of technology in Ghana. From setting up a Society for Worldwide Interbank Financial

Telecommunications (SWIFT) network in Ghana for the Bank of Ghana and eight commercial banks, NCS deployed large computerization projects and networks in several government organizations including the Volta River Authority (VRA), Ghana National Petroleum Company (GNPC), the Customs and Excise Preventive Services (CEPS) now Ghana revenue authority (GRA) and the Ghana Broadcasting Corporation.

NCS also achieved some feats in the ICT industry in Ghana including being the first to stream

live radio and TV content in Ghana at a time when many large global media corporations like Cable News Networks (CNN) had not started streaming services.

One of the feats credited to NCS is the reason I am making these remarks, on e-commerce. Around 1998, NCS won a contract to export expertise to develop software for a company, Acumen Consulting, in the US. During the execution of this contract, NCS acquired skills in deploying e-commerce projects. The team at NCS first established an online

Visa clearing through Acushop interface in USA.

NCS further developed the first local e-commerce system with a payment system – the *e-Shika*, and deployed the service. Some shops and filling stations in Accra participated in using the *e-Shika* as a payment option in their services at the time

Ladies and gentlemen, today, the eCommerce industry has become a trillion-dollar business serving the need of all sectors of the world economy. The COVID-19 pandemic made e-commerce services even

more relevant to people and businesses. However, in Ghana, many of the consumer to consumer e-commerce projects have been plagued with crime affecting innocent consumers. The challenge has been that many of these companies do not do the due diligence on the person required to post products on the platform. The lack of quality assurance for patrons have become barriers to adoption of e-commerce. Security on some sites do not assure the safety of customer data. These challenges must be addressed to restore confidence in e-commerce.

The future marketplace is e-commerce and the Africa free continental area (AfCTA) provides greater opportunities to sell to the whole continent. In this light, I would like to call for all e-commerce sites follow best practices and to do KYC. The e-commerce industry should develop an industry wide code of conduct that will help control fraud in the e-commerce systems in Ghana.

Let me also reiterate to the “healthyoptions” team to use this portal to set high standards for the

industry to become a best practice in Ghana and the sub-region.

Soon, TrustPay would join “healthyoptions” Payment providers

I thank you for your attention.