**Management Information System (MIS) Proposal**

**For:** Stanbic Bank Uganda Limited (SBUL)  
**Date:** April 2025

**1. Name**

**Stanbic Bank Uganda Limited (SBUL)**

**2. Geographical Location**

* **Headquarters:** Plot 18, Hannington Road, Kampala, Uganda
* **Operational Reach:** 70 branches and digital presence in all major towns
* **Agents and Machines:** 6,483 banking agents, 1,968 POS terminals, 115 ATMs

**3. What It Does**

SBUL is a leading commercial bank in Uganda offering retail, SME, and corporate banking solutions, loans, savings, investment services, and financial technology platforms.

**4. Introduction**

As Uganda’s most dominant financial institution, Stanbic Bank Uganda serves over 739,000 customers with a significant digital and physical footprint. To sustain its growth, ensure data integrity, and boost service quality, there is a pressing need for an integrated MIS that can unify its systems and streamline decision-making processes.

**5. Background to the Problem**

SBUL's rapid growth and diverse operations have led to the use of multiple disconnected systems across departments and subsidiaries. This fragmentation limits visibility, slows decision-making, and increases operational risks.

**6. Organization Structure**

SBUL operates under **Stanbic Uganda Holdings Limited (SUHL)**, comprising:

* Stanbic Bank Uganda Ltd (main banking subsidiary)
* SBG Securities Uganda Ltd
* Stanbic Properties Ltd
* Stanbic Business Incubator Ltd
* FlyHub Uganda Ltd

The bank is led by an Executive Committee, Management Team, and Board of Directors, with decentralized functional departments like Operations, Finance, HR, IT, Risk & Compliance.

**7. IT Usage**

* Core banking systems
* Internet and mobile banking platforms
* CRM and HRM systems
* Agency and POS management software
* Social media engagement tools
* Internal reporting tools (semi-automated)

**8. Gap in IT Usage**

* Lack of full integration across systems and subsidiaries
* Manual reporting and data entry in some areas
* No centralized real-time MIS dashboard for decision-makers
* Inefficient compliance tracking and business intelligence

**9. Problem Statement**

The absence of a centralized and integrated MIS limits SBUL's ability to make timely, data-driven decisions and hampers operational efficiency and strategic growth.

**10. Ideal Situation**

A robust MIS would enable:

* Real-time data visibility across departments
* Automated performance and compliance reporting
* Seamless integration of all digital and banking systems
* Better customer insights and internal collaboration

**11. Problematic Situation**

Current system fragmentation leads to:

* Delayed insights and slow executive decision-making
* Operational inefficiencies and duplication of efforts
* Compliance risks due to delayed reporting
* Customer dissatisfaction from inconsistent service delivery

**12. Repercussion**

* Reduced competitiveness in a digitizing market
* Increased operational costs and staff workload
* Missed business opportunities due to reactive strategies
* Decline in stakeholder confidence

**13. Main Objective (IT Solution)**

To implement a centralized, integrated Management Information System that enables efficient data management, real-time decision-making, and improved service delivery.

**14. Specific Objectives**

* Integrate all key banking systems and subsidiaries
* Enable dashboard-based, real-time analytics
* Automate compliance and performance reporting
* Strengthen customer relationship management
* Support strategic and operational decision-making

**15. Justification**

* Aligns with SBUL’s vision and digital transformation goals
* Supports UN SDG Goals 5, 12, and 17
* Reduces operational risk and improves customer service
* Positions SBUL ahead of competition through better data usage

**16. Stakeholders**

* **Internal:** Executive Team, Department Heads, IT Department, Employees
* **External:** Customers, Bank of Uganda, Partners, Suppliers, Shareholders
* **Subsidiaries:** FlyHub, SBG Securities, Stanbic Business Incubator

**17. Benefits**

* Enhanced decision-making speed and accuracy
* Reduced data redundancy and manual errors
* Improved regulatory compliance
* Better resource allocation and cost savings
* Greater transparency and stakeholder confidence

**18. Scope**

**a. Functionalities Scope**

* Financial performance dashboards
* Customer and loan portfolio analytics
* Regulatory reporting automation
* CRM integration
* HR and operational data monitoring
* Mobile compatibility and cloud access

**b. Geographical Scope**

* All 70 branches and 6,483 agents across Uganda
* Inclusion of all 5 subsidiaries under SUHL
* Accessible via secure digital platforms anywhere in Uganda

**c. Time Scope**

* **Design Phase:** May–June 2025
* **Development & Testing:** July–October 2025
* **Rollout:** November 2025 – January 2026
* **Support & Optimization:** February 2026 onward

**19. Literature Review *(summarized)***

MIS has evolved as a core tool for data integration, performance tracking, and compliance. Literature shows that banks using robust MIS solutions experience higher operational efficiency, better customer satisfaction, and more accurate forecasting (Laudon & Laudon, 2021; O’Brien, 2020).

**20. Methodology**

* **Stakeholder Consultations**
* **System Needs Assessment**
* **Gap Analysis**
* **Prototype Design**
* **User Acceptance Testing (UAT)**
* **Training and Deployment**

**21. Requirements**

**a. Technical Requirements**

* Cloud-based infrastructure with offline capabilities
* API support for integration with core banking and CRM systems
* Role-based user access control and audit logs
* High-level cybersecurity measures (MFA, encryption)

**b. Human Resource Requirements**

* IT consultants, project manager, developers
* System administrators and trainers
* Change management team

**22. Design**

* Modular design with dashboards for each department
* Central database with layered access
* Visual reporting tools and KPIs
* Scalable microservices architecture

**23. Implementation**

### **Phase 1:** Planning and stakeholder engagement **Phase 2:** System development and customization **Phase 3:** Pilot testing in select branches **Phase 4:** Full rollout across all units **Phase 5:** Training and support