

# Tanzania Posts — National e-Commerce Platform

Tanzania Posts Corporation / Ministry of ICT

59 weeks

## Delivered Tanzania's national e-commerce infrastructure

**World Bank**

Funding

**59 weeks**

Duration

**15+**

Team Size

### The Challenge

Tanzania needed a national e-commerce platform to increase digital commerce activity as part of the World Bank-funded Digital Tanzania Project. The e-Commerce Readiness Report (completed June 2023) identified critical gaps — no unified marketplace for Tanzanian sellers and buyers, no interbank payment integration for online commerce, no trust mechanism for e-commerce websites, and no integration with government tax systems.

Without this infrastructure, Tanzania's e-commerce ecosystem remained fragmented, with limited consumer trust, no standardized payment processing, and businesses unable to participate in the digital economy at scale.

### Our Approach

As Project Manager under Jenga Tech Consulting (engaged through Finsys Tech Solutions in a joint venture with an international technology partner), I managed the entire 59-week project lifecycle.

Led the detailed design phase — overseeing data modeling, level 3 business process mapping, and system architecture for all use cases defined in the Business Requirement Document, with stage-by-stage approvals before development.

Coordinated the joint venture development team of 15+ professionals building the marketplace platform, Enterprise Service Bus (ESB) for system integration, Promise-to-Pay payment functions integrated with Tanzania's Interbank Settlement System (TIPS), PKI infrastructure for secure transactions, and a Trust Label system for certifying legitimate e-commerce websites.

Managed integration with government systems for tax compliance and other services. Established a DevOps shadowing environment for Tanzania Posts Corporation Innovation Center staff, ensuring knowledge transfer for ongoing maintenance and future extension.

## Outcomes

National e-commerce platform delivered and operational — creating Tanzania's first unified digital marketplace for sellers and buyers.

Enterprise Service Bus providing a standardized integration layer connecting all e-commerce ecosystem components.

Payment infrastructure integrated with Tanzania's Interbank Settlement System (TIPS) enabling secure online transactions.

PKI-based Trust Label system deployed for certifying legitimate e-commerce websites, building consumer confidence.

Comprehensive knowledge transfer completed to TPC Innovation Center staff through DevOps shadowing, ensuring long-term sustainability. Infrastructure deployed across eGA and TPC data centers with disaster recovery capability.

## Technology Stack

