Mikaka
Market Intelligence Partner

COMPANY PROFILE

TECHNOLOGY / INTELLIGENCE / IMPACT

Building what business needs *next.*

We build software, put AI to work and make sense of data, so your business runs smoother and serves customers better.

Practical technology.
Real results.

NAIROBI · KENYA

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01 — WHO WE ARE

Technology that solves real problems.

Mikaka is a Nairobi technology and AI company. We design and build digital tools that help organisations work better, serve customers well and make smarter decisions.

> We bring software, AI, data and everyday business processes together, turning day-to-day headaches into systems that simply work.

BUILD

Software made for how you work

CONNECT

Your tools, teams and information, linked up

INTELLIGENCE

AI and data that help you decide

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02 — CORE SERVICES

What we do.

Everything you need to go digital, on its own or as one joined-up programme.

01

Custom Software

Websites, business systems, customer portals and digital products built around how you work.

02

AI Solutions

Chat and voice assistants, smart workflows and tools that learn from your own information.

03

Automating Routine Work

Turn manual and repetitive tasks into simple digital steps, with people still in control.

04

Connecting Your Systems

Link the tools you already use, such as accounts, payments and messaging, so information flows by itself.

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02 — CORE SERVICES

From data to better decisions.

Services that make your technology more useful, safer and built to last.

05

Organising Your Data

Bring your information together in one place, kept clean and ready for reporting.

06

Reports & Dashboards

Clear dashboards that show what is happening now and what is likely to happen next.

07

Getting Ready for AI

We look at where you are today and map out practical, step-by-step ways to start using AI.

08

Cloud, Security & Design

Reliable hosting, strong security and easy-to-use screens your team and customers will enjoy.

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03 — OUR PRODUCT

Mikaka Voice. An AI assistant that listens, understands and *acts.*

It talks with your customers by phone, WhatsApp, social media and web, using information you approve, and works alongside your team.

TALK	Answers customer questions naturally, on any channel
KNOW	Uses only the information you approve
ACT	Completes agreed tasks, like bookings and follow-ups
HAND OVER	Passes to a person when judgement is needed
LEARN	Shows you what customers are asking for

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04 — APPLICATIONS

Built around the work that matters.

Where our work makes a difference, across many sectors.

Customer Service

Answering questions, handling requests and resolving issues.

Sales & Engagement

Following up leads and keeping customers engaged.

Research & Feedback

Surveys, interviews and gathering customer feedback.

Operations & Workflows

Moving everyday processes, approvals and reports online.

Claims & Collections

Reminders, follow-ups and tracking each case to the end.

Customer Intelligence

Spotting patterns in what customers say and do.

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05 — HOW WE WORK

From challenge to working solution.

A clear, step-by-step way of working that keeps you involved and avoids surprises.

01
Discover
We learn your goals, your people and how you work today.

02
Plan & Design
We agree what to build and map out a clear plan.

03
Build
We build the solution and connect it to your tools.

04
Test
We check it works well, is secure and is easy to use.

05
Launch
We go live, train your team and help them settle in.

06
Improve
We keep it running and improve it as you grow.

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06 — EXPERIENCE

Experience across different sectors.

We are well experienced across many sectors, working with organisations of different sizes and needs.

SECTORS

Financial services · Logistics · Professional services · Technology · Development · Social impact · and many more

01	BDO East Africa
02	Rise TZ
03	Acquire Frontline
04	Cross Catholic Organization
05	Nione Initiative

07 — CORE TEAM

Our core team.

The leadership behind Mikaka, supported by a wider team of engineers, designers and specialists.

CEO

Francis Ngugi Kiarie

A builder who leads client conversations, solution design and partnerships, and shapes the product hands-on. Also an international trade advisor, running Kenya market-entry missions for Finnish and US government agencies.

Trade advisor: Business Finland, VEDP (Virginia), Food Export USA

Mikaka in 7 African markets · Meta Tech Provider

CTO

Davies Omondi

A software engineer and technology leader delivering enterprise software, data platforms and digital transformation. Has led AI-powered systems, GIS and data intelligence platforms across sectors. At Mikaka, he leads engineering and technology strategy.

8+ years in software engineering & technical leadership

Enterprise Systems · AI & Automation · GIS & Data Engineering

PRINCIPAL BACKEND ENGINEER

Philip Ndiritu

Leads backend engineering at Mikaka. A software engineer with eight years at Microsoft and AWS. Builds AI features for Microsoft Copilot and was a lead engineer on Kiota, an open-source tool that grew SDK usage by 30% and handles 2 billion+ requests a month.

Microsoft · AWS · Ajua

BSc Computer Science, First Class

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LET'S BUILD WHAT'S NEXT

Start with the challenge.

We will help shape the solution.

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