

Niger Poste is the government organization responsible for the postal service in Niger, with over 500 employees operating in 105 offices around the country.

Client Stories: Niger Poste and AFR-IX Telecom Collaboration

In an ever-evolving digital landscape, robust and reliable internet connectivity is crucial for businesses to thrive. Niger Poste, a public company in Niger, recognized the need to enhance its connectivity to improve service delivery.

This case study explores **how AFR-IX Telecom addressed the connectivity challenges faced by Niger Poste and the remarkable results achieved through this collaboration.**

About Niger Poste

Niger Poste is a public company providing essential public services to the local population. With a strong commitment to decentralization, Niger Poste aims to be as close to the people as possible, offering services across 105 agencies in 85 locations.

The services offered by Niger Poste fall into two main categories:

① Financial Services

Money transfers
Diverse financial products, catering to over 200,000 accounts.

② E-commerce

Initiatives like Kaomina, launched in 2017, to diversify their service offerings.

With a dedicated workforce of **500 employees**, Niger Poste continues to expand and innovate to meet the needs of its clients.



Beginning of the Partnership

The collaboration between Niger Poste and AFR-IX Telecom began in March 2022, facilitated through a recommendation by Moulaye Card, the Director General.

Recognizing the urgent need for a reliable and cost-effective solution, Niger Poste sought AFR-IX Telecom's expertise to resolve their connectivity issues.



AFR-IX Telecom's Solution

AFR-IX Telecom implemented a phased approach to improve Niger Poste's internet connectivity:

① Initial Deployment in Niamey

Started with 6 sites at 2Mbps each.

Gradually expanded to 7 sites and then 9 locations.

② Current Deployment

9 sites (offices) in Niamey with a total of 42Mbps, excluding the headquarters.

Combined with Niger Telecom, Niger Poste now has a total of 27Mbps bandwidth.

③ Dedicated Internet Access (DIA)

Ensuring a stable and high-quality internet connection.

Challenges faced

Despite its extensive network and service portfolio, Niger Poste encountered significant challenges:

① Poor Connectivity

The existing internet connection was unreliable, impacting service delivery.

The incumbent partner was unresponsive to connectivity issues.

② High Costs

The cost of the internet service was prohibitively high.

③ Lack of Backup Solutions

Niger Poste relied on a single backup, which was insufficient for their needs.



Results Achieved

The partnership with AFR-IX Telecom has yielded impressive results:

① Proactive Support

AFR-IX Telecom's Network Operations Center (NOC) proactively addresses issues, often before they impact Niger Poste.

② Improved Internet Quality

Superior latency and stability compared to previous providers.

Niger Poste now has two internet lines, with AFR-IX Telecom providing a significantly better service.

③ Customer Satisfaction

Niger Poste is confident in AFR-IX Telecom's commitment to resolving issues and maintaining high service quality.



Future Prospects

Niger Poste and AFR-IX Telecom are exploring opportunities for further collaboration, including potential projects with other postal services in the region such as Ghana Poste, Burkina Poste, Togo Poste, and the Benin corridor.

Conclusion

The collaboration between Niger Poste and AFR-IX Telecom **highlights the importance of reliable internet connectivity for service delivery and customer satisfaction.** By addressing the challenges faced by Niger Poste, **AFR-IX Telecom has demonstrated its capability to provide high-quality, proactive, and cost-effective solutions.**

This partnership sets a benchmark for future projects and underscores the potential for growth and innovation in the region.