

REMOTE WORK

SEPTEMBER 2023

Alluvium partners Amazon, creates Quality Assurance and AI teams



Flutterwave launches Swap, to digitise Nigeria's access to FX

Atlassian's growth amazing says Alluvium co-CEO, Taiwo Ojo

"No more iPhone", China orders government officials

Atlassian introduces new packaging model for Jira Cloud Automation

OpenAI announces new AI-powered chatbot, ChatGPT Enterprise

WhoGoHost acquires SendChamp to expand customer value offerings

Mecho Autotech raises \$2.4M, ventures into wholesale spare parts distribution

SpaceX wins \$70million Starshield communications contract

LG, Youshan announce Morocco as location for battery material plant

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Alluvium partners Amazon, creates Quality Assurance and AI teams

Fast growing tech company, Alluvium, has announced its new partnership with Amazon Web Services (AWS) a subsidiary of Amazon that provides on-demand cloud computing platforms and Application Programming Interface (APIs).

Alluvium Co-founder, Otunba Taiwo Ojo, who made the disclosure during the company's Weekly General Meeting, said Amazon validated the company's operation and has agreed to work in partnership in solving issues related to software and cloud services.

The terms and conditions as well as time specification for the partnership were however not revealed.

Otunba Ojo also announced that the management has decided to create two new teams and employ more hands as the company expands its productivity and services to their clients as well as match forward on its AI foresight.

According to him, the two new teams are the Quality Assurance team and the Artificial Intelligence team which would be headed by Adeola Lawal and Thompson Mina respectively.

He explained that the company was looking at ways of serving its clients better and plants its leg

in the development of artificial intelligence-build possibility on how can AI can be used in Migration, DevOps, for higher and efficient service delivery for clients, as well as the efficiency of the company's internal and external service desks.

Co- founder of the company, Mr Wale Olojo who thanked the employees for doing the company proud in maintaining its global reputation as well as providing leadership for tech firms and startups in Africa, particularly Nigeria, congratulated the newly promoted staff and new employees.

Olojo charged them to upscale their efficiency in line with the vision and mission statements of the company.

Speaking differently after the meeting, the team leads for the two newly created teams Adeola and Thompson who explained that the management had demonstrated reward for labor and acknowledgement of employees' effort, assured the clients of more "goodies"



Atlassian's growth amazing says Alluvium co-CEO, Taiwo Ojo

... states Q4 letter to shareholders indicates cloud company ahead of competitors



Co- Chief Executive Officer of Alluvium Technologies, Otunba Taiwo Ojo has described the growth of Cloud Migration Company, Atlassian, in the past quarter of 2023 as amazing and highly inspiring, stating that the company's journey to becoming the most preferred cloud company is speedily manifesting.

Atlassian offers collaboration software like **Jira**, **Confluence** and **Trello** which helps teams organize, discuss, and complete shared work.

In a post on social media app, LinkedIn, Otunba Ojo states that the company's Q4 letter to shareholders has growth written all over it, also posting a detailed report.

“Atlassian currently now has over 250,000 customers now using its world class cloud platforms. I actually expect more and more customers migrating to the cloud in the next few months especially with server support coming to an end in February 2024”.

The report, which asks customers, stakeholders, and shareholders to unleash the potential in every team, says Atlassian ended FY23 with over 26,000 total customers and generated over \$3.5 billion in revenue in the face of a challenging economy.

Atlassian highlights that its three biggest bets are currently paying off, further strengthening the company's conviction in what it describes as a three-pronged strategy:

- **Cloud:** 250,000 customers now power collaboration using our world-class cloud platform. And we're delivering more platform innovations and enhancements to our 14 integrated products every quarter. Millions of users migrated from Server and Data Center to our Cloud offerings in FY23, drawn by the incredible customer experience we've been building.
- **Enterprise:** Driven by platform updates such as support for 50,000-user instances, and bolstered by a robust network of partners and dedicated customer success teams, enterprises are deepening their commitment to Atlassian. Sales to enterprise customers grew over 50% year-over-year in FY23, all on the back of our best-in-class GTM efficiency.
- **ITSM:** We're delivering the sophisticated capabilities IT teams need, along with features tailored to support teams like Legal and HR, at an unparalleled value. Over 45,000 customers now use Jira Service Management, and we're seeing increased demand from enterprise customers with cloud sales to this segment up 80% year-over-year in FY23.

The company also says it took advantage of mind-blowing developments in AI to bring generative capabilities to its products, unleashing even more of customers' potential and responding to a rapidly shifting environment by rebalancing the company's teams to meet customers' needs faster.

“In other words, we did what we said we were going to do: play offense”

The FY23 report speaks about Atlassian foray into AI.

“Whilst AI is great, AI plus data is where the real value lies. This gives Atlassian a huge advantage. With two decades' worth of insights about teamwork, and the data customers store across our products (including long-form text from Confluence), we can enhance generic AI answers with contextual information on a per-customer basis. The result is exceptionally useful output, tailored to each customer's unique knowledge base and organizational structures. So, when generative AI exploded onto the scene this year, we seized the moment and rolled out a new “virtual teammate” for our customers that we call Atlassian Intelligence”.

According to the report, Atlassian says it closed out FY23 with strong execution, delivering revenue, gross profit, and operating income that exceeded expectations. Iterating that it remains committed to delivering compelling value to customers to drive long-term growth in FY24 and beyond, the company says the highlights for Q4'23 include:

- Revenue of \$939 million increased 24%, driven by growth in Cloud and Data Center offerings.
- GAAP gross margin of 82% decreased 1 percentage point with a flat non-GAAP gross margin of 84%.
- GAAP operating loss of \$50 million and flat GAAP operating margin of 5%. Non-

GAAP operating income of \$203 million and non-GAAP operating margin of 22% with increased 8 percentage points driven by greater operating leverage.

- Operating cash flow was \$273 million with free cash flow of \$270 million increased by 42%.
- Returned \$118 million to shareholders through share repurchases in the quarter.

Atlassian goes further with its projections for expected revenue.

“We expect Cloud revenue growth of approximately 25% to 30% year-over-year in FY24, of which migrations will drive approximately 10 points. We also expect Cloud revenue growth rates will gradually improve throughout the year driven by easier year-on-year comparisons. We expect Data Center revenue growth of approximately 30% year-over-year in FY24, with growth decelerating over the course of the year primarily driven by tough year-on-year comparisons, declining migrations from Server, and increasing migrations to Cloud. We also expect Server revenue to progressively decline throughout the course of FY24, with a sequential dollar decline in Q1'24 like that observed in Q4'23 in line with our announced end-of-support for Server. We'd also like to remind our customers, shareholders and stakeholders that we will no longer recognize Server revenue beyond February 2024, and therefore expect Server revenue to be zero in Q4'24.

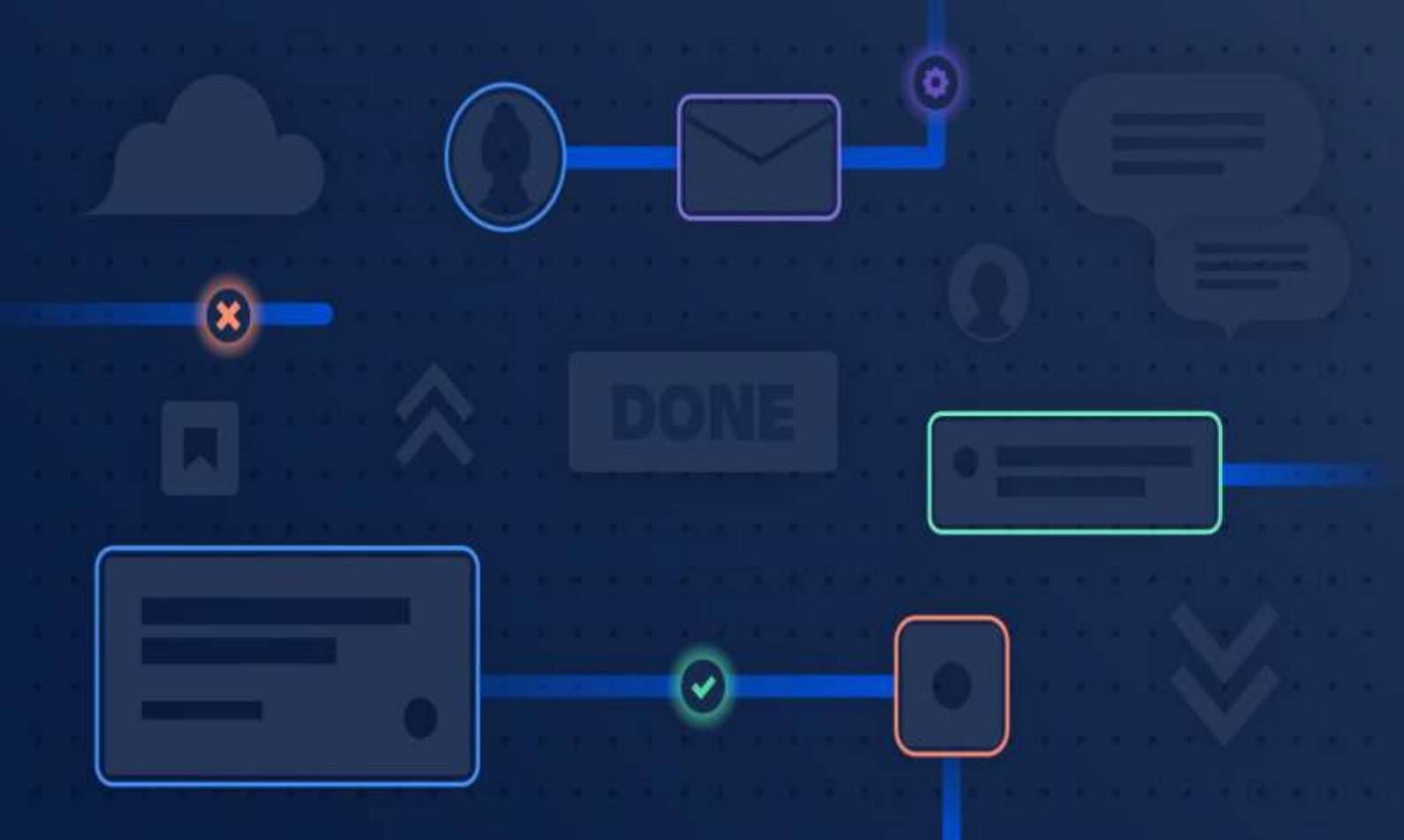
The company says its focus remains on driving higher growth rates on sales of third-party Cloud apps relative to its own first-party Cloud products, stating that in FY23 gross sales of Cloud apps in the Marketplace grew 10 percentage points faster than sales of its Cloud products.

The report also shows showcases the company's figures, definitely important to its customers, stakeholders and shareholders. It highlights the company's “BIG” plans for FY24.

Alluvium co-Chief, Otunba Ojo, who suggests that with data center customers accounting for approximately 50% of migrations to cloud, Atlassian could support the growth trajectory by continually expanding its offerings for larger enterprises. He quickly points out that Atlassian is already addressing data governance and extensibility with its cloud offerings.

His company, Alluvium, is one of Atlassian's leading partners making a statement globally through the services offered with many successful Atlassian migrations and implementations for enterprise firms and solutions partners. As the CEO of Alluvium HQ, he says his aim is to revolutionize the ITSM and data migration industry by empowering businesses with the tools & support they need to succeed in today's digital landscape.

“ The unique value proposition of Alluvium lies in its expertise in the Atlassian platform coupled with an amalgamation of superb innovation and commitment to excellence. Cloud migration is definitely the way to go and Alluvium and Atlassian are partners in progress in this remarkable journey. I'm calling on all companies, firms and organizations to unlock their productivity with Atlassian tools. Contact Alluvium today”.



Atlassian introduces new packaging model for Jira Cloud Automation

Frontline global cloud migration company, Atlassian, has introduced a new packaging for its Jira Cloud Automation.

The company is seeking to expand the same packaging model that was released with Confluence Automation earlier this year to its Jira Cloud family of products with the changes to come into effect on November 1.

Head of Product Management, Confluence, Genevieve Sheehan, who announced the launch of Atlassian Automation in January, stated that it worked for Jira, the Confluence Cloud Premium and the Enterprise family.

Automation for Confluence is powered by the Atlassian platform and operates off of triggers, conditions, and actions built into rules. With Automation, companies and businesses get to build their own automated systems to deal with sets of important processes with a trigger. This gives teams the time to focus on other tasking duties, knowing that other day to day routine tasks have been automated.

But then the big question would be - **what's changing?**

According to an Atlassian Community blog-post, the new packaging model brings a

simpler, more consistent way to measure automation usage. Each product will now have a fixed number of monthly rule runs based on the plan.

Automation usage is measured differently across both rule types and Atlassian products. Currently, there is only one limit for all Jira Cloud products. Every time an Automation rule runs, it counts towards that limit regardless of whether it performed a successful action or not.

The post also gives us a summary of the key changes for Jira Cloud products:

1. Only rules that perform a successful action will count towards the limit

In today's model, rule runs count toward your usage limit, even if they perform no actions.

For example, let's say you have the following rule set up:

Trigger: When an issue is created

Condition: If *issue type* = Bug

Action: Set *Affects version* field to Last released version

This rule would trigger and count toward your execution limit **every time** an issue was created, even for issues that aren't bugs. In the new model, the rule will only count if the issue created is a Bug and the *Affects version field* is successfully updated.

2. Each Jira product will have its own limit:

In today's model, customers get a single, pooled limit across all Jira products in today's model. For example, if a customer has JSW Standard and JSM Free, they would get a total of 600 automation rule runs per month (100 from JSW Free and 500 from JSM Standard) that can be used across both products.

Each Jira product will have its own usage limit in the new model. Every automation rule draws on the limit of a specific Jira product when it runs. We have even increased the limits for our Free and Standard plans. Automation limits in the new model are shown below:



Pls read the blog post for more information:

<https://community.atlassian.com/t5/Automation-articles/Introducing-our-new-packaging-model-for-Jira-Cloud-Automation/ba-p/2446099>

WhoGoHost acquires SendChamp to expand customer value offerings



WhoGoHost, a Nigerian cloud infrastructure company, has acquired SendChamp, a cloud communications startup, to expand its value offerings for its customer base.

The acquisition combines cash and equity, though the exact amount is unknown.

This acquisition is seen as the start of a strategic process that will see WhoGoHost transform from a provider of domains and hosting infrastructure to a diverse digital services platform focusing on online presence, communication, domains, and online commerce products.

Founded by Goodness Kayode (CEO) and Damilola Olotu (CTO) in 2021, SendChamp enables companies to communicate with clients via several channels, including voice, email, SMS, and WhatsApp.

The co-founders will take on new positions at WhoGoHost. Olotu will be the Chief Technology Officer, and Kayode will hold the position of Chief Product Officer as part of the acquisition.

With this acquisition, WhoGoHost can enhance its value proposition by utilising SendChamp's product suite for marketing messages, OTP, and customer support systems. Its clientele can access SendChamp products, including SMS, emails, WhatsApp, Facebook, Instagram, and customer support solutions.

Besides, SendChamp will gain access to WhoGoHost's database of over 100,000 customers. Its clientele can use WhoGoHost's services, which include domain registration, backups, security, and hosting.

In the months following the acquisition, as it transitions to new ownership, SendChamp will continue to run as an independent product.

To ensure a seamless transition with little disruption to current customer service, its goods and services will soon be accessible via the integrated platform of WhoGoHost.



Mecho Autotech raises \$2.4M, ventures into wholesale spare parts distribution

Mecho Autotech, a startup offering automotive spare parts, vehicle repairs and maintenance services, has raised a \$2.4 million pre-Series A round.

The firm, which targets the Nigerian market where 90% of the country's more than 12 million registered cars (mainly used) require regular maintenance to avoid recurring breakdowns, says its primary business connects vehicle owners (individuals and fleet owners) with workshops that handle vehicle repairs and maintenance.

Retail consumers in Nigeria often have three alternatives for performing automobile repairs: utilize original equipment manufacturer (OEM) mechanics, aftermarket mechanics, or roadside mechanics.

Because automobile parts are made in-house, OEM technicians provide high-quality but pricey services. On the other hand, most car owners can afford the services of aftermarket and roadside technicians, which have less quality.

Since its inception in 2021, Mecho Autotech has seen more than 6,000 cars from B2B and B2C clients undergo repairs and maintenance from over 110 approved workshops (three of which it owns). In the process, the majority of the issues the firm has had in executing these repair and maintenance requests have come from acquiring quality replacement parts, according to CEO Olusegun Owoade in an interview.

Mecho Autotech said last January that a portion of its seed funding will be used to grow its after-sales spare parts value chain. Similarly, the business will double down on wholesale distribution of these parts with its current pre-Series A investment.

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"As you know, spare parts are imported into the country as we have zero local manufacturing. More than 95% of the businesses engaged in this spare

part value chain are small and informal with technical know-how and distribution channels," said Owoade.

"But because of their size, they band together to import parts to the country, but because of that, inventory is not robust and quality isn't uniform. There was a need for us to get involved in that. And what also helped that decision. If you look at the breakdown of market share or market opportunity, it is typically 80%-20% between spare parts and service charge."

Mecho Autotech secured a partner in Tokyo-based venture capital firm Global Brain Corporation to support its new path of managing the importation and distribution of aftersales spare parts. According to Owoade, Global Brain Corporation, one of the startup's investors in this round, would connect Mecho Autotech to Asian aftermarket parts makers interested in supplying the African market.

"We see a significant opportunity in the growth of the automotive aftersales market in Nigeria," Hiroto Sorita, the firm's corporation director, said of the investment. "Global Brain will support Mecho on parts procurement from Asian suppliers and business development for the new services to penetrate this fragmented market."

Ventures Platform and Uncovered Fund are the other investors involved in the round.

Supply-chain-tailored apps for the after-sales and maintenance market

The two-year-old firm, which operates across Nigeria, will act as an importer, supplying spare parts inventory to over 150 parts vendors, whose distribution network will meet the demands of workshop owners and end customers. This will prevent stockpiling in-demand spare parts like tires, suspension parts, brakes and batteries.

As a result, Mecho Autotech's foray into wholesale aftersales spare parts overcomes the inventory problem that parts dealers confront. Meanwhile, these vendors also struggle with inventory finance concerns arising from business clients who pay several days or weeks after a service is completed.

Consequently, Mecho Autotech will develop an app in Q4 2023 allowing vendors to receive inventory finance and manage their inventory sales; the same service will enable workshops to access working capital and acquire spare parts, Owoade said. Similarly, a separate app for corporate fleet owners

will allow them to find approved workshops, receive maintenance finance and manage vehicle maintenance data.

"We're still connecting individuals and fleets with vehicle repairs and maintenance workshops. Now that we've entered the spare parts value chain, we see an opportunity to connect it with the original business by generating demand for spare parts from parts vendors via the app," remarked the CEO.

"We also see the app as a tool for workshops to purchase spare parts and directly access working capital financing. As the number of workshops on the network grows, we can upsell and push consumers' need for car repairs to them. We also developed free software for fleet owners to manage end-to-end operations, including visibility, maintenance and fulfillment services."

Mecho Autotech will collect data on spare parts demand from these individual applications suited to the various supply chain stakeholders to assess market supply. These supply chain stakeholders will access up to ₦10 million (~\$10,380) in financing (inventory financing for vendors, working capital for workshop owners and vehicle maintenance and parts procurement for corporate fleet owners), according to the startup.

Owoade noted that the source of the financing is via bank partnerships; Mecho Autotech currently has access to a credit line of ₦650 million (~\$675,270) from a single bank partnership. The firm, whose major revenue comes from commissions on vehicle repairs and ancillary revenues from maintenance subscriptions, is in talks with other banks to increase its line of credit, according to the CEO.





Flutterwave launches Swap, to digitise Nigeria's access to FX

Digital payment solution provider, Flutterwave has launched Swap, a product designed to digitise access to FX for Nigerians.

Swap, launched in partnership with Wema Bank and Kadavra, was announced on September 4, 2023, in Ikoyi, Lagos, and is backed by the Central Bank of Nigeria, (CBN) as the digital platform for Nigerians to have immediate access to foreign currency at competitive exchange rates.

Flutterwave's CEO, Olugbenga Agboola said, that Swap is the answer to the pain points and challenges individuals and businesses go through when trying to access FX, adding that the product will work with the aid of Wema Bank and Kadavra — a bureau de change (BDC) — that will provide it with liquidity and foreign exchange.

Agboola stated that Swap users will be issued cards that can be used for personal travel allowance or business travel allowance, also disclosing plans to distribute more than 10

million cards to Nigerians starting in October this year.

With commercial banks controlling 75% of forex transactions in the country Flutterwave's Swap could be a way to reduce the huge dependency on banks for FX.

Meanwhile many analysts, which include Professor of Economics & Business at Allegheny College, Stephen Onyeiwu, have asked the Federal Government allow market forces to determine the exchange rate which he insists will eventually bring the parallel and official rates together, a move he insists would decrease the huge number of black-market currency dealers at airports, hotels and major streets.

The country however, is hugely dependent on foreign exchange with \$10 billion in FX backlog which includes dollar requests from manufacturers and importers, business travel allowance, personal travel allowance, and medical bills abroad. Therein lies the black-market dependence for FX.



"No more iPhone", China orders government officials

The Chinese government has reportedly banned the use of Apple iPhones and foreign-made electronics for government business and is set to expand the ban to include government-backed agencies and state-owned companies.

China says the iPhone poses a national security risk.

According to a Bloomberg report, the ban is expected to expand to include employees at state-owned companies, as well as those at agencies backed by the government.

The report also states that the ban had been extended from officials working in central government ministries to government agencies and state-owned enterprises, while some organizations have started warning employees not to bring their iPhones to work.

Some analysts have said the ban could be a form of retaliation against American sanctions targeting TikTok and Huawei. President Joe Biden's administration had banned approvals of new telecommunications equipment from China's Huawei Technologies and ZTE insisting that they posed what the government termed "an unacceptable risk" to U.S. national security.

U.S. officials have imposed various sanctions on Huawei since 2019, when it said the company had been involved in activities described as

"contrary to the national security or foreign policy interests of the United States."

The impact of such a ban could be significant on future sales of iPhones in China and could easily see Apple lose millions of iPhone users in the country this year.

Apple shares tumbled nearly 4% on Thursday, prompting a selloff in U.S. equities after The Wall Street Journal and Reuters reported the ban.

Although Apple is establishing manufacturing locations outside of China, it's still heavily reliant on the country for producing hardware and in turn helping to create millions of jobs across the country in the manufacturing sector.

Alongside the iPhone ban, China is slowly reacting to the US sanctions blocking the most advanced chip-making technologies from being exported to the country.

Recently Intel's \$4.5 billion Tower Semiconductor acquisition was killed through China's inaction, exports of two vital chip-making metals were restricted, and Micron chips were banned.

Meanwhile Apple has set September 12 as the date for its biggest product upgrade event of the year. The company would be unveiling the iPhone 15 line and its next-generation smartwatches.

OpenAI announces new AI-powered chatbot, ChatGPT Enterprise



OpenAI today announced the launch of ChatGPT Enterprise, a business-focused edition of the company's AI-powered chatbot app.

In a blog post earlier this year, OpenAI explained that ChatGPT Enterprise can perform the same tasks as ChatGPT such as writing emails, drafting essays and debugging computer code.

The blog post also states that Enterprise, which many analysts say is seeking to capitalize on ChatGPT's viral success, also adds "enterprise-grade" privacy and data analysis capabilities on top of the vanilla ChatGPT, as well as enhanced performance and customization options.

The features however put ChatGPT Enterprise at par, feature-wise, with Bing Chat Enterprise, Microsoft's recently launched chatbot service.

"Today marks another step towards an AI assistant for work that helps with any task, protects your company data and is customized for your organization," OpenAI writes in a blog post. "Businesses interested in ChatGPT Enterprise should get in contact with us. While we aren't disclosing pricing, it'll be dependent on each company's usage and use cases."

ChatGPT Enterprise provides a new admin console with tools to manage how employees within an organization use ChatGPT, including integrations for single sign-on, domain verification and a dashboard with usage statistics. Shareable conversation

templates allow employees to build internal workflows leveraging ChatGPT, while credits to OpenAI's API platform let companies create fully custom ChatGPT-powered solutions if they choose.

In addition, ChatGPT Enterprise, comes with unlimited access to Advanced Data Analysis, the ChatGPT feature formerly known as Code Interpreter, which allows ChatGPT to analyze data, create charts, solve math problems and more, including from uploaded files. For example, given a prompt like "Tell me what's interesting about this data," ChatGPT's Advanced Data Analysis capability can look through the data — financial, health or location information, for example — to generate insights.

ChatGPT Enterprise is powered by GPT-4, OpenAI's flagship AI model, as is ChatGPT Plus. But ChatGPT Enterprise customers get priority access to GPT-4, delivering performance that's twice as fast as the standard GPT-4 and with an expanded 32,000-token (~25,000-word) context window.

OpenAI — no doubt attempting to allay the fears of businesses that have [restricted](#) their employees from using the consumer version of ChatGPT — emphasizes that it won't train models on business data sent to ChatGPT Enterprise or any usage data and that all conversations with ChatGPT Enterprise are encrypted in transit and at rest.

"We believe AI can assist and elevate every aspect of our working lives and make teams more creative and productive," writes OpenAI in the blog post.

SpaceX wins \$70million Starshield communications contract

A photograph of a large, modern SpaceX building with a corrugated metal facade and large glass windows. The word 'SPACE X' is visible on the building's exterior. In the background, a tall, slender rocket stands vertically. The sky is overcast with grey clouds.

SpaceX has been awarded its first confirmed government contract to provide customized satellite communications for the military under the company's new Starshield program, a move which will solidify the billionaire's role as a defense contractor.

A U.S. Space Force spokesperson told reporters that the space exploration company was awarded a year-long contract with a maximum value of \$70 million. SpaceX describes Starshield as a secured satellite network for government entities, offered alongside its civilian-focused Starlink satellite internet service.

"The SpaceX contract provides for Starshield end-to-end service (via the Starlink constellation), user terminals, ancillary equipment, network management and other related services," Space Force spokesperson Ann Stefanek said.

The contract stipulates that SpaceX be granted \$15 million by September 30 to provide services to support mission partners across Department of Defense branches.

SpaceX first unveiled Starshield in December of last year as an expansion of its Starlink network dedicated to government and military use. According to SpaceX's website, the program is focused on Earth observation, global communications and hosted payloads, and boasts enhanced security measures to protect and process data securely.

"Starlink needs to be a civilian network, not a participant to combat," Musk had posted in response to the announcement. "Starshield will be owned by the US government and controlled by DoD Space Force. This is the right order of things."

Space Exploration Technologies Corp. is competing with 15 companies, including Viasat Inc., for \$900 million in work orders through 2028 under the Space Force's new "Proliferated Low Earth Orbit" contracts program, tapping into communications services of satellites orbiting from 100 miles to 1,000 miles (160 kilometers to 1,600 kilometers) above the Earth.

LG, Youshan announce Morocco as location for battery material plant



South Korea's largest company, LG Chemicals Ltd, has signed a partnership with China's Huayou Group's subsidiary, Youshan, to build a joint electric vehicle (EV) battery material plant in Morocco.

The South Korean chemical maker, 10th largest global chemical company, in a press statement, said that the Morocco plant which will start production by 2026, is expected to produce 50,000 tonnes of lithium-phosphate-iron (LFP) cathode materials annually, enough to be installed in 500,000 entry-class EVs.

Huayou Group's subsidiary, Youshan, has indicated that the company aims to build plants with LG Chemicals in Indonesia and Morocco under a strategic partnership to promote international growth, stating that it is joining the growing number of Chinese electric vehicle and battery companies seeking overseas' expansion in order to get closer to their foreign clients and to benefit from local incentives.

LG Chemicals also announced an additional investment plan with Huayou Cobalt to build a lithium conversion plant in Morocco, starting

mass production by 2025 with an annual capacity of 52,000 tonnes of lithium.

In addition, the company said it plans to build two other facilities in Indonesia - a precursor plant with an annual production capacity of 50,000 tonnes and a plant to extract mixed hydroxide from nickel ore for precursor production.

LG Chemicals, known for manufacturing more expensive nickel-cobalt-manganese (NCM) cathodes, is entering the LFP cathode business to meet growing demand for cheaper LFP Batteries as well as produce more affordable EVs.

LG Chem said LFP cathodes produced at the Morocco plant will be supplied to the North American market and could be eligible to receive subsidies from the U.S. Inflation Reduction Act (IRA) since Morocco is a free-trade partner with the United States.

The IRA is designed to wean the United States off the Chinese supply chain for EVs.



SPOTLIGHT

THE STAFF OF THE MONTH

MICHEAL AYENI

an ITSM Engineer.

1. Can you please introduce yourself briefly and provide an overview of your ITSM experience?

My name is Michael Ayeni, I am an ITSM engineer specialising in tools within the Atlassian ecosystem. IT service management involves the end-to-end delivery of IT services to customers. These services range from continuous improvement plans, risk assessment and incident response amongst others.

2. What made you interested in joining Alluvium as an ITSM team member?

When I joined Alluvium, I was initially assigned to the cloud team where I worked on Jira cloud and in an administrative capacity. After a while, I progressed to working on Jira Service Management where I got acclimatized with the nuances of service management. This experience sparked my interest in service management and delivery. When I became proficient and demonstrated some capabilities with IT service management deliveries, I became a member of the ITSM team.

3. Have you ever worked with Atlassian tools, specifically those related to ITSM (e.g., Jira Service Management, Confluence)? If so, could you share your experience with these tools?

I have worked with Service projects and confluence. JSM provides out-of-the-box templates that I leverage on to provide support and incident response to customers. I configure custom workflows and automate repetitive tasks using Automation rules which result in better customer

self-service and faster incident resolution time. Speaking of self-service, confluence serves as a knowledge bank and has been a pivotal tool in documenting steps to resolve frequently raised incidents or requests.

4. How do you ensure a smooth transition while implementing changes in an organization?

We know people don't react well to Change as it can be uncomfortable or unsettling but not only is it inevitable in ITSM, it is necessary for continuous improvement and delivery. But ensuring changes made actually improve delivery and don't affect customer service or service delivery is key. Fortunately, Jira service management provides out-of-the-box change management which I utilize to ensure smooth change implementations.

5. In your experience, what are the key challenges faced when implementing ITSM processes, and how would you overcome them?

Some of the key challenges I have encountered in ITSM include users who lack a good understanding of the infrastructure environment and how projects are configured. This can result in users raising requests in the wrong portals which gets their requests or issues assigned to agents who are most likely not in the best position to resolve them.

Beyond these challenges, the beauty of ITSM is in its continuous improvement which welcomes challenges as avenues for overall development for both service agents and customers.



**INTERVIEW WITH THE
NEW TEAM LEADS**
Quality Assurance
Adeola Lawal -
Team Lead

1. How do you plan to approach building and nurturing your new QA team?

When it comes to building and nurturing a new QA team, my approach would be to first understand the strengths and skills of each team member. I would take the time to assess their expertise, experience, and specific areas of interest within QA. This would help me create a diverse team with complementary skills.

2. What strategies will you employ to establish trust and rapport with your team members?

I would prioritize open and transparent communication. I would foster an environment where team members feel comfortable sharing their thoughts, concerns, and ideas. Actively listening to their feedback and addressing any issues promptly would be crucial in building trust.

3. How would you set clear expectations and goals for your new QA team?

Setting clear expectations and goals is crucial for the success of any team. I would start by clearly defining the team's purpose, objectives, and key performance indicators (KPIs). This would help align individual goals with the team's overall objectives. Regular meetings and one-on-one sessions would provide opportunities to discuss progress, provide feedback, and adjust expectations if needed.

4. As a new team leader, what support do you expect from the company or organization to help you successfully establish and lead the QA team?

As a new team leader, I would expect support from the company or organization in various ways. This would include access to necessary resources, such as tools and software, to ensure effective QA processes. Training opportunities for the team to enhance their skills and stay updated on the latest industry trends would be valuable. Clear communication from upper management regarding the company's QA strategy and expectations would also help me align the team's efforts with the company's vision.



**ARTIFICIAL
INTELLIGENCE**
Mina Thompson -
Team Lead

1. How do you plan to approach building and nurturing your new AI team?

By providing an environment where a sense of comradery can be built and encouraging continuous feedback from the team so that we can continue self-improving.

2. What strategies will you employ to establish trust and rapport with your team members?

Trust is not achieved overnight and has to be earned. I hope to be able to earn that trust by being transparent and open, by showing and being willing to ultimately always shoulder the responsibility and distribute the praises and rewards.

3. How would you set clear expectations and goals for your new AI team?

Through regular collaboration with my team members to define Measurable and Realistic goals that align with Alluvium's vision.

4. As a new team leader, what support do you expect from the company or organization to help you successfully establish and lead the AI team?

I'd continue expecting what the company has been providing even before the establishment of my team, which are: A strong vision of the future of the organisation, A huge amount of Encouragement and support in us, a sense of ownership and independence, a strong appreciation of effort and finally an unwavering belief in us.

ALLUVIUM TRENDS

THE EXPANSION

Alluvium introduces two new teams;

- **Quality Assurance**
- **Artificial intelligence**

Alluvium Partners With Amazon Web Services(AWS)



WHAT DOES YOUR BUSINESS STAND TO GAIN?

1. Enhanced Scalability
2. Unparalleled Reliability
3. Advanced Security
4. Seamless Integration
5. Unrivaled Innovation

TECH THIS OUT

Recommendations for the latest and greatest tech gadgets, apps, and tools;

1. Collaboration Tools: Platforms such as Slack, Microsoft Teams, or Asana facilitate team communication, project management, and collaboration, streamlining workflows and enhancing productivity, especially in remote work environments.

2. Health and Fitness Trackers: Wearable devices such as Fitbit, Garmin, or Apple Watch can monitor various health metrics like heart rate, sleep quality, and activity levels, helping users stay motivated and make informed decisions about their well-being.

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3. Wireless Earbuds: Wireless earbuds such as Apple AirPods Pro or Samsung Galaxy Buds Pro provide high-quality audio without the hassle of wires, offering convenience and mobility.

4. Smartwatches: Devices like the Apple Watch Series 6 or the Samsung Galaxy Watch3 offer not only fitness tracking but also features like notifications, GPS, and even the ability to make phone calls, making them a handy companion for staying connected on the go.

5. Productivity Apps: Tools like Todoist, Evernote, or Notion help users stay organized, manage tasks, take notes, and collaborate effectively, improving productivity and efficiency in daily life and work.



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