



# The Helix Institute at MSC

Brochure



# We are the Helix Institute at MSC

## About us



At the Helix Institute at MSC, we provide world-class training and cutting-edge data for digital financial services providers. The institute was founded in November, 2013 as a partnership between MSC (MicroSave Consulting), Financial Sector Deepening Africa (FSDA), the Bill & Melinda Gates Foundation (BMGF), the International Finance Corporation (IFC), and the UN Capital Development Fund (UNCDF). Additional funding from the Mastercard Foundation in 2016 enabled expansion into Francophone Africa.

## Our vision



- ▼ A center of excellence and the go-to-place for high quality, practical, and relevant training courses in topical issues for emerging markets and segments, with an emphasis on financial, social, and economic services that focus on digital inclusion.

## Our mission



- ▼ Our mission is to provide relevant, contextual knowledge and practice-backed insights through training courses and workshops to stakeholders in the development sector, such as financial service providers, mobile network operators, policymakers, regulators, donors, investors, development partners, and end-users.
- ▼ We strongly believe in empowering and utilizing local capability and knowledge to catalyze the process and outcomes of development and underpin a sustainable approach to problem solving.

## Why us?



- ▼ Our training methods are backed by decades of practical experience. Owing to our years of consulting practice, we bring rich data and insights with relevant case studies and examples in our courses.
- ▼ Our courses have embedded elements of learning by doing, action planning, and technical assistance.



**396**

training  
courses  
delivered



**53**

countries  
represented by  
our participants  
(Africa and Asia)



**11,000+**

stakeholders in the  
financial service  
sector trained



**1,500**

organizations  
trained



**900**

million  
customers served  
by our supported  
institutions

# Our approaches to training are highly customized and learner-centric



### Our approach:

Each training program designed and delivered at the Helix Institute is based on adult learning principles to create an effective learning environment. The facilitators use an interactive approach through group discussions and case studies to deliver the training courses. Our training toolkits have activities-based learning, slides, exercises, and handouts. Participants can ask questions, receive feedback and gain new insights from others.

Our trainings are delivered in English and French. Our facilitators are experts in their field with multilingual competency.

# Our courses meet the varying needs of diverse segments of participants (1)

## Segment



Financial institutions, mobile money operators, and agent network managers

## Some of our notable courses relevant for these segments

- Designing and implementing innovative solutions
- Rethinking marketing for digital finance
- Agent banking: Getting strategy and operations right
- Managing risks and fraud in digital finance
- Digital transformation for financial institutions
- Digitizing the real economy, such as agricultural value chains and MSMEs



FinTechs, AgTechs, InsurTechs, and other tech startups

- Designing and implementing innovative solutions
- Rethinking marketing for digital finance
- Digitizing the real economy, such as agricultural value chains and MSMEs
- Digital credit: Managing risk and achieving scale



Central banks, ministries of finance, and other regulators and supervisors in the financial sector

- Regulating digital financial services, FinTechs, Data analytics
- Designing and implementing G2P and P2G programs
- Digital identity and database management
- Public finance management systems and network exchange infrastructure
- Interoperable payment systems
- Remittances and financial inclusion
- Digital credit: Managing risk and achieving scale



Donors, investors, and multilateral organizations

- Building a digital future for financial institutions
- Climate change and financial services
- Social performance management, customer protection, and responsible digital financial inclusion
- Digitizing real economy such as agricultural value chains and MSMEs
- Gender and financial services
- Poverty Assessment Tool- Poverty Probability Index (PPI)



# Our courses meet the varying needs of diverse segments of participants (2)

## Segment



Users and last-mile enablers of financial services (refugees, smallholder farmers, social payments and welfare program beneficiaries, MSMEs, agents)

## Some of our notable courses relevant for these segments

- Financial and digital capacity
- Good agricultural practices
- Digital G2P program and digital financial inclusion benefits
- Digital G2P program processes and policies
- Business development services for MSMEs
- Training agents for growth: A ToT approach
- Business development services for agents
- Start your Entrepreneurship journey



Click here to know more about the list of courses in [English](#) and [French](#)

Click [here](#) to check our Master Class series

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# Testimonials

“The training covered critical topics. These will help improve payment models for social assistance in Indonesia, especially in areas with low-income populations and poor infrastructure.”

**Ali Sain Imu** | Ministry of Social Affairs, Indonesia

“I found the training relevant to my current role. The chapter on DFS business models was particularly insightful. The training will also come in handy if I work in a department related to digital financial services in the future. This training fulfilled my expectations of Digital Financial Services 101”.

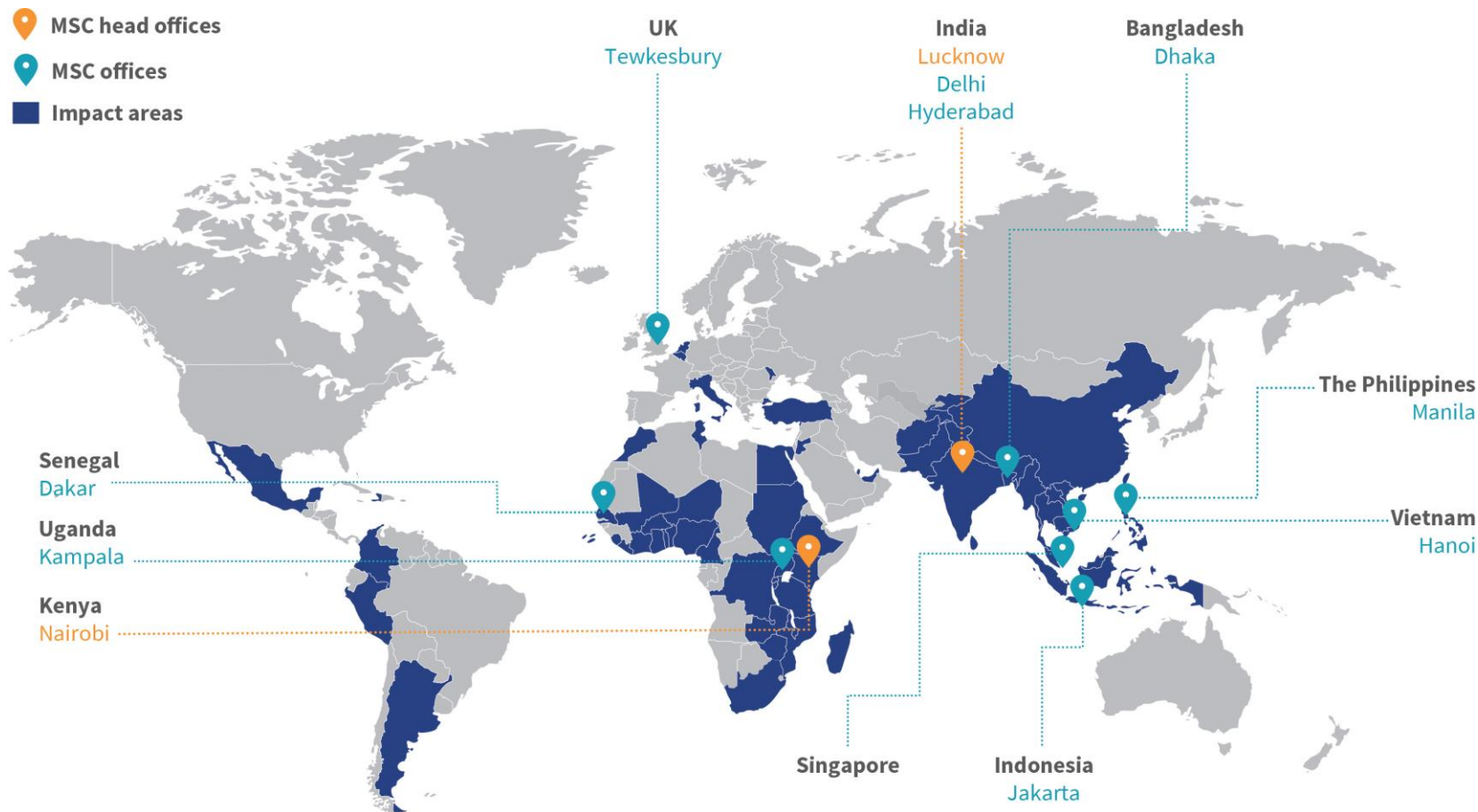
**Reggy Arya Putra** | Bank of Indonesia

“This training for me was a paradigm shift in my knowledge of financial services and enhance my role as an innovator in industry in Ghana through liquidity management and operational efficiency. Let’s hope that all players in the industry can take advantage of this opportunity.”

**Wisdom Alorwuse** | Tigo Ghana

“Digital finance risk and fraud training is a fundamental course for any risk manager and a company that makes financial inclusion one of its strategic objectives. This course equips participants with practical means to apply skills in the short and long term to guard against risks in digital finance”.

**Catherine Amai** | Stanbic - Uganda



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