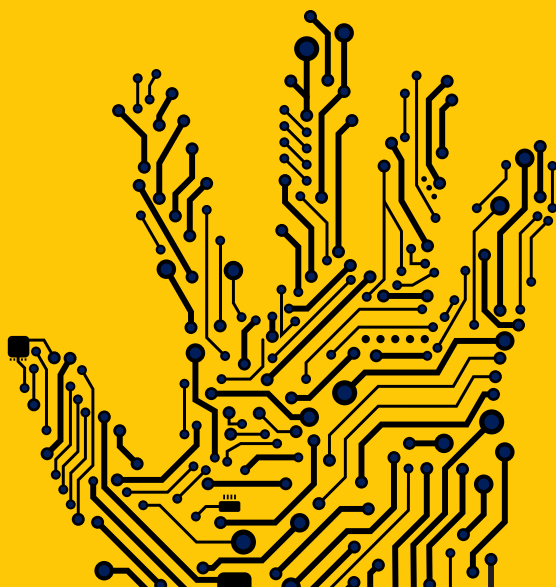




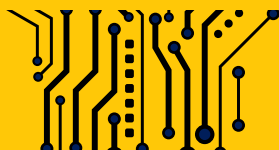
Let's **GO** Digital

# TECHNOLOGY CONFERENCE

March 5th 2021, 9:30 AM - 5:00 PM | March 6th 2021, 9:30 AM - 12:30 PM



*Your Guide to Going Digital*



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# OPENING REMARKS

## Public Private Partnerships in the Digital Journey

### Keith Duncan

**President, Private Sector Organisation of Jamaica**



As the globe traverses the various phases of the pandemic and countries are in a race to vaccinate their populations to achieve herd immunity, the COVID-19 pandemic still maintains a hold globally. Many countries continue to face varying levels of the spread of the virus and the outlook and pathway to recovery at best remain highly uncertain. The Bank of Jamaica (BOJ) noted, in its most recent assessment of the impact of COVID-19 on the Jamaican economy, that economic activities have improved relative to previous projections. The BOJ forecasts a partial recovery of 3% in FY 2021/22, which could trend up to 6% if there is a strong recovery in the tourism sector. The updated global outlook of 5.5% reflects the expectations of increased economic activities later in the year as multiple vaccine approvals and vaccination launches in some countries have raised hopes of an eventual end to the COVID-19 pandemic.

Prior to COVID, Jamaica's Fiscal Space was opening Up. In fact debt levels significantly improved, moving from 145.8% in 2012/13 to 93.5% in 2019/20 and was, under normal circumstances, on a path towards 85.7% in 2020/21. There was significant Investment in National Security and Infrastructure. However, the lack of digital innovation in both public and private sector hindered the ease and efficiency of doing business and Jamaica's economic growth. Jamaica is currently ranked 71 out of 190 countries in Ease of Doing Business Index. Micro, Small & Medium Enterprises (MSMEs) lack access to finance and business training. MSMEs provide 80% of employment, 44% of GDP but receive only 11% of bank credit. Investment in technology and innovation are relatively low compared to peer countries. As a nation we are lagging in national digital development with 24% mobile broadband penetration vs. 102% regional average; 36% fixed broadband penetration vs. 46% regional average.

It is a crucial for our economic recovery that we prioritize the digitization of the economy. This includes increased: broadband penetration, internet connectivity, access to payments platforms and increased e-Commerce opportunities for MSMEs. In addition, it is essential for MSMEs to be trained and equipped for the New Economy and the Fourth Industrial Revolution.

With these factors in mind the New Economy Committee led by Minister Fayval Williams then Minister of Science, Energy and Technology determined that a key pillar for the digitization of the economy is the digitization of our MSMEs. In addition, Minister Daryl Vaz having been appointed to the Technology portfolio has not hesitated in furthering

# OPENING REMARKS

## Public Private Partnerships in the Digital Journey

**Keith Duncan, President, Private Sector Organisation of Jamaica**

the championing of the Digitisation agenda and with the MSET team has been a key partner for the delivery of this Let's Go Digital initiative. Out of this hard-working New Economy Committee, which is an example of effective public private partnership, the Let's Go Digital Conference emerged.

This initiative is a Public-Private Partnership designed to transform the Digital literacy of MSMEs. The overall objective is a significant increase in MSMEs digitized by the end of 2021 by positioning them with enabling technologies: to reduce business costs; improve engagement with customers and suppliers; create greater efficiencies and workflow; improve product and service offerings and; increase employee skillset for the future and position for the global marketplace.

The Digitisation of our economy will be the vaccine which protects our nation from the economic and social shock of disasters. We must therefore invest in our people, if we are going to raise the standard and quality of their lives. We empower our people when we educate them in a way that they are able to understand and see the impact on their lives and their business. With the limited fiscal space, the private sector is obliged to play a major role in driving economic recovery and Public-Private partnerships will be instrumental in returning Jamaica to a growth path. The viability of MSMEs is a key factor to economic growth and with this in mind the PSOJ has been actively advocating for increased access to Finance for MSMEs via the PSOJ Access to Finance Panel. The overarching philosophy is to create and support fit for purpose programs for MSME's, to meet our MSMEs where they are and encourage their viability and growth, and not simply starting programs but staying the course.

The Let's Go Digital conference has been buttressed by COVIDCast JA business training, an online live training platform that has been supporting MSME's with over 40 episodes with over 3.5 million views. In addition [smallbusinessportal.com](http://smallbusinessportal.com) has been developed as a one-stop online portal for MSME access to funding, training, business support and useful tips.

The PSOJ is committed to its role in this Digital Journey, we have worked with our partners and sponsors to deliver this conference to MSMEs free of charge. We join all our MSMEs on this Digital Journey. Let's Go Digital!



# OPENING REMARKS

## The Significance of MSMEs to Jamaica

**Hon. Daryl Vaz, MP**

**Minister of Science, Energy and Technology**

Micro, Small and Medium-sized Enterprises (MSMEs) are crucial players in the Jamaican economy.

A vibrant MSME sector boosts the economy and leads to greater productivity. It fosters innovation and unique industries as our people utilize their skills, creativity and indigenous knowledge to create products and services that build brand Jamaica.



They are a significant revenue source for Government as approximately 97% of registered taxpayers fall within the MSME group. Additionally, 13.9% of the revenue collected by the Tax Administration of Jamaica in 2019 came from MSMEs.

These enterprises are strong pillars of the business community as they drive economic growth through employment and wealth creation, contribute to poverty reduction and alleviation, while serving as crucial lynchpins for private sector growth and expansion.

The Government of Jamaica recognizes the importance of the MSMEs to the creation of a new Jamaica.

This is envisaged by our continued implementation of the revised MSME and Entrepreneurship Policy and several initiatives to increase financing and business development services, and the implementation of the business environment reforms to facilitate their growth and development.

Entrepreneurship has been identified as one of the sources of wealth creation and we are committed to supporting, facilitating and encouraging our people as they embark on their business development journey.

MSMEs are the heart of the economy and I encourage Jamaicans to join the sector. Activate your creativity and develop your business plans because today's small business may become tomorrow's conglomerate.

**LET'S CREATE! LET'S GO DIGITAL! LET US CREATE A NEW JAMAICA!**

# OPENING REMARKS

## Jamaica's Digital Future

**Hon. Fayval Williams,**  
**Minister of Education, Youth & Information**

Over the past few decades educational institutions and businesses have been engaged in an incremental transformation of their operations to take advantage of new developments in Information Communication Technology (ICT). With the onset of the Covid-19 pandemic towards the end of 2019 and its spread in early 2020, the imperative of embracing ICT became starker and consequently the pace of adapting to digital technology has picked up. Nevertheless there is some notion that after the worst of the Covid-19 pandemic has passed we will return to “business as usual.” Global trends suggest that this is very unlikely and the world will have to adjust to a new normal. As such there is a lot of re-engineering of business processes and transformation with the government and private sector moving to create the right opportunities for our businesses and people.



Central to this transformation must be a cadre of trained and trainable people to fit into the new economy and create new opportunities for themselves. While there is already a significant increase in the use of digital technologies, which are proving to be useful for public and private sector companies to respond with agility to the COVID disruption, there are concurrent reasons for optimism and concern. The use of digital technology has given businesses greater visibility and control over their operations, allowed them to develop new continuity plans and re-organise themselves better for resilience. It has reduced face-to-face interactions, to safeguard employees' and customer's health and well-being. Digital solutions have also allowed them to offer new products and services and access new markets even without a physical presence. On the other hand the skills gap is significant and our schools are not graduating enough people ready to move seamlessly into training institutions that specialize in these skills or into the work place.

It is within this context that I use the theme of your conference “Jamaica's Digital Future: Broadband, Education, MSMEs” as a point of reference for a reminder of a Statement to our Parliament on December 15 by Hon. Daryl Vaz, Minister of Science, Energy and Technology.

He noted that a number of representatives from international donor communities had indicated an interest in working with us in Jamaica in the digital transformation of the society and that Jamaica has already secured the assistance of the Inter-American Development Bank to develop a national broadband strategy to support the implementation of this infrastructure.

A core technical taskforce has also been formed to provide technical input and oversight required to drive the implementation of the strategy and the corresponding broadband network as well as to recommend any policy, legislative or regulatory changes that may be

# OPENING REMARKS

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## Jamaica's Digital Future

**Hon. Fayval Williams, Minister of Education, Youth & Information**

required to ensure sustainability. In addition there is a collaboration with the Ministry of Education, Youth and Information and the Ministry of Health and Wellness to prioritise communication needs of schools and health centres.

The Education Ministry, as part of its ICT in Education programme has already started the work with our teachers' training colleges to incorporate an ICT teacher competency framework. This is against the background that until a few years ago while many of the teacher training institutions had introduced ICT courses in the training curriculum, these were usually done as one module in the early semesters of the first year in a four year study programme. The curriculum at the teacher training institutions had to be re-engineered to ensure that student teachers are being thoroughly prepared with competences in ICTs in education. That is why we are also making such a strenuous effort to ensure that all our students are equipped with devices to participate in online learning and be digitally literate in our contemporary society.

With regard to Micro, Small and Medium-sized Enterprises (MSMEs), clearly a digital government would mean simpler processing and more efficient service delivery for MSMEs so they are able to get quicker services. Already, they can register their business online with the Companies Office of Jamaica and with the full roll-out of trade facilitation single window, businesses including MSMEs will have a single entry point for all import-export and transit related regulatory requirements, as a means of improving connectivity between Customs offices, port and terminal operators, other regulatory agencies and traders. Already the implementation of the Customs automated system ASYCUDA in Jamaica has produced significant improvements and, in particular, it has reduced cost and clearance times, increased revenue collection and provided accurate and timely international trade statistics.

The linkages between education, post-secondary training and preparation for development of MSMEs is well underway. I am sure this conference will bring into sharper focus, areas that need to be addressed urgently as well as opportunities to be tapped. I extend very best wishes for a successful conference.

# OPENING REMARKS

## COVID-19 CRISIS AND OPPORTUNITY FOR SMEs

### Hon. Audley Shaw

**Minister of Industry, Investment and Commerce**

Jamaica, like many other nations, has suffered the ravages of the global COVID-19 pandemic. The Government of Jamaica (GOJ) has however re-doubled its efforts to recover even stronger from the socio-economic impacts of the pandemic.



To this end, we have embarked on several initiatives relating to Digital Transformation, Innovation-driven Business Development and Improving the Regulatory Environment through Trade Facilitation as we seek to bolster our economy and empower our citizens and entrepreneurs to go for growth, despite the odds.

Fortunately, my ministry began work on a Digital Transformation Initiative to assist MSMEs to 'internationalize' their operations through e-commerce, from as far back as 2019. The onset of COVID-19 has heightened the need for digitization. Under this programme, we have forged alliances with two technology providers – Kolau and Fygaro - to facilitate the establishment of e-commerce platforms that can increase access to overseas markets.

The arrangement with Kolau allows merchants to create a webpage in less than five minutes at no cost and offers top placement in Google's search results in the Google Map section free of cost to its clients.

Fygaro - with which we started working last October, is an e-commerce generator that provides options to assist MSMEs with basic e-commerce services, through the Jamaica Business Development Corporation (JBDC), the National Commercial Bank and other members of the MSMEs ecosystem.

This partnership also offers businesses the opportunity to create a website, facilitate online stores, payment buttons, links for social media, WhatsApp, invoicing, order management, online accounting and logistics integration.

These initiatives form part of the government's goal of facilitating the digitization of 25,000 MSMEs by the end of 2022, recognizing as well the importance of the digital space in business, particularly within an environment characterized by physical distancing and curfews, which have had to be implemented due to COVID-19.

# OPENING REMARKS

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## COVID-19 CRISIS AND OPPORTUNITY FOR SMEs

**Hon. Audley Shaw, Minister of Industry, Investment and Commerce**

The MIIC is also the lead coordinator of the Government of Jamaica's Trade Facilitation (TF) Reform Programme. The main aim of the TF Programme is to improve the business environment and make it easier for traders to do business in Jamaica, essentially, reducing the cost and time for doing business.

Under this programme, we have launched the Jamaica Electronic Single Window for Trade (JSWIFT), a one-stop-shop facility designed to provide fully automated services to enable traders to transact all business engagements online through a single portal for access to the services of all cross-border regulatory agencies, thereby enhancing service delivery to traders, by reducing the time, and ultimately the cost to doing business.

We have also established the National Business Portal (NBP), which facilitates multiple business-to-government transactions in one online location and aims to strengthen the investment environment in Jamaica by delivering comprehensive information and guidance to facilitate private investment flows.

In addition, through the JBDC, Jamaica's premier business development support institution for MSME growth and development, we have had the implementation of Small Business Development Centres (SBDC) island-wide. The SBDCs provide high-quality business and economic development assistance that promote innovation and creativity aimed at improving management and increasing productivity. Jamaica's SBDC Network currently consists of thirteen SBDCs.

Our MSMEs make up more than 95 per cent of all classified taxpayers. Their worth to and impact on the economy is therefore not lost on us. We therefore recognize the immense need to ensure they can compete globally.

Despite the deleterious effects of the pandemic, it is often said: we can only know the strength of our mettle when we are pushed to extremes. I encourage our entrepreneurs to find the seeds of opportunity that accompany this pandemic and leverage these for their personal and financial growth.



Let's **GO** Digital

**TECHNOLOGY CONFERENCE**

**DAY 1**

**FRIDAY, MARCH 5, 2021**



Your best interest at heart.



**FLOW** BUSINESS



# CONFERENCE AGENDA | DAY 1

March 5, 2021

TIME	TOPIC	SPEAKERS
09:00 AM - 09:10 AM	<b>Welcome &amp; Opening Remarks</b> <ul style="list-style-type: none"><li>Jamaican Future is Digital</li><li>Increasing Broadband Nationally</li><li>Government Services Go Digital</li></ul>	<b>The Honourable Daryl Vaz</b> , MP. Minister of Science, Energy and Technology
09:10 AM - 09:15 AM	<b>The Impact of Technology on Education</b>	<b>The Honourable Fayval Williams</b> , MP. Minister of Education, Youth and Information
09:15 AM - 09:30 AM	<b>Presentation: Why Go Digital?</b> <ul style="list-style-type: none"><li>Why Should MSMEs Go Digital</li><li>Where Should Jamaica be by the End of 2021</li><li>How NCB Supports Digital Transformation</li></ul>	<b>Mrs. Nadeen Matthews Blair</b> , General Manager/Chief Digital & Marketing Officer, NCB
09:30 AM - 09:45 AM	<b>Presentation: Embracing Technology to Improve Your Business</b> <ul style="list-style-type: none"><li>Better Marketing &amp; Increase Sales</li><li>Lower Operating Costs</li><li>Improved Decision Making</li></ul>	<b>Mr. Sheldon Powe</b> , CEO, Innovate10x
09:45 AM - 10:15 AM	<b>Presentation: Basic Technology Solutions for MSMEs</b> <ul style="list-style-type: none"><li>Hardware (Desktop Vs. Laptops; Memory Requirements)</li><li>Operating System Software</li><li>Email &amp; Antivirus</li></ul>	<b>Moderator: Mrs. Jackie Sharp</b> , Vice President, PSOJ <ul style="list-style-type: none"><li><b>Mr. Neil Abrahams</b>, CEO, Innovative Corporate Solutions</li></ul>

# CONFERENCE AGENDA | DAY 1

March 5, 2021

TIME	TOPIC	SPEAKERS
10:15AM - 10:30 AM	<b>MSMEs Go Digital: The way to Reducing Costs, Managing Risk and Leveraging the Remote Workplace</b>	<b>Mr. Cristian Encina</b> , Modern Workplace Product Marketing Manager for SMEs, Microsoft
10:30 AM - 11:00 AM	<b>Panel: Optimizing Digital Marketing</b> <ul style="list-style-type: none"><li>• Utilizing Facebook, Instagram, Google my Business and LinkedIn</li><li>• Social Media Scheduling</li><li>• MSME Testimonial</li></ul>	<b>Moderator: Mrs. Lauri-Ann Ainsworth</b> , CEO, Branson Centre, Caribbean <ul style="list-style-type: none"><li>• <b>Mr. Craig Powe</b>, CEO, Adtelligent</li><li>• <b>Ms. Kristia Franklin</b>, Owner, Tia the Clothes Girl</li></ul>
11:00 AM - 11:30 AM	<b>Panel: Data Mining &amp; Improved Decision Making</b> <ul style="list-style-type: none"><li>• What is Data Mining?</li><li>• How is it Useful for MSMEs?</li><li>• Examples of How MSMEs Improve their Decision Making with Data Mining</li></ul>	<b>Moderator: Ms. Stacey Hines</b> , President, Jamaica Computer Society <ul style="list-style-type: none"><li>• <b>Ms. Raquel Seville</b>, CEO, BI Brainz, Caribbean</li><li>• <b>Mr. Leslie Lee Fook</b>, Data Transformation Strategist, Incus</li></ul>
11:30 AM - 12:15 PM	<b>Panel: Business Productivity Tools</b> <ul style="list-style-type: none"><li>• Customer Relationship Management</li><li>• Project/ Task Management &amp; Productivity</li><li>• Enterprise Resource Planning (ERP) MSME Case Study</li></ul>	<b>Moderator: Mrs. Lauri-Ann Ainsworth</b> , CEO Branson Center <ul style="list-style-type: none"><li>• <b>Mr. Jordan Baskett</b>, CEO, CRMmetry</li><li>• <b>Ms. Kenesha Brown</b>, CEO, Brossom Consulting</li><li>• <b>Ms. Nayana Williams</b>, CEO, Lifespan</li></ul>



# CONFERENCE AGENDA | DAY 1

March 5, 2021

TIME	TOPIC	SPEAKERS
12:15 PM - 12:45 PM	Lunch Break & Special Programming	
12:45 PM - 01:00 PM	Running Your Business from Home	Ms. Berlitz Maldonado, Product Director, B2B Connectivity and Security Product Management, C&W Business/ Flow Business
01:00 PM - 01:30 PM	Data Security & Managing Customer Information <ul style="list-style-type: none"><li>What are the new permission requirements</li><li>How best to protect your customers</li></ul>	Moderator: Mrs. Lauri-Ann Ainsworth, CEO Branson Center <ul style="list-style-type: none"><li>Mr. Andrew Nooks, Director of Efficiency and Growth, Symptai</li><li>Mr. Clive Beckford, Manager, Lab Services, Innovate10x</li></ul>
01:30 PM - 01:45 PM	Presentation: The Digital Journey Roadmap: The Pathway from Basic <ul style="list-style-type: none"><li>Infrastructure to Advanced Digital</li></ul>	Mr. Christopher Reckord, CEO, tTech
01:45 PM - 02:30 PM	Conversation: E-Commerce <ul style="list-style-type: none"><li>E-Commerce Requirements &amp; Capabilities</li><li>Payment Platforms</li><li>MSME Testimonial</li></ul>	Moderator: Ms. Stacey Hines, President, Jamaica Computer Society <ul style="list-style-type: none"><li>Mr. Gregory Peart, Product and Portfolio Manager/ Acquiring, Payment Services Unit, NCB</li><li>Mrs. Janelle Pantry - Coke, Founder, Spaces Jamaica</li></ul>

# CONFERENCE AGENDA | DAY 1

March 5, 2021

TIME	TOPIC	SPEAKERS
02:30 PM - 03:00 PM	<b>Website &amp; Email</b> <ul style="list-style-type: none"><li>• Website Purpose, Options &amp; Analytics</li><li>• Email Management</li><li>• MSME Testimonial - Transitioning to Online</li></ul>	<b>Moderator: Ms. Kerry-Ann Stimpson, CMO, JMMB</b> <ul style="list-style-type: none"><li>• <b>Ms. Kevoy Jackson</b>, Marketing Officer, RealDecoy</li><li>• <b>Ms. Brittany Johnson</b>, Owner, Miakalni</li></ul>
03:00 PM - 03:15 PM	<b>Point of Sale and Inventory Management</b>	<b>Moderator: Justine Isaacs</b> , Operations & Research, PSOJ Access to Finance Facilitation Panel <ul style="list-style-type: none"><li>• <b>Mr. Cordell Mullings</b>, CEO, Attention to Detail Company Ltd.</li></ul>

03:15 PM  
- 03:30 PM

## Afternoon Break and Giveaways

03:30 PM - 03:45 PM	<b>Presentation: DBJ Voucher Program</b> <ul style="list-style-type: none"><li>• Program Description</li><li>• Use of Funds</li><li>• How do Technology Providers Become Eligible?</li><li>• How MSMEs Qualify?</li><li>• When does the Program Go Live?</li></ul>	<b>Mr. Christopher Brown</b> , Senior Manager - Strategy, Project Management & Product Development, DBJ
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# CONFERENCE AGENDA | DAY 1

March 5, 2021

TIME	TOPIC	SPEAKERS
03:45 PM - 04:30 PM	<b>Panel: Technology &amp; Industry: How MSMEs of various sectors use technology in their business?</b> <ul style="list-style-type: none"><li>• How has technology enhanced their business?</li><li>• What were the struggles in embedding technology in their business?</li><li>• Where next in the evolution?</li></ul>	<b>Moderator: Mr. Harold Davis</b> , Deputy CEO, JBDC <ul style="list-style-type: none"><li>• <b>Ms. Monique Powell</b>, CEO, QuickPlate</li><li>• <b>Ms. Shereen Dawkins</b>, Managing Director, Goodwill Pharmacy and GoodLife Health Services</li><li>• <b>Mrs. Kinshasa Minott</b>, CEO, Excel Insurance Brokers</li><li>• <b>Mr. Seretse Small</b>, Managing Director of Avant Academy of Music</li></ul>
04:30 PM - 04:45 PM	<b>Key Lessons</b>	<b>Mr. Keith Duncan</b> , President, PSOJ
04:45 PM - 05:00PM	<b>Closing Remarks</b>	<b>Ms. Rochelle Cameron</b> , Chief Project Executive, PSOJ AFFP



Let's **GO** Digital

**TECHNOLOGY CONFERENCE**

**DAY 2**

**FRIDAY, MARCH 5, 2021**



Your best interest at heart.



**FLOW** BUSINESS



# CONFERENCE AGENDA | DAY 2

March 6, 2021

TIME	TOPIC	SPEAKERS
09:30 AM - 09:40 AM	Greetings & Welcome	Mrs. Imega Breese McNab, Executive Director, PSOJ
09:40 AM - 09:50 AM	Setting the stage for Day 2 Giveaways	Mrs. Anika Jengelley, Member Relations Manager, PSOJ
09:50 AM - 10:15 AM	Technology Needs Assessment	Lisandra Rickards, CEO, Soul Career
10:15 AM - 10:30 AM	Navigating the Virtual Booths Giveaways	Mrs. Anika Jengelley, Member Relations Manager, PSOJ
10:30 AM - 12:30 PM	Virtual Booths Technology Providers Meet MSMEs: <ul style="list-style-type: none"><li>• Innovate10x</li><li>• WiPay</li><li>• Adtelligent</li><li>• Incus</li><li>• JMMB SME Resource Centre</li><li>• MC3</li><li>• ResolvIT</li><li>• CRMmetry</li><li>• One on One Educational Services</li><li>• Crescent Digital</li></ul>	Technology Providers

# CONFERENCE AGENDA | DAY 2

March 6, 2021

TIME	TOPIC	SPEAKERS
12:30 PM - 01:00 PM	<b>Panel on Technology Skills Training</b> <ul style="list-style-type: none"><li>• <b>Mr. Harold Davis</b>, Deputy CEO, JBDC</li><li>• <b>Mr. Wayde Marr</b>, President, Vector Technology Institute</li><li>• <b>Mr. Ricardo Allen</b>, CEO, One on One Educational Services</li><li>• <b>Ms. Alexi Lyn Shue</b>, Research Analyst, PSQJ AFFP</li></ul>	<b>Moderator: Ms. Diane Edwards</b> , President, JAMPRO
01:00 PM - 01:05 PM	<b>Closing &amp; Giveaways</b>	<b>Mrs. Anika Jengelley</b> , Member Relations Manager, PSQJ



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BUSINESS

# VIRTUAL BOOTHS ON DAY 2

## Innovate 10x

### VISIT THEIR BOOTH

Innovate 10x is the engine of creativity for the rapid digital disruption that drives transformation, growth and sustainable development for businesses. Innovate10x identifies and deploys digital solutions with the potential to scale, making it possible for companies to do business in new ways; creating opportunities that can transform their revenue models. The implementation of these solutions helps your organization to realize increased profits, increased agility, and improved productivity.

#### Main Services Offered:

- Digital Transformation Assessment and Execution
- Process Automation
- Supply Chain Solutions
- eCommerce Payment Solutions
- Data Security Assessment
- Smart Office with IOTA

## WiPay

WiPay is a payment facilitator that seeks to get MSMEs paid in their home country, in their local currency, directly to their local bank account. As WiPay is bank agnostic, they have access to transferring monies to all local banks in Jamaica, for easy accessibility. No upfront fees, no hidden fees, and free signup.

#### Main Services Offered:

- Manual Invoicing (sending out an invoice via email or social media platforms)
- Plugins (integrating a payment integration to an existing website to get paid online)
- Bulk Payouts (making multiple payouts to various WiPay accounts)
- EPOS (the ability to have a unique QR code to pay directly for products and services)
- WiPay Me Business (being able to transfer money from one WiPay Business account to another)
- WiPay Plus (the ability of loading money from your credit/debit card to your WiPay account)
- WiShops (the ability to create your own website in a matter of minutes)



# VIRTUAL BOOTHS ON DAY 2

## Adtelligent

### VISIT THEIR BOOTH

Adtelligent opened its doors in May 2018 with the goal of maximizing the marketing industry's paradigm shift and is currently one of the fastest-growing digital media firms in Jamaica. Their skills in marketing, campaign management, content creation, data analytics, digital advertising platforms and web development have aided them in creating airtight marketing strategies that have helped their clients elevate their brands on a growing digital scale.

#### Main Services offered include:

- Digital Marketing Strategy
- Website Development
- Video Production
- Billboards
- Social Media Management
- SEO and Google Adwords Management
- Graphic Design and Animation
- Marketing Data Mining
- Brochure and Marketing Collateral
- Annual Reports

## Incus Services

Incus Services are leading organisational transformation strategists and educators. They focus on enabling people with data, process automation, and cyber security skills that are required for the jobs of tomorrow. They offer their services to both large and medium size organisations and help them to solve their digital transformation challenges. The need for data-driven decision making isn't a question of strategic advantage, but of survival. The Incus team consists of business and technology experts entirely focused on data, data, and data.

#### Main Services offered include:

- Artificial Intelligence
- Data Analytics
- Process Automation
- Cyber Security
- Knowledge Transfer/Capacity Building and Enablement
- Digital Transformation Strategy

# VIRTUAL BOOTHS ON DAY 2

## VISIT THEIR BOOTH

### JMMB SME Resource Centre

JMMB's SME Resource Centre is committed to offering support and guidance every step of the way. Their SME Resource Centre ensures that you are prepared to access JMMB's banking, investment and insurance brokerage services, with their business planning expertise. The Centre provides customised advice to take your business to the next level, and seeks to create a partnership built on trust, and financial insight to make business operations even better.

- **Main Services Offered:**

- Expert financial advice
- Online banking transactions
- Efficient cash management
- Business management support
- Insurance for personnel and property

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### MC3

MC3 Caribbean is a subsidiary of the MC3 Group (DUAVENTO SAS) based in Paris, France, and is an authorized distributor for major IT brands. Their expertise has allowed them to expand into hardware with Print Supplies within the Caribbean in Trinidad & Tobago and Jamaica, and provide licensing support and consultation together with warehousing of local inventory.

#### **Main Services Offered:**

- On-site or via web-conferencing on-demand training and consulting
- Funding and planning targeter marketing programs
- Cloud Services

# VIRTUAL BOOTHS ON DAY 2

## ResolveIT

### VISIT THEIR BOOTH

ResolveIT Limited is a strategic Microsoft partner and a full-service value-added IT solutions company established in 2014. ResolveIT designs, implements, repairs, and manages technology products and services to achieve growth, and works closely with clients to help them to achieve their operational and strategic goals in help desk, IT security, productivity tools, website development, cloud migration and adoption, IT infrastructure, automation, and procurement. ResolveIT also has partnerships with other vendors such as Lenovo, Dell, Adobe and Bitdefender.

#### Main Services Offered/Solutions Provided:

- IT Consultation ReserveIT Bundle for SMEs - email, antivirus, support, backup, website etc.
- Website Development (Basic & Advanced)
- Managed productivity tools include deployment and training.
- IT 101 Workshop
- Training services
- Form development
- Process Automation
- Managed Antivirus Service and Cybersecurity
- Backup and Disaster Recovery

## CRMmetry

CRMmetry is a local Salesforce Partner headquartered in Jamaica/ English Speaking Caribbean. CRMmetry boasts a diverse history not only implementing enterprise technology, but building and customizing software to fit clients' complex needs as well. CRMmetry has worked together in many capacities for years & collaborated on some of the largest Salesforce CRM (Customer Resource Management) implementations.

#### Main Services Offered:

- Cloud Communication and Services
- Data Migration
- Training
- Managed Services
- Salesforce & 3rd Party App Assessments

# VIRTUAL BOOTHS ON DAY 2

## One on One Educational Services

### VISIT THEIR BOOTH

One on One Educational Services is the Caribbean's premier provider of innovative E-Learning solutions for both commercial and non-commercial entities. One on One Educational Services develops efficient learning solutions that are tailored to their clients' needs across the western hemisphere, and offers a suite of educational services and products that are relevant to individuals at every age and every stage of their learning.

#### Main Services Offered:

- Short courses to aid in career and skill development for individuals and teams within Businesses
- Self contained, cloud enabled e-learning platforms
- A Learning Management System, combining formal learning approaches with informal, social and experiential learning on one platform specially designed for the specific needs of the client.
- Content Licensing and Instructional Design
- Live online extra classes
- Personal tutoring for students Grades 1 - 13
- oneX on Demand - An online learning platform (powered by One on One) that offers self paced learning for every age and stage of learning.

## Crescent Digital

Crescent Digital is a management consulting and technology services firm that can help your company re-imagine the way they engage with employees, suppliers, and customers. Crescent Digital consists of architects, designers, and innovators who build solutions using cloud-based applications to put customers front and center. Crescent Digital can also assist in areas from sales process automation and customer services to fully connected CRM platforms with the competencies and capabilities to boost automation and efficiency to transform your business.

#### Main Services Offered:

- Salesforce Implementation
- Salesforce Consulting
- Salesforce Management

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SCAN ME FOR MORE INFO

We understand that running a small or medium-sized business can be especially challenging during this time. This is why at JMMB, we are focused on meeting your business' individual needs through a heart-to-heart partnership built on trust and your best interest.

With JMMB by your side, you can do what you love...  
**and grow!**

**Benefits include access to:**

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- Online banking transactions
- Efficient cash management
- Insurance for personnel and property
- Business management support  
and so much more

# DO WHAT YOU LOVE

*And Grow!*

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**JMMB**  
GROUP

Your best business at heart.

# EMBRACING TECHNOLOGY TO IMPROVE YOUR BUSINESS

MSMEs should go digital to improve their business and gain greater efficiency in operations.

- Automation of manual processes lower costs and increase productivity;
- System tracks business transactions that can be analyzed to detect trends and enable better decision making;
- Marketing to wider base of customers and increased sales via digital channels;
- Remote meetings and work from home as data can be accessed remotely;
- Online banking enables executing electronic bank transactions and provides financial transparency that banks require to grant loans.



**Sheldon Powe**  
CEO, Innovate10X

Information technology can be less scary to MSMEs if their Business Plan includes a technology plan which addresses how technology will be utilized to enhance business operations. Entrepreneurs must be educated about how technology business tools will help to run their business efficiently and lower the barrier for conducting business. For example, social media can be used to set up virtual store that display products (descriptions and pictures) that customers can order and provide credit card information to complete a transaction.

MSMEs can access software that large companies use for free based on number of users, transactions, stock items and customers. Software companies want to hook the user so that as the business grows they will continue using it, because cost of switching is usually high and business fear losing their data.

**Jamaica Computer Society** is a professional body for Information Communication Technology practitioners. It encourages knowledge of the ICT industry and the effective use of technology. The Society:

- Promotes networking link with ICT industry experts, professionals, educators and companies.
- Collaborates with ICT industry experts, government and ICT certification bodies
- Provides continuous education to its members.

**Innovate10X** is a private entity that assists companies with digital transformation which leverages the existing investment in technology to maximize functionalities of system to create greater efficiencies. The company also:

- Develops mobile, financial and warehousing & distribution applications using emerging technologies
- Performs data commercialization
- Office and home automation which retrofit electronic devices to enables the use of a phone to operate them remotely.

JCS can assist MSMEs by providing references for IT professionals to help with development of their technology plan, selection and implementation of IT systems and website development, While Innovate10X can provide MSMEs with developing mobile and warehousing & distribution applications, office automation to conserve energy and reduce electricity costs.



INN•VATE10X



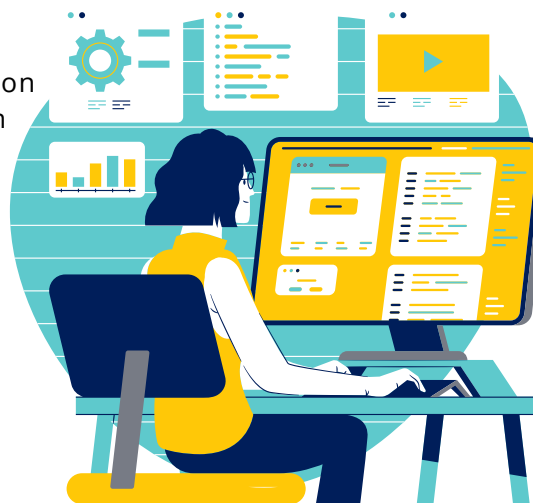
Other key stakeholders needed to make the digital economy work include:

- Business with resources that are willing to embrace technology to drive operational efficiencies and improve customer digital access.
- Internet service providers that deliver internet that is fast, reliable and accessible island-wide.
- Data centers to maintain data that can be restored in the event of business disruptions
- Persons who understand cybersecurity threats and best practices to address vulnerabilities (i.e. as strong passwords; regular data back-up; hardening system against intrusion; and security awareness training for system users).
- GOJ to re-examine taxes and duties levied on technology tools purchased which is critical in determining how cheap or expensive it will be for MSMEs to go digital.

There is an expectation more MSMEs will adopt low hanging technologies such as social media for e-commerce in 2021. Some SMEs will push the envelope and adopt some new technologies. However, there will not be a dramatic increase in technology usage until 2022/2023 as the economy recovers.

The most crucial technology solutions that every MSME must have are:

- Accounting software
- Virus protection
- Data back-up
- Digital sales channel  
(i.e. website, mobile application or social media depending on size of business)
- On-line banking



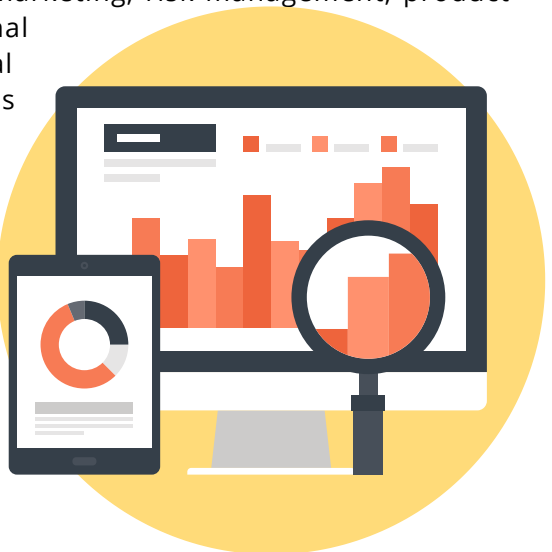


# DATA MINING AND IMPROVED DECISION MAKING

Data is the foundation of smart decisions in business and companies need to use appropriate data mining tools to find insights from the data that they collect.

Data mining is a process that is used to extract usable data from a large set of data. It is the technique of discovering correlations, patterns or trends by analyzing large amounts of data stored in databases and storage devices. It is used to predict customers' behavior; financial trends; employee productivity; sales and inventory movement. It requires data collection and warehousing as well as computer processing.

With the help of big data, small businesses are now able to see a better picture of their customers – what and why are they buying, how they prefer to shop, what are they going to buy next, and what are the factors that are influencing their purchasing behaviors. With this valuable customer insight provided by data mining, MSMEs can develop more effective marketing campaigns based on actual performance, optimize resource allocation and make better decisions. Data mining can also be used for database marketing, risk management, product pricing, improving operational efficiency, detecting financial trends among other business improvement options. Data Mining techniques help retail companies identify and arrange most saleable items in the most attentive positions. It helps store owners comes up with offers to encourage customers to increase spending.



### Examples of data mining include:

- Retailer can analyze and use point-of-sale records of customer purchases to perform targeted promotions based on an individual's purchase history. The retailer could also develop products and promotions to appeal to specific customer segments based on mining of demographic and sales data.
- E-commerce websites use data mining to cross-sell and up-sell through their websites. Amazon is very effective in using data mining to develop techniques to get more customers into their eCommerce store and converting site visits into sales.

### The steps involved in data mining are as follows:

- **Define** your assumption;
- **Identify** the available data sources relevant to your assumption.
- **Prepare** data ensuring maximum accuracy and completeness.
- **Determine** data points from the data sources that need to be tested to validate or reject your assumption
- **Model and evaluate** data looking for patterns and trends.
- **Interpret and report** data findings and use insights to frame your business decisions/actions

### Data Mining Technology for MSMEs

- Google Analytics
- Tableau
- R
- Zoho Analytics
- Microsoft Power BI



Power BI



+ a b l e a u ®



Google  
Analytics



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# Basic Technology: Hardware

**FOR MSMEs**

Technology	Benefits	Options	Best Options for MSMEs
<b>PC (laptop or desktop)</b>	<ul style="list-style-type: none"> <li>Storage of business information that can be easily accessed, save space and reduces cost of external file storage.</li> <li>Creates efficiency within the business, improves productivity and helps in the transfer of data and information.</li> </ul>	PC Brand : HP, Dell, Acer, Apple, Lenovo OS: Windows 10, macOS	<ul style="list-style-type: none"> <li><b>Micro</b> - Windows 10 OS, I5 Processor, 4GB RAM, 128GB SSD</li> <li><b>Small</b> - Windows 10 OS, 15 Processor, 8 GB RAM, 256GB SSD</li> <li><b>Medium</b> - Windows 10 OS, I5 Processor, 12 GB RAM, 512GB SSD</li> </ul>
<b>Server</b>	<ul style="list-style-type: none"> <li>Connects other computers/devices within a network so that all business users can access shared folders and files on the server from their own computer.</li> </ul>	Amazon Web Services, Google Cloud	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Cloud Storage</li> <li><b>Medium</b> - Windows Server with Active Directory on premises or Cloud</li> </ul>
<b>Data Back-up</b>	<ul style="list-style-type: none"> <li>Saving data in large amounts.</li> <li>Access files if the original becomes lost or damaged.</li> <li>Transfer data from one device/system to another.</li> </ul>	Google Drive, Microsoft OneDrive, DropBox, Acronis, BackBlaze	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Cloud Based Storage or External Hard Drive</li> <li><b>Medium</b> - Enterprise Backup solution on premises &amp; off premises</li> </ul>
<b>Modem; wireless; and broadband connectivity</b>	<ul style="list-style-type: none"> <li>Ongoing access to applications and the Internet without disruption.</li> <li>Access the Internet using wireless devices (i.e. laptops, tablets and smartphone)</li> <li>Connects computers and devices (smartphone, printers &amp; scanners) to the internet which affects and drives productivity</li> </ul>	Flow or Digicel modem and broadband plan	<ul style="list-style-type: none"> <li><b>Micro</b> - Shared internet (DSL), Wireless; 20mbps; Modem provided by Internet Provider</li> <li><b>Small</b> - Possibly two internet service providers, Shared internet (DSL), Wireless; 100 mbps; Modem provided by Internet Provider</li> <li><b>Medium</b> - Clustering and offsite replication; Dedicated internet 150 mbps; Managed Switches</li> </ul>

# Basic Technology: Hardware

FOR MSMEs

## Technology

## Benefits

## Options

## Best Options for MSMEs

### Smartphone

- Offers different apps that you can use to conduct your business (i.e. access emails and files, communicate with clients and team and online banking transactions) on the go.

Apple iPhone, Samsung Galaxy or Note, BLU.

- Micro** - Android 9 or Apple iOS 6 Operating System; 16-32GB Storage, cam12mp
- Small** - Android 9or Apple iOS 6 Operating System; 32-64GB Storage, cam24mp
- Medium** - Android 9 or Apple iOS Operating System; 64-128GB Storage, cam32mp



# Basic Technology: Information Security

**FOR MSMEs**

Technology	Benefits	Options	Best Options for MSMEs
<b>Antivirus for laptops and desktops</b>	<ul style="list-style-type: none"> <li>Protects equipment and company information from known virus threats and monitors the behaviour of all programs, flagging suspicious behaviour.</li> </ul>	McAfee Total Protection Norton 360, Avast	<ul style="list-style-type: none"> <li><b>Micro</b> - Valid Antivirus Software (Licensed and supported version)</li> <li><b>Small and Medium</b> - Valid Corporate Antivirus Software (Licensed and supported version)</li> </ul>
<b>Antivirus for mobile phone</b>	<ul style="list-style-type: none"> <li>Similar to antivirus for desktops and laptops</li> </ul>	TrendMicro Mobile Security, MalwareBytes, Norton	<ul style="list-style-type: none"> <li>Similar to antivirus for desktops and laptops</li> </ul>
<b>Firewall</b>	<ul style="list-style-type: none"> <li>Protects your network by filtering traffic and blocking outsiders from gaining unauthorized access to the private data on your computer.</li> </ul>	Avast, Norton 360	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Desktop or Software host-based Firewall</li> <li><b>Medium</b> - Valid Host Based Firewall &amp; Gateway Firewall with Content Filtering on premises</li> </ul>
<b>Cybersecurity Patch Management &amp; Monitoring</b>	<ul style="list-style-type: none"> <li>Provide updates on virus protection, firewall rules and patches and monitor devices for cyber attacks</li> </ul>	Paladion, Redscan , IBM 360	<ul style="list-style-type: none"> <li><b>Micro</b> - Patch Management Only</li> <li><b>Small and Medium</b> - Patch Management and Monitoring</li> </ul>

# Business Productivity Tools

**FOR MSMEs**

Technology	Benefits	Options	Best Options for MSMEs
<b>Office Suites</b>	<ul style="list-style-type: none"> <li>Create and edit letters, reports, presentations, business plans, spreadsheets, budgets, financial projections and financial statements.</li> </ul>	Microsoft Office 365, Google Docs, Sheets, Slides, Etc	<ul style="list-style-type: none"> <li><b>Micro, Small and Medium</b> - Valid productivity software – Licensed version of Microsoft Office 365 (Offline) or G-Suite (Google Apps - Online)</li> </ul>
<b>Accounting Software</b>	<ul style="list-style-type: none"> <li>Money Management &amp; Bookkeeping; Generate quotations, invoices, purchase orders etc. Create spreadsheets; Track expenses, sales, inventory, accounts receivable and payable.</li> </ul>	Quick Books, Sage, Freshbooks, Zoho	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Quick Books or Valid Cloud based package</li> <li><b>Medium</b> - Quick Books/ Sage/ Valid Cloud based package</li> </ul>
<b>Payroll Software</b>	<ul style="list-style-type: none"> <li>Payroll processing; Electronic tax payments and form filing for statutory deductions; Batch or manual entry of payroll information.</li> </ul>	Turbo Pay, Biz Pay	<ul style="list-style-type: none"> <li><b>Micro</b> – N/A</li> <li><b>Small and Medium</b> - Turbo Pay or Biz Pay (MC Systems)</li> </ul>
<b>Human Resource Software</b>	<ul style="list-style-type: none"> <li>Centralize and digitize employee records for ease of access. Keep records of resumes and referrals; manage and track applications; track and calculate leave and time-off;</li> </ul>	BambooHR, Oracle HCM, Namely, HR PLUS, Epic HR	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Keep records of employees</li> <li><b>Medium</b> - Manage employees, training plans, leave management, etc.</li> </ul>

# Business Productivity Tools

**FOR MSMEs**

Technology	Benefits	Options	Best Options for MSMEs
<b>CRM System</b>	<ul style="list-style-type: none"> <li>Manage and analyse communication with current, past, and potential customers. Track progress of sales/deals; Store contact information; Send bulk emails to client base.</li> </ul>	MailChimp, Constant Contact, Active Campaign, Hubspot, Capsule, Salesforce, Monday.com	<ul style="list-style-type: none"> <li><b>Micro</b> - MailChimp or Constant Contact</li> <li><b>Small</b> - Active Campaign or Hubspot</li> <li><b>Medium</b> - Capsule or Monday.com or Salesforce</li> </ul>
<b>Online Banking</b>	<ul style="list-style-type: none"> <li>Access bank statements, track transactions, make transfers and pay bills online without having to call the bank or visit your branch.</li> </ul>	Online Banking Websites or Apps	<ul style="list-style-type: none"> <li><b>Micro</b> - Pay bills, bank transfers, view transaction &amp; download statements</li> <li><b>Small</b> - Pay bills, bank transfers, view transactions &amp; download statements &amp; payroll uploads</li> <li><b>Medium</b> - Pay bills, bank transfers, view transactions &amp; download statements &amp; payroll uploads &amp; workflow management for approvals</li> </ul>
<b>Portable POS</b>	<ul style="list-style-type: none"> <li>Accept payments anywhere at anytime; good for accepting payments upon deliveries or at events, or if no actual store front exists.</li> </ul>	NCB, Scotiabank & Sagicor and Payment Service Providers	<ul style="list-style-type: none"> <li><b>Micro</b> - Mobile POS</li> <li><b>Small and Medium</b> - Mobile and On Premises POS</li> </ul>
<b>Videoconferencing</b>	<ul style="list-style-type: none"> <li>Remote meetings with staff, clients and associates; ability to present information using share-screen feature.</li> </ul>	Zoom, Teams included in Microsoft 365, Google Meet	<ul style="list-style-type: none"> <li><b>Micro</b> - Ability to host secure meetings without time limits</li> <li><b>Small and Medium</b> - Ability to host secure meetings without time limits + Host Webinars</li> </ul>



# Business Productivity Tools

**FOR MSMEs**

Technology	Benefits	Options	Best Options for MSMEs
<b>Email</b>	<ul style="list-style-type: none"> <li>Speeds up communication process with staff, clients and business associates; maintain a record of conversations and share files quickly via the internet.</li> </ul>	Google – Gmail Microsoft – Outlook	<ul style="list-style-type: none"> <li><b>Micro</b> - Gmail or Outlook.com</li> <li><b>Small</b> - Gmail or Outlook.com or hosted mail Exchange Online / G-Suite</li> <li><b>Medium</b> - Hosted mail, Exchange</li> <li>Online or G-Suite</li> </ul>
<b>Electronic document/ file management</b>	<ul style="list-style-type: none"> <li>Store, organize, and track customers and suppliers;</li> <li>Store folders with business files; invoices; quotations; images; videos; contracts; etc. that can be easily created, uploaded, accessed and shared</li> </ul>	My Documents; OneDrive included in Microsoft 365 ; Google Drive	<ul style="list-style-type: none"> <li><b>Micro</b> - Proper organisation of company files into folders online</li> <li><b>Small</b> - Scanning of files and proper organisation of company files into folders online</li> <li><b>Medium</b> - Scanning of physical files</li> <li>and appropriate access control</li> </ul>
<b>Collaboration and Project Management</b>	<ul style="list-style-type: none"> <li>Tasks can be delegated to teams or individuals , monitor progress and update status of tasks and overall project.</li> </ul>	Asana, Slack, Trello, Zoho, Monday	<ul style="list-style-type: none"> <li><b>Micro</b> - Asana or Slack</li> <li><b>Small</b> - Trello or Monday.com</li> <li><b>Medium</b> - Zoho</li> </ul>

# Basic Digital Marketing Tools

**FOR MSMEs**
**Technology**
**Benefits**
**Options**
**Best Options for MSMEs**
**Website**

- Provide public location on the Internet that users can easily access anywhere at anytime to find information on your business.; Able to display to sell products online (E-Commerce) and collect data

Engage with Website Developer; Create your own simple site using Wix or GoDaddy templates

- **Micro** - Basic presence (About Us, Contact Us, Products & Services)
- **Small** - Basic Presence & Content Management
- **Medium** - Basic Presence, Content Management & E-Commerce if suited for type of business

**Social Media**

- Advertise products and services; Reach wider base of customers; Increase sales;
- Create connections with audience; Provide immediate updates to public.

Instagram, Facebook, LinkedIn, Twitter

- **Micro** - Instagram
- **Small and Medium** - Instagram, LinkedIn & Facebook

**Whatsapp Business (Basic)**

- Obtain Business Whatsapp Number; create automated responses; better organization of contacts; send reminders and promotions.

Whatsapp Business Mobile App from Google Play Store or Apple AppStore

- **Micro, Small and Medium** - Get the app and assign someone to manage the responses daily. Set up automated responses.

# E-Commerce Tools

**FOR MSMEs**
**Technology**
**Mobile Business Apps**

- Enable users to view and order products and services offered using mobile devices.
- Authorize and process your customers' electronic transactions or payments.

**Options**

Online App selection or custom built mobile solution

**Best Options for MSMEs**

- **Micro** - Mobile App to accept payments.
- **Small and Medium** - Mobile App to offer services and accept payments.

**Payment Gateway & Ecommerce Platforms**

- Sell products and accept payments online; System can be connected to your bank account and funds are automatically transferred.

Stripe, PayPal, WiPay, Square, First Atlantic, Qmall, Amazon

- **Micro** - Goods & Services placed on digital malls such as Amazon, Qmall & other platforms
- **Small and Medium** - Ability to take payments on your website

**Whatsapp Business (Mobile Ecommerce)**

- Setup inventory products and link it to business preferred payment method (Quisk, Visa, Mastercard, JETS)

Whatsapp Business , NCB Payment Buttons

- **Micro** - Generic Solution
- **Small and Medium** - Tailored Solution

# Data Mining and Analytics Tools

**FOR MSMEs**
**Business Intelligence**

- Prepare basic reports covering operational and financial performance.

Tableau, Microsoft Power BI, R

- **Micro** - N/A
- **Small** - Microsoft Power BI; or R
- **Medium** - Microsoft Power BI or Tableau

# Technology Skills Training

FOR MSMEs

Technology	Benefits	Options	Best Options for MSMEs
<b>Cyber Security</b>	<ul style="list-style-type: none"> <li>Learn how to detect viruses, spam, fraud, etc. in emails and on websites; How to use and share data securely; How to secure files; etc.</li> </ul>	Training on phishing attempts	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Online Security quiz (generic)</li> <li><b>Medium</b> - Tailored Cyber security training</li> </ul>
<b>Learning Management Solution</b>	<ul style="list-style-type: none"> <li>Software for the administration, documentation, tracking, reporting, automation and delivery of educational courses, training programs, or learning and development programs</li> </ul>	KnowB4, TalentLMS	<ul style="list-style-type: none"> <li><b>Micro</b> - N/A</li> <li><b>Small and Medium</b> - Online Learning Management Solution</li> </ul>
<b>Applications &amp; Software</b>	<ul style="list-style-type: none"> <li>Staff learn how to use specific applications and software previously listed; provide rules on how to use and when to use;</li> </ul>	Udemy, Coursera, EDX	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Online Generic</li> <li><b>Medium</b> - Tailored</li> </ul>
<b>Ecommerce Business Courses</b>	<ul style="list-style-type: none"> <li>Learn how to sell products or services online.</li> <li>Learn how to market your ecommerce business online.</li> <li>Learn how to manage your orders, payments, delivery, etc.</li> </ul>	Udemy, Coursera, Edex	<ul style="list-style-type: none"> <li><b>Micro and Small</b> - Online Generic</li> <li><b>Medium</b> - Tailored</li> </ul>

## Category

### Business Productivity Tools

## Technology Solutions

- Office Suites
- Videoconferencing
- Email
- Electronic Document/File Management
- Collaboration & Project Management
- Payroll Software
- HR Applications
- CRM Software
- Accounting Software

## DBJ Voucher Funding for Acquisition and Implementation

**Digital Transformation Voucher - Value of JMD\$200,000**

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**Digital Transformation Voucher - Value of JMD\$200,000**

**Financial and Accounting Software Acquisition Voucher - Value of JMD\$200,000**

## Basic Digital

- Website
- Social Media
- Online Banking & Portable POS

**Web-based Marketing Package - Value of JMD\$200,000**

**Web-based Marketing Package - Value of JMD\$200,000**

**Digital Transformation Voucher - Value of JMD\$200,000**

## TECHNOLOGY SOLUTIONS FUNDED BY DBJ VOUCHER FOR TECHNICAL ASSISTANCE

**FOR MSMEs**

### Category

#### Advanced Digital

### Technology Solutions

- Mobile App Development
- Payment Gateway & Ecommerce Platforms
- Electronic Signatures
- Business Intelligence
- Robotic Process Automation & Artificial Intelligence

### DBJ Voucher Funding for Acquisition and Implementation

**Digital Transformation Voucher - Value of JMD\$200,000**

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**Digital Transformation Voucher - Value of JMD\$200,000**

**Digital Transformation Voucher - Value of JMD\$200,000**

#### Digital Planning & Implementation

- Digital Transformation Business Plan and Business Case development
- Technology Research, Proof of Technology / Proof of Concept Testing

**Digital Transformation Voucher - Value of JMD\$200,000**

**Market Research Voucher - Value of JMD\$200,000**



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# Digital Transformation Solution Providers

For SMES

## Base Infrastructure

### Advanced Integrated Systems (AIS)

- 7 Oxford Terrace, Kingston 6
- Contact #: 876-929-7395
- Website: <https://www.aiswebnet.com/>
- Stacey Halsall Peart - [stacey.peart@aiswebnet.com](mailto:stacey.peart@aiswebnet.com)

### Brainboxx Solutions Limited

- Suite #1, 1 Brompton Road, Kingston 6
- Contact #: 876-978-5256
- Website: <https://brainboxx.io/>
- Che-Andre Gordon - [brainboxxsolutions@gmail.com](mailto:brainboxxsolutions@gmail.com)

### Innovative Corporate Solutions

- 95 Dumbarton Avenue, Kingston 10
- Contact #: 876-908-2179
- Website: <https://www.innovative.com.jm/>
- Neil Abrahams - [nabrahams@innovative.com.jm](mailto:nabrahams@innovative.com.jm)

### Intcomex Limited

- 67 Constant Spring Road, Kingston 10
- Contact #: 876-906-0978
- Website: <http://www.intcomexjamaica.com/>
- Claudia Bermudez - [cbermudez@intcomex.com](mailto:cbermudez@intcomex.com)

### LAN Integrators Ltd.

- 6 Tremaine Road, Kingston 5
- Contact #: 978-0985
- Website: <https://www.lanintegratorsltd.com/>
- Robert Richards - [robert@lanintegratorsltd.com](mailto:robert@lanintegratorsltd.com)

### Massy Technologies InfoCom (Jamaica) Limited

- 32 Beechwood Avenue, Kingston 5
- Contact #: 876-926-3490
- Website: <http://www.pbstechgroup.com/>
- Shane Barnes - [shane.barnes@massygroup.com](mailto:shane.barnes@massygroup.com)

### One Stop Computers Limited

- Shop 1A, 6 South Avenue, Kingston 10
- Contact #: 876-906-0507
- Carlton Cowell - [ccowell@oscjamaica.com](mailto:ccowell@oscjamaica.com)

### ResolveIT

- Unit 1 & 2, State Mall, 15-17 Half Way Tree Road
- Contact #: 876-754-5000
- Website: <http://resolveit.com.jm/>
- Almando Cox - [acox@resolveit.com.jm](mailto:acox@resolveit.com.jm)

### Stealth PC Technology

- 94b, Old Hope Rd, Kingston 6
- Contact #: (876) 546-2735
- Website: <https://www.stealthpctech.com/>
- Jason Jackson - [stealthpctech@gmail.com](mailto:stealthpctech@gmail.com)

### Vector Design Limited

- 35 Eastwood Park Road, Kingston 10
- Contact #: 876-929-3435
- Website: <https://vector-jm.com/>
- Karen Marr- Bruce - [kbruce@adm.vti.com](mailto:kbruce@adm.vti.com)

## Cyber and Information Security

### ResolveIT

- Unit 1 & 2, State Mall, 15-17 Half Way Tree Road
- Contact #: 876-754-5000
- Website: <http://resolveit.com.jm/>
- Almando Cox - [acox@resolveit.com.jm](mailto:acox@resolveit.com.jm)

### Symptai Consulting Limited

- 58 Half Way Tree Road, Kingston 10
- Contact #: 876-968-6189
- Website: <https://www.symptai.com/>
- Andre Palmer - [andre\\_palmer@symptai.com](mailto:andre_palmer@symptai.com)

### SynCon Technologies Limited

- 3 Oxford Terrace, Kingston 5
- Contact #: 876-754-3579
- Edward Gabbidon - [egabbidon@syncontechnologies.com](mailto:egabbidon@syncontechnologies.com)

### tTech Limited

- 69½ Harbour St, Kingston
- Contact #: 876-658-8448
- Website: <https://ttech.com.jm/ttech>
- Chris Reckord - [chris.reckord@ttech.com.jm](mailto:chris.reckord@ttech.com.jm)

### Vector Design Limited

- 35 Eastwood Park Road, Kingston 10
- Contact #: 876-929-3435
- Website: <https://vector-jm.com/>
- Karen Marr- Bruce - [kbruce@adm.vti.com](mailto:kbruce@adm.vti.com)



# Digital Transformation Solution Providers

## Business Productivity Tools

For SMES

### Brainboxx Solutions Limited

- Suite #1, 1 Brompton Road, Kingston 6
- Contact #: 876-978-5256
- Website: <https://brainboxx.io/>
- Che-Andre Gordon - [brainboxxsolutions@gmail.com](mailto:brainboxxsolutions@gmail.com)

### Crmmetry

- 4B Tavistock Terrace, Kingston 6, Jamaica
- Contact #: 8765627934
- Website: [www.crmmetry.com](http://www.crmmetry.com)
- Andrea Johnson- [andrea.johnson@crmmetry.com](mailto:andrea.johnson@crmmetry.com)

### Crescent Digital

- Manchester, Jamaica
- Contact #: 876-410-6505
- Website: <https://www.crescentdigital.io/>
- Kaeon Davis - [kaeondavis@thedigitalcrescent.com](mailto:kaeondavis@thedigitalcrescent.com)

### Epic Technologies Ltd.

- 34 Lady Musgrave Road Unit #7A Kingston 5
- Contact #: 876-978-3742
- Website: <https://etechja.com/>
- Jefferson Daley - [jdaley@etechja.com](mailto:jdaley@etechja.com)

### Info Exchange Limited

- Unit 26, 7 – 9 Ardenne Road, Kingston 10
- Contact #: 876-931-9552
- Website: <https://www.infoexchangeja.com/>
- David Allen - [DAllen@infoexchangeja.com](mailto:DAllen@infoexchangeja.com)

### Innovative Corporate Solutions

- 95 Dumbarton Avenue, Kingston 10
- Contact #: 876-908-2179
- Website: <https://www.innovative.com.jm/>
- Neil Abrahams - [nabrahams@innovative.com.jm](mailto:nabrahams@innovative.com.jm)

### Intcomex Limited

- 67 Constant Spring Road, Kingston 10
- Contact #: 876-906-0978
- Website: <http://www.intcomexjamaica.com/>
- Claudia Bermudez - [cbermudez@intcomex.com](mailto:cbermudez@intcomex.com)

### MC3 Jamaica

- 34 Annette Cres, Kingston
- Contact #: 876-924-4517
- Website: <https://www.mc3caribbean.com/>
- Kaylah Bogle - [kaylah\\_bogle@mc3.fr](mailto:kaylah_bogle@mc3.fr)

### Nexsys Limited

- Sade Rhone - [Sade.Campbell@nexsysla.com](mailto:Sade.Campbell@nexsysla.com)
- Contact #: 876-479-6410
- Website: <https://www.nexsysla.com/USA/>

### One on One Educational Services Ltd.

- Unit 6, 29 Munroe Rd, Kingston
- Contact #: 876-613-3750
- Website: <https://1on1lms.com/>
- Ricardo Allen - [ricardo.allen@1on1ts.com](mailto:ricardo.allen@1on1ts.com)

### Real Decoy Limited

- 30-34 Half Way Tree Road, First Floor, Kingston 5
- Contact #: 876-908-4255
- Website: <https://www.realdecoy.com/>
- Geoff Waddington - [geoff@realdecoy.com](mailto:geoff@realdecoy.com)

### ResolveIT

- Unit 1 & 2, State Mall, 15-17 Half Way Tree Road
- Contact #: 876-754-5000
- Website: <http://resolveit.com.jm/>
- Almando Cox - [acox@resolveit.com.jm](mailto:acox@resolveit.com.jm)

### TRB Technologies Limited

- 17 Lindsay Crescent, Kingston 8
- Contact #: 876-925-1466
- Website: <https://www.crescentdigital.io/>
- Judith Smith - [trbtechnologiesltd@yahoo.com](mailto:trbtechnologiesltd@yahoo.com)

### Vertis Technology Solutions Ltd.

- Unit 7, Seymour Park 2 Seymour Avenue, Kingston
- Contact #: 876-634-8700
- Website: <https://vertisjm.com/>
- Ryan Sterling - [rsterling@vertisjm.com](mailto:rsterling@vertisjm.com)

# Digital Transformation Solution Providers

## Basic Digital (Social Media, Websites)

For SMES

### Particular Presence Technologies

- 53 Lady Musgrave Rd, Kingston 6
- Contact #: 876-634-6965
- Website: <https://particularpresence.com/>
- Delton Phillips - [delton@particularpresence.com](mailto:delton@particularpresence.com)

### Quality Works

- Kingston, Jamaica | Los Angeles, CA (USA)
- Contact #: 876-667-2327
- Website: <https://qualityworkscg.com/>
- Delton Phillips - [delton@particularpresence.com](mailto:delton@particularpresence.com)

### Radeos

- Orane Edwards- [orane.edwards@radeos.co](mailto:orane.edwards@radeos.co)

### Real Decoy Limited

- 30-34 Half Way Tree Road, First Floor, Kingston 5
- Contact #: 876-908-4255
- Website: <https://www.realdecoy.com/>
- Geoff Waddington - [geoff@realdecoy.com](mailto:geoff@realdecoy.com)

### ResolveIT

- Unit 1 & 2, State Mall, 15-17 Half Way Tree Road
- Contact #: 876-754-5000
- Website: <http://resolveit.com.jm/>
- Almando Cox - [acox@resolveit.com.jm](mailto:acox@resolveit.com.jm)

### tTech Limited

- 69½ Harbour St, Kingston
- Contact #: 876-658-8448
- Website: <https://ttech.com.jm/ttech/>
- Chris Reckord - [chris.reckord@ttech.com.jm](mailto:chris.reckord@ttech.com.jm)

### Vertis Technology Solutions Ltd.

- Unit 7, Seymour Park 2 Seymour Avenue, Kingston
- Contact #: 876-634-8700
- Website: <https://vertisjm.com/>
- Ryan Sterling - [rsterling@vertisjm.com](mailto:rsterling@vertisjm.com)

### 876 Solutions

- Trevor Forrest - [trevorforrest876@gmail.com](mailto:trevorforrest876@gmail.com)
- Contact #: 876-622-1349
- Website: <https://www.876solutions.com/>

## Advanced Digital (Apps, Data Mining, Ecommerce, Etc.)

### Bi Brainz Caribbean

- Kingston, Jamaica
- Website: <https://bibrainz.com/>
- Raquel Seville - [raquel.seville@bibrainz.com](mailto:raquel.seville@bibrainz.com)

### Blue Dot Limited

- 55 Old Hope Road, Kingston 6
- Contact #: 876-668-0927
- Website: <https://bluedotinsights.com/>
- Larren Peart - [thedot@bluedotinsights.com](mailto:thedot@bluedotinsights.com)

### Fujitsu Caribbean

- 18 Belmont Road, Kingston 5
- Contact #: 876-926-7567
- Website: <http://caribbean.fujitsu.com/>
- Mervyn Eyre - [mervyn.eyre@caribbean.fujitsu.com](mailto:mervyn.eyre@caribbean.fujitsu.com)

### Knightfoxx App Design Ltd.

- 2 Stanton Terrace, Kingston 5
- Contact #: 876-527-0676
- Website: <http://caribbean.fujitsu.com/>
- Egbert Von Frankelberg - [info@knightfoxxapps.com](mailto:info@knightfoxxapps.com)

### Innovative Data Mining & Advanced Analytics Partners (IDMAPs)

- Kingston, Jamaica
- Website: <https://idmaps-intl.com/>
- Suzette Wright - [sue.wright@idmaps-intl.com](mailto:sue.wright@idmaps-intl.com)

### 876 Solutions

- Trevor Forrest - [trevorforrest876@gmail.com](mailto:trevorforrest876@gmail.com)
- Contact #: 876-622-1349
- Website: <https://www.876solutions.com/>

### Innovate 10x

- 12 Kensington Crescent, Kingston 5
- Contact #: 876-668-8193
- Website: <https://innovate10x.com/>
- Sheldon Powe - [sheldon@innovate10x.com](mailto:sheldon@innovate10x.com)

### Mobile Edge Solutions

- Unit 4, 7 Goodwood Terrace, Kingston 10.
- Contact #: 876-553-4811
- Website: <https://www.getmobileedge.com/>

### Real Decoy Limited

- 30-34 Half Way Tree Road, First Floor, Kingston 5
- Contact #: 876-908-4255
- Website: <https://www.realdecoy.com/>
- Geoff Waddington - [geoff@realdecoy.com](mailto:geoff@realdecoy.com)

### ResolveIT

- Unit 1 & 2, State Mall, 15-17 Half Way Tree Road
- Contact #: 876-754-5000
- Website: <http://resolveit.com.jm/>
- Almando Cox - [acox@resolveit.com.jm](mailto:acox@resolveit.com.jm)

# Digital Transformation Solution Providers

## Digital Planning & Implementation

For SMES

### Advanced Integrated Systems (AIS)

- 7 Oxford Terrace, Kingston 6
- Contact #: 876-929-7395
- Website: <https://www.aiswebnet.com/>
- Stacey Halsall Peart - [stacey.peart@aiswebnet.com](mailto:stacey.peart@aiswebnet.com)

### Brossom Consulting

- 1 Melmac Ave, Kingston 5
- Website: <https://www.brossom.com/>
- Kenisha Brown - [kbrown@brossom.com](mailto:kbrown@brossom.com)

### Crescent Digital

- Manchester, Jamaica
- Contact #: 876-410-6505
- Website: <https://www.crescentdigital.io/>
- Kaeon Davis - [kaeondavis@thedigitalcrescent.com](mailto:kaeondavis@thedigitalcrescent.com)

### Fujitsu Caribbean

- 18 Belmont Road, Kingston 5
- Contact #: 876-926-7567
- Website: <http://caribbean.fujitsu.com/>
- Mervyn Eyre - [mervyn.eyre@caribbean.fujitsu.com](mailto:mervyn.eyre@caribbean.fujitsu.com)

### Innovate 10x

- 12 Kensington Crescent, Kingston 5
- Contact #: 876-668-8193
- Website: <https://innovate10x.com/>
- Sheldon Powe - [sheldon@innovate10x.com](mailto:sheldon@innovate10x.com)

### Real Decoy Limited

- 30-34 Half Way Tree Road, First Floor, Kingston 5
- Contact #: 876-908-4255
- Website: <https://www.realdecoy.com/>
- Geoff Waddington - [geoff@realdecoy.com](mailto:geoff@realdecoy.com)

### ResolveIT

- Unit 1 & 2, State Mall, 15-17 Half Way Tree Road
- Contact #: 876-754-5000
- Website: <http://resolveit.com.jm/>
- Almando Cox - [acox@resolveit.com.jm](mailto:acox@resolveit.com.jm)

### MC Systems

- 10-12 Grenada Cres, Kingston 6
- Contact #: 876-929-8861
- Website: <https://www.mcsystems.com/>
- Kathryn Chin See - [Kathryn.ChinSee@mcsystems.com](mailto:Kathryn.ChinSee@mcsystems.com)

### Right Mind Institute

- Lianne McNaughton - [lianne@rightmindset.org](mailto:lianne@rightmindset.org)
- Website: <https://www.rightmindset.org/>

## Digital Technology Training

### Bi Brainz Caribbean

- Kingston, Jamaica
- Website: <https://bibrainz.com/>
- Raquel Seville - [raquel.seville@bibrainz.com](mailto:raquel.seville@bibrainz.com)

### Gomex Institute of Technology

- 19 Parkington Plaza, Kingston 10
- Contact #: 876-622-7519
- Website: <http://gomex.edu.jm/>
- A. Gordom - [agordon@gomextech.com](mailto:agordon@gomextech.com)

### InfoServ Institute of Technology

- 237 Old Hope Road, Kingston 6
- Contact #: 876-970-5665
- Website: <http://infoservonline.com/>

### Innovate 10x

- 12 Kensington Crescent, Kingston 5
- Contact #: 876-668-8193
- Website: <https://innovate10x.com/>
- Sheldon Powe - [sheldon@innovate10x.com](mailto:sheldon@innovate10x.com)

### One on One Educational Services Ltd.

- Unit 6, 29 Munroe Rd, Kingston
- Contact #: 876-613-3750
- Website: <https://1on1lms.com/>
- Ricardo Allen - [ricardo.allen@1on1ts.com](mailto:ricardo.allen@1on1ts.com)

### Particular Presence Technologies

- 53 Lady Musgrave Rd, Kingston 6
- Contact #: 876-634-6965
- Website: <https://particularpresence.com/>
- Delton Phillips - [delton@particularpresence.com](mailto:delton@particularpresence.com)

### ResolveIT

- Unit 1 & 2, State Mall, 15-17 Half Way Tree Road
- Contact #: 876-754-5000
- Website: <http://resolveit.com.jm/>
- Almando Cox - [acox@resolveit.com.jm](mailto:acox@resolveit.com.jm)

### Right Mind Institute

- Lianne McNaughton - [lianne@rightmindset.org](mailto:lianne@rightmindset.org)
- Website: <https://www.rightmindset.org/>

### Symptai Consulting Limited

- 58 Half Way Tree Road, Kingston 10
- Contact #: 876-968-6189
- Website: <https://www.symptai.com/>
- Andre Palmer - [andre\\_palmer@symptai.com](mailto:andre_palmer@symptai.com)

### Vector Technology Institute

- 35a Eastwood Park Rd, Kingston
- Contact #: 876-929-3436
- Website: <https://www.vti.edu.jm/>
- Wayne Marr - [wmarr@adm.vti.edu.jm](mailto:wmarr@adm.vti.edu.jm)

# PSOJ COVIDCastJA Technology Episodes

## Videos & Memos

### Technology 101 for Your Business

Is setting up your business online worth it? The short answer is yes and the long answer is YESSS! Daily, business owners miss out on a large cross-section of their market simply because their business does not facilitate online interaction. Don't miss out! The time is at hand to digitize your business.

**Watch Episode - <https://youtu.be/3PyZGAgA2iY>**  
**[Click Here to Read Memo](#)**

### Beginning Your Digital Journey

We have learnt all the basics of incorporating technology into our businesses, all the benefits and why it's absolutely crucial at a time like this. So where do you start? In previous weeks we have explored critical resources that you'll need to advance your business and in particular last week we honed in on one of those resources, technology! We looked at all the basic technological elements your business should employ to establish its online presence.

**Watch Episode - <https://youtu.be/gboaXduwGh8>**  
**[Click Here to Read Memo](#)**

### Embrace Advanced Technologies to Take Your Business to the Next Level

This episode explores in great detail all you need to know about e-commerce and payment platforms. We will be sharing interesting ways to automate manual processes within your business. Let's go deeper into your technological transformation! Let's look for opportunities to upgrade your business!

**Watch Episode - <https://youtu.be/wD89W8WVsWw>**  
**[Click Here to Read Memo](#)**

# PSOJ COVIDCastJA Technology Episodes

## Videos & Memos

### Business Productivity Tools

We are moving out of the Dark Ages! With an economy as vibrant as our own, it's imperative to revolutionize the ways in which we conduct business! It's time to go digital. MSMEs can find technology to be daunting but the conversation about how tech transforms business needs to be had.

**Watch Episode - <https://youtu.be/7tul8mzDnZk>**

**[Click Here to Read Memo](#)**

### Digital Training

Whether you are looking to explore how to set up an e-commerce business; utilizing Quickbooks for your Invoicing and Accounting, learning how to data-mine to better understand your business or explore ways to use technology to lower your costs and increase your productivity. There are several training options for you and your staff.

**Watch Episode - <https://youtu.be/awLvm4b4SxI>**

**[Click Here to Read Memo](#)**

### Data Mining to Support Decisions

COVIDCast Ep 43 Data Mining to Support Decisions 25 Feb 2021 In an increasingly digital world, we don't have to get left behind. We are sitting on the greatest gold mine ever - data. Start small and grow your business into the next Amazon using your data as a tool to make informed business decisions.

**Watch Episode - <https://youtu.be/rbAhvDsl6Wc>**

**[Click Here to Read Memo](#)**

# 20 Free Digital Training Videos to Watch

For MSMEs

## How to Back Up Your Windows 10 PC to an External Hard Drive

Watch Training Video: <https://youtu.be/Ese0ARnoZR8>

## Beginner's Guide to Google Drive for Windows - Backup and Sync Tutorial

Watch Training Video: <https://youtu.be/ZhEG-4zHKfA>

## Backup and Disaster Recovery Training

Watch Training Video: <https://youtu.be/UHvbwzErq2Q>

## Don't lose your data! How to back up your files with a 3-2-1 strategy

Watch Training Video: <https://youtu.be/cNvB1NzGUBk>

## How to Use Windows Defender in Windows 10

Watch Training Video: <https://youtu.be/HH0xdWpckZY>

## Computer Security | Types of Computer Security | Cybersecurity Course

Watch Training Video: <https://youtu.be/d30n-YxOHoA>

## How To Setup a Business Email & Use It With Gmail For FREE

Watch Training Video: <https://youtu.be/PVeJHpY6b4E>

## Top 15 Gmail Tips & Tricks

Watch Training Video: <https://youtu.be/g6zYF7fbJk8>

## G Suite Tutorial for Beginners | Introduction & Getting Started with G Suite for Small Business

Watch Training Video: <https://youtu.be/wJ3S7kFFypU>

## 5 -Day Comprehensive G Suite Training

Watch Training Video: <https://youtu.be/xxTVnSoRkAY>

# 20 Free Digital Training Videos to Watch

**For MSMEs**

## **What is Microsoft Office 365? A 2020 Beginners Tutorial**

Watch Training Video: <https://youtu.be/ZY8KQrZd0Tw>

## **Microsoft Outlook 2019 Essential training**

Watch Training Video: <https://youtu.be/4sEBRQPjIEk>

## **Asana Training**

Watch Playlist: <https://youtube.com/playlist?list=PLd7bRjT5ASbWWBGVi9L4y868WI7pYH62>

## **QuickBooks Training**

Watch Playlist: <https://youtube.com/playlist?list=PL8AHztRMB07g92TKGfPW9KCFIU6iAtF0v>

## **Mailchimp Tutorial | How To Use Mailchimp - From Beginner to EXPERT in One Video!**

Watch Training Video: <https://youtu.be/tZKYiiQP57I>

## **Wix Tutorial for Beginners 2021 | Create a Free Website**

Watch Training Video: <https://youtu.be/SxN4KkxKGo0>

## **How To Setup a Business Email & Use It With Gmail For FREE**

Watch Training Video: <https://youtu.be/PVejHpY6b4E>

## **Learn Whatsapp Marketing With this Complete Course (Beginning to advanced)**

Watch Training Video: <https://youtu.be/yxm2C9OpxD8>

## **Facebook Ads Tutorial for Small Biz 2021 - How to Create Facebook Ads For Beginners (COMPLETE GUIDE)**

Watch Training Video: [https://youtu.be/\\_alJ8z3FSx8](https://youtu.be/_alJ8z3FSx8)

## **eCommerce Business for Beginners 2021 | Digital Marketing Tutorial for Beginners | eCommerce Website**

Watch Training Video: <https://youtu.be/HLhjLifxeh8>

# THANK YOU!



Let's **GO** Digital

## OUR SPONSORS



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