

## Matshidiso Kereteletswe Chief Information Officer, Access Bank Botswana

There's a certain strength that doesn't shout, it builds. It shapes systems, solves problems, and slowly, steadily changes everything. At Access Bank, that strength is embodied by the women who are quietly transforming the way we connect with our customers, redefining the future through every innovation they deliver.

Across the walls of our offices and the gentle hum of Data Centres and server rooms, women are scripting the future. They lead and support teams with clarity, not noise. They design systems that do not merely function, but speak clearly, simply, and accessibly to different types of customer, depending on their sophistication.

Under the leadership of Thato Ngwanaang, Manager of Projects in IT, a formidable team is driving this transformation forward. Raisa Osupile, our IT Applications Analyst, ensures that platforms functions seamlessly, often the unseen but essential thread holding our digital experiences together. In the Business Improvement team, Goboletswe Kesiilwe re-imagines processes with sharp insight and precision, while Tumediso Matong brings automation to life, transforming repetitive tasks into elegant, intelligent systems that empower both staff and customers.

These women, bold, methodical and visionary are the architects of our digital transformation. And while the world often sees technology as a man's domain, we have seen, again and again, that the brilliance required to build secure networks and seamless platforms knows no gender. Our teams prove that every day.

To speak of innovation is to speak of inclusion. True progress is not only measured by the latest update or feature, but by who gets to be part of the story. In our case, it is women in ICT working in partnership with our male counterparts to ensure that the Access Bank story is one of equity and access, for the trader with a mobile wallet, for the student paying fees online and for the farmer checking balances ko morakeng.

Their work is not flashy. It does not ask for applause. But it continues to change the world we live in. And in doing so, it redefines not only what technology can do, but who it is for.

So here's to the women in Access Bank IT trenches and those leading including every woman behind the scenes whose name may not trend, but whose impact is undeniable. May we keep building spaces where talent flourishes, where every voice matters, and where the future of technology is shaped not just by skill, but by passion and a clear vision like ours.

## Access Bank, more than banking.

For more information on our products and services, call our Contact Center on **+267 3993300** 

Or email us on

customerexperiencebw@accessbankplc.com





https://botswana.accessbankplc.com

Member of the Deposit Insurance Scheme of Botswana.

