

Mobile Enabled
Community Services

Annual Africa Working Group

Day 2



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Community Services

Day 1 overview and Day 2 Plan



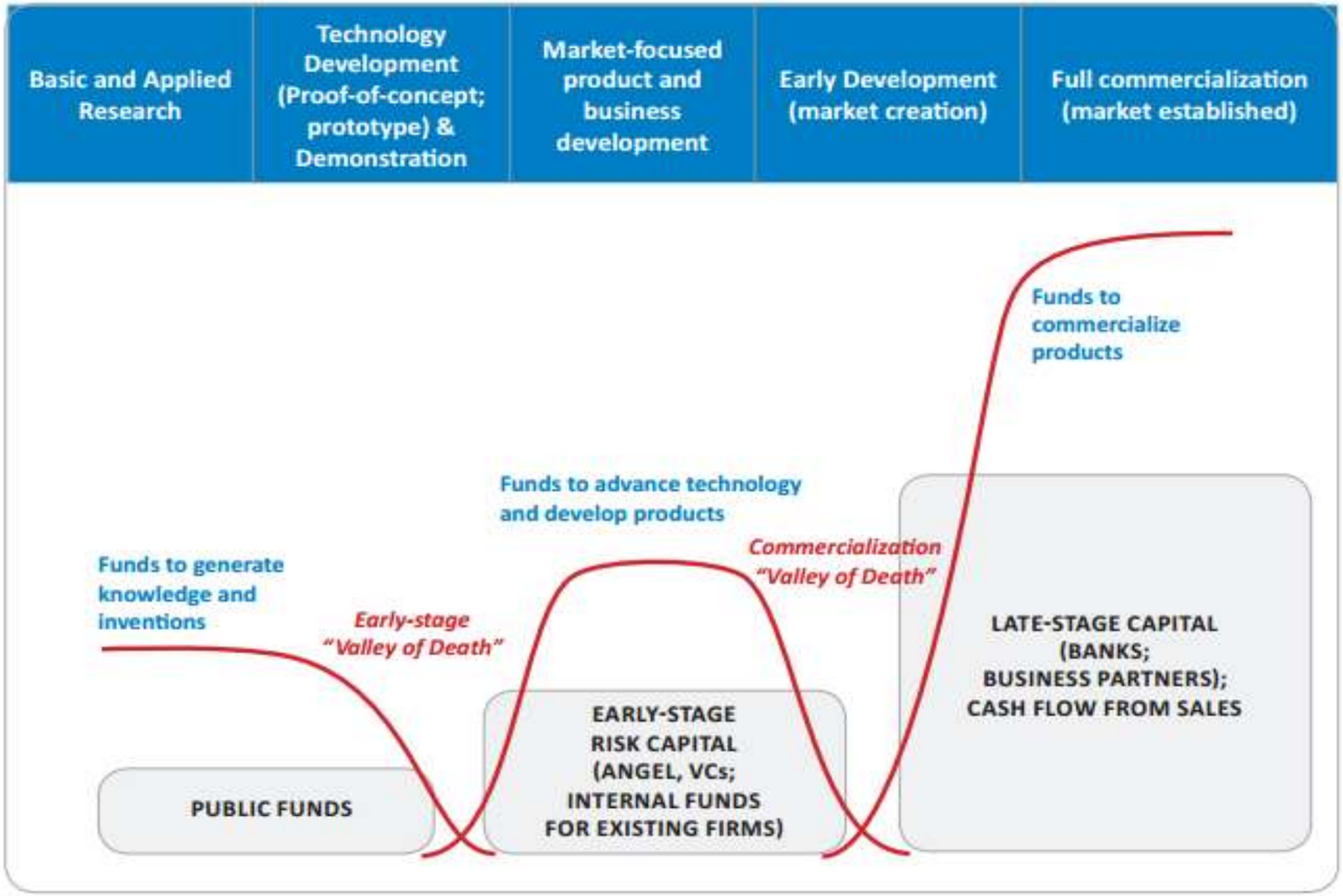
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Insights from Investors

Challenges for a Young Industry

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Figure 1.1: 'Valleys of death' in innovation stages



Source: Ambuj Sagar

1. **Availability of the right type of capital**
2. **Capital affordability**
3. **Awareness of players who can finance**

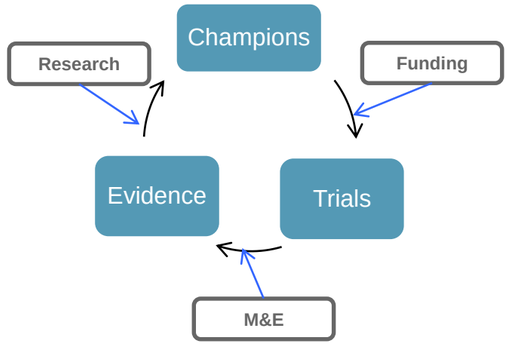
- New business models
- Emerging markets
- Low income customers

Deal Flow Remains A Challenge

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- **Various Types of Challenges**
  - Water sector heavily grant funded
  - Energy services attracting larger size or commercial debt

- **GSMA's Market Development Activities:**
  - Link expectations of investors & fund raising businesses
  - Develop networks
  - Better present investment opportunities – models + data



Insights from Stone Family Foundation

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10 lessons from funding market-based approaches in water, sanitation and hygiene

- There are no silver bullets in Wash: need to support a range of solutions
- WASH is more than toilets and taps: beyond technology
- We need to build demand by understanding what customers want
- Households are often able to pay for WASH, but this can be easily undermined
- We need innovative financing solutions to support willingness to pay
- Still nascent
- Lack of high risk capital is holding the WASH sector back
- Need to resist the temptation to scale too fast
- The sector is under-funded, and philanthropic funds are limited by precious resouce
- WASH is not a sector for quick wins

Insights from Investors

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Moderator Questions:

- What do you see as the biggest barrier to making strong investments?
- How do you see the investments in this sector changing or developing in the next year or two?

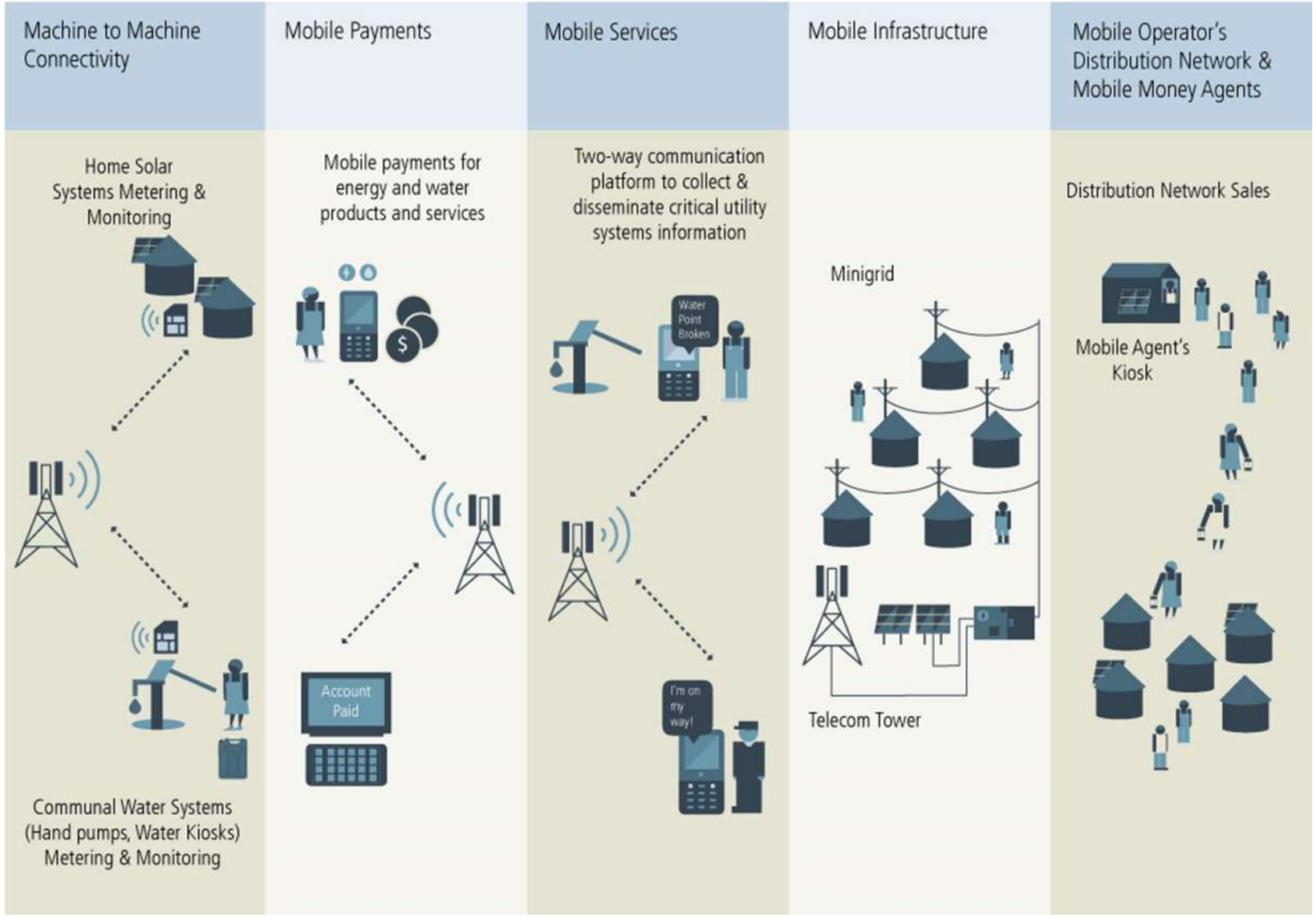


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Energy: Product and Service Innovation Stories

Energy: Product and Service Innovation

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Innovation: Process and Learnings

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Context Driven Solutions:

- Assessing the need/demand
- Innovation Development Process
- Refining and Financial Sustainability

Questions:

- What was your organisation’s biggest lesson learnt from this process?
- What advice would you give to others as they develop their products and services?
- What do you think are the biggest hurdles facing this industry and what should the role of the GSMA and other market facilitators be?

Energy: Product and Service Innovation

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- Andrew Kent/Justus Mucyo, Bbox
- Carla Legros, Dimagi
- Kate Montgomery, D.light



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Lunch
Field Trip: 12:45