

# Equity Bank Unveil New Digital Business Banking Platform

Equity Bank Uganda has unveiled a new digital business banking platform designed to enhance efficiency, streamline transactions, and empower enterprises with real-time financial management tools.

Speaking at the launch held at Protea Hotel Kampala Skyz recently, Equity Bank Executive Director Claver Serumaga said the platform reflects a deliberate shift toward modern infrastructure aimed at improving business operations and responding to the fast-changing demands of today's economy.

Serumaga noted that the bank has, over the past year, made significant investments in technology, including the establishment of a local data centre and upgrades to its core systems to deliver faster, more reliable services.

"We have been very deliberate, investing heavily in technology and infrastructure to ensure we bring convenience to our customers, because today business cycles are faster and payments, which are at the heart of commerce, have transformed significantly," he said.



**Claver Serumaga, the Executive Director Of Equity Bank, the Guest of Honor Dr. Twinemanzi Tumubweine, Executive Director, National Payment Systems, Bank of Uganda and other officials from EBUL**

He explained that the new platform is a complete rebuild rather than an upgrade of previous systems, designed to support speed, precision, and control for businesses operating in increasingly digital environments. The platform enables customers to manage multiple accounts across different currencies, execute bulk transactions such as payroll instantly, and integrate directly with enterprise resource planning systems for real-time reconciliation and reporting. It also provides enhanced visibility of cash flows,

helping businesses make informed financial decisions. "We did not upgrade the old system—we built a new one from the ground up. This platform puts power in the hands of our customers, allowing them to run their businesses with speed, precision and control, anytime and from anywhere," Serumaga added. Immaculate Asiimwe the Head of Payments said the launch of Equity Bank's new digital platform, Equity Online for Business, is a direct response to evolving customer needs and the fast-changing

digital landscape.

Asiimwe noted that while the bank's previous systems had served customers well over the years, increasing demand for speed, convenience, and real-time services necessitated a more advanced solution.

"As dynamic as the digital world is today, and based on customer feedback, we have introduced Equity Online for Business because we are a listening and caring partner that does not want to be left behind," she said.

She explained that the platform targets a wide range of clients, including SMEs, large enterprises, corporates, and public institutions, offering a seamless and efficient way to manage financial operations.

According to Asiimwe, the platform enables businesses to carry out transactions in real time, eliminating delays associated with traditional banking processes such as cheque payments and manual approvals.

"Gone are the days of writing cheques and waiting for processing. This platform puts the power in your hands—you can pay

salaries, make transfers, approve transactions, and even pay taxes instantly, anytime and from anywhere," she added.

The solution allows users to access services via mobile phones or computers, providing flexibility for business owners and finance teams on the move. It also features a dashboard that gives a comprehensive overview of accounts, balances, loans, and business performance in one place. Asiimwe highlighted additional capabilities including bulk salary payments, international transfers, utility bill payments, and integration with Uganda Revenue Authority for seamless tax remittances.

She emphasized that security remains a priority, with the platform incorporating authentication measures to safeguard transactions while giving businesses greater control over their financial operations.

Also speaking at the event, Dr. Tumubweine Twinemanzi from the Bank of Uganda described the platform as a major step in advancing business digitisation and strengthening Uganda's

financial ecosystem.

"This is more than just a platform. It is about making digital banking a reality for businesses—enabling secure, 24/7 transactions and changing how businesses engage with financial services," he said. Dr. Twinemanzi noted that such innovations support financial inclusion by improving access to quality services, while also generating digital transaction data that enhances transparency and accountability.

However, he cautioned that increased digitisation comes with new risks, urging businesses to strengthen cybersecurity measures, manage user access carefully, and safeguard devices used to access financial platforms. He emphasized that interoperability remains a key priority for Uganda's financial sector, calling for seamless integration across payment systems to improve efficiency. He added that digital payments play a critical role in economic activity, enhancing the effectiveness of monetary policy and improving overall visibility in the financial system.