

By Simon Okitela

In a bid to comply with the Bank of Uganda (BOU) regulations for financial institutions to store all customer data in the country of operation, Equity Bank Uganda has officially migrated its data from Nairobi (Kenya) to Raxio Data Centre in Namanve, Wakiso district.

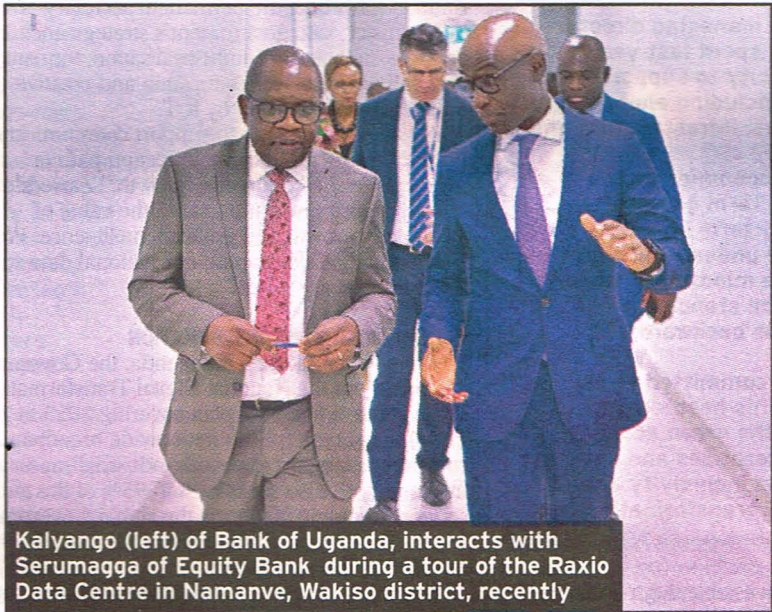
The development strengthens the bank's capacity to serve retail customers, micro, small and medium enterprises, corporates and public institutions that increasingly rely on real-time digital finance.

David Kalyango, the executive director of bank supervision at BOU, said the move by Equity Bank affirms that resilient digital infrastructure is now fundamental to financial stability. He made the remarks on recently during the official launch of Equity Bank's migration to Raxio Data Centre.

"Digital infrastructure today forms the backbone of the financial system. It is not merely a technology issue; it is a financial stability issue. Disruptions in systemically important banks can have nationwide consequences for payments and financial access," Kalyango said.

He commended the collaboration behind the project, saying strong ecosystem partnerships enhance confidence in the financial sector and

Equity Bank moves customer data to Raxio Data Centre



Kalyango (left) of Bank of Uganda, interacts with Serumagga of Equity Bank during a tour of the Raxio Data Centre in Namanve, Wakiso district, recently

support Uganda's transition towards a modern digital economy.

"Bank of Uganda, by law, requires that all supervised financial

institutions store customer data locally and maintain independent in-country disaster recovery facilities. To date, the compliance rate stands

at 90% and we urge the rest of the banks to follow suit or be penalised."

REAL-TIME BANKING

Claver Serumagga, the executive director of commercial banking at Equity Bank Uganda, said the move responds directly to the needs of businesses operating in an always-on digital environment.

"Our corporate, public sector and small and medium-sized enterprise customers require secure and efficient banking at all times.

This facility strengthens platforms like Equity Online for business, enabling real-time payments, collections, trade and treasury services.

It gives businesses the speed and confidence they need to grow and compete," Serumagga said.

By localising key systems, the bank aims at reducing redundancy, accelerating transaction processing and ensuring uninterrupted services, even during internet disruptions.

At the Equity Group level, the chief information officer, Michael Kwofie,

highlighted the technical advantages of local capacity including reduced latency, improved system performance and stronger disaster recovery.

"Establishing a local point of presence significantly improves speed and reliability while enabling us to deliver safer digital services and meet the growing demand for real-time banking across the region," Kwofie said.

Raxio Group described the partnership as a major boost for Uganda's digital infrastructure landscape.

The group's chief executive officer, Robert Skjødt, said secure, high-availability infrastructure enables critical institutions to innovate with confidence and compete globally from a position of strength.

The point of presence will power platforms such as Equity Online for business, the bank's integrated enterprise solution for payments, collections, trade finance, foreign exchange and treasury operations, enabling companies to operate more efficiently in a fast-moving economy.

The investment forms part of the Africa Recovery and Resilience Plan spearheaded by Equity Group Holdings, a ksh700b programme focused on financial inclusion, value-chain digitisation and sustainable economic growth across Africa.