### Q1: Respondent details
- **Name**: Mutoni Karasanyi
- **Organization**: World Bank Group
- **Email Address**: kkarasanyi@worldbank.org
- **Phone Number**: 202-558-1228

### Q2: Country or Customs territory
- **KENYA**

### Q3: Organization
- **NGO**

### Q4: Title of case story
- Kopo Kopo empowers small businesses to shift from cash to digital payments

### Q5: Case story focus
- Infrastructure upgrading and the development of related services markets, including through support for investment climate reforms.

### Q6: Case story abstract
In 2011, Kopo Kopo was among 25 finalists in the Pivot 25 (now Pivot East) mobile startup competition, and won the opportunity to incubate at mlab’s East Africa iHub. At iHub, what began as a two-man team grew to 12 employees, and soon ballooned to staff of 50. Today, Kopo Kopo serves hundreds of businesses from salons to restaurants to office supply stores.

### Q7: Who provided funding?
- Multilateral organization

### Q8: Project/Programme type
- Single country

### Q9: Your text case story
**VIDEO LINK**: https://www.youtube.com/watch?list=PLlHgn35wlEWFP5UV75X1v4t2plaMOb0SJ&v=Mb4NSZhdhPU

**ARTICLE**: http://www.infodev.org/articles/success-story-ben-lyons-kopo-kopo

### Q10: Lessons learnt
- Respondent skipped this question