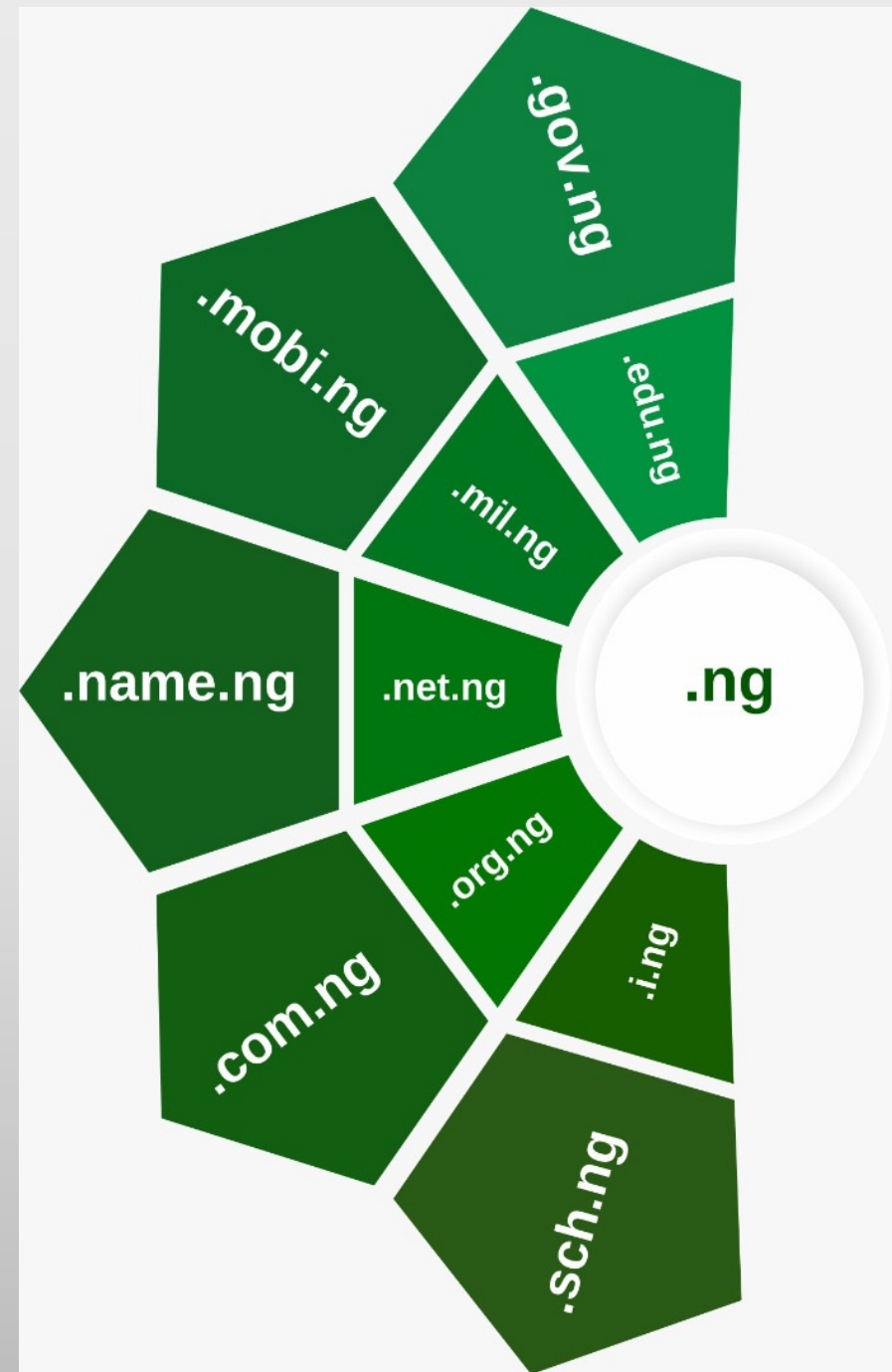


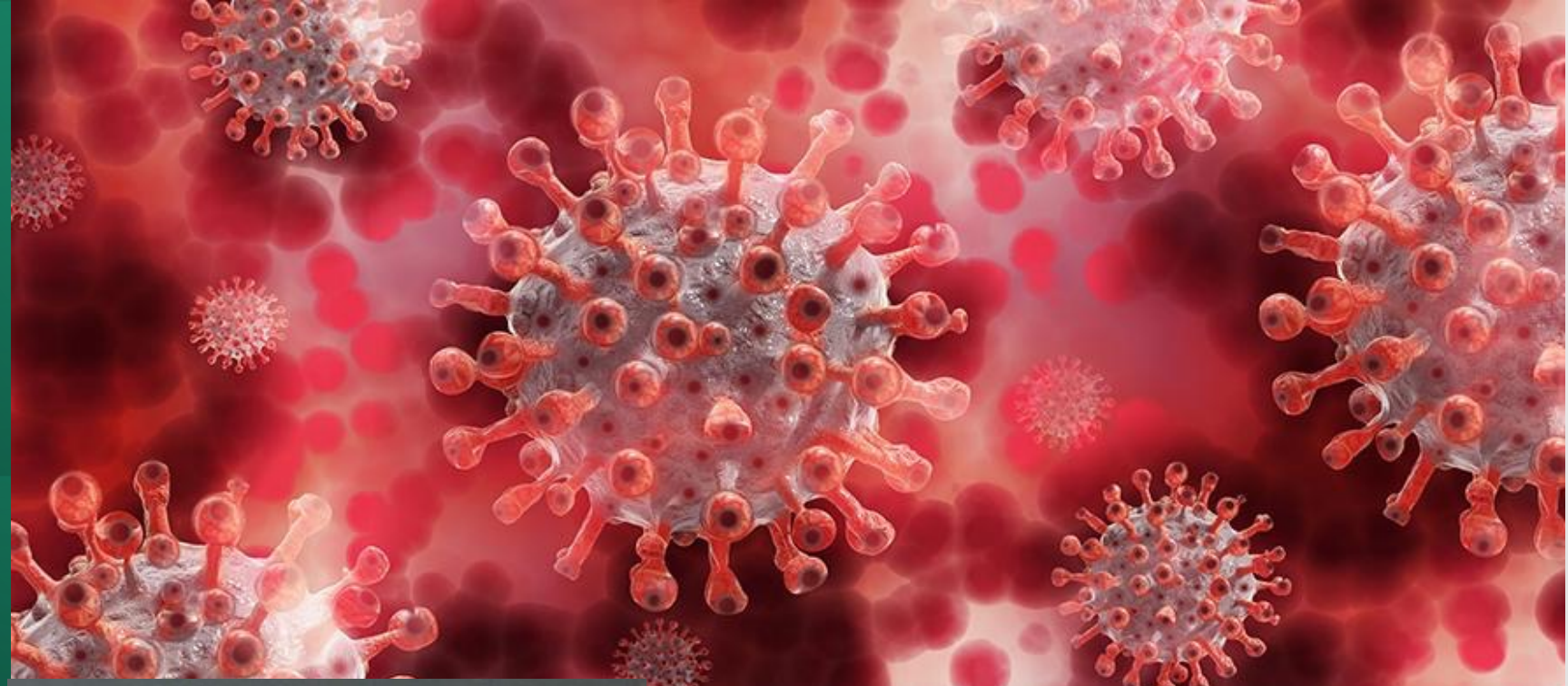
.ng

NEW REGISTRY-REGISTRAR BUSINESS PRACTICES IN RESPONSE TO COVID-19

EYITAYO IYORTIM
CHIEF OPERATING OFFICER



IT'S A WHOLE NEW WORLD POST-COVID 19!

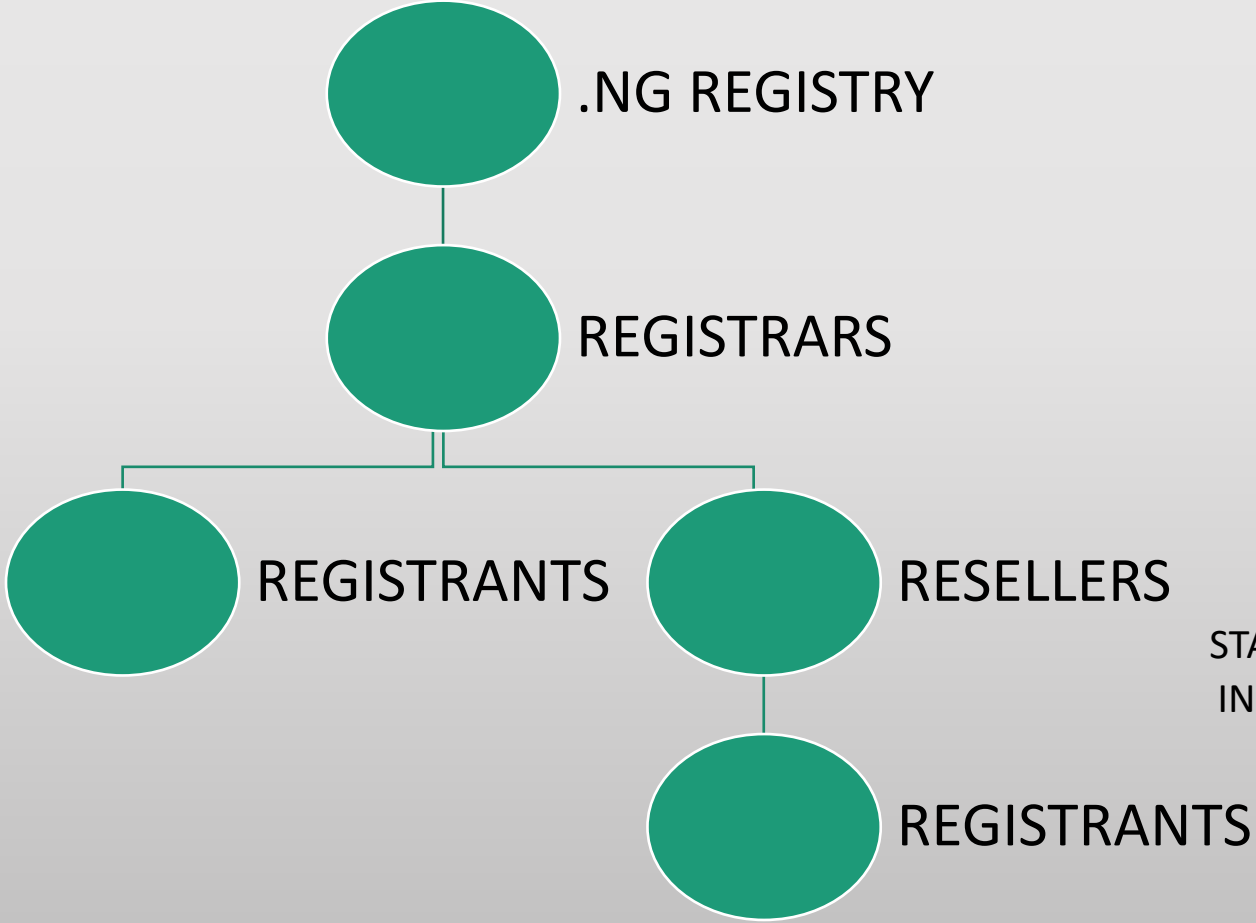


NiRA was coming from a great 2019 in 2020!

- **Increased collaborations**
- **Increased registrations**
- **Stronger relationships with Registrars**
- **Stable Registry**

THE WAY THAT THE .NG BUSINESS IS RUN

AT THE CORE OF BUSINESS CONTINUITY FOR NiRA:



STABLE TECHNICAL INFRASTRUCTURE



PAYMENTS AND REGISTRATIONS



STAFF STABILITY

REGISTRARS FACED MULTIPLE CHALLENGES



SO WHAT DID WE PUT IN PLACE SO THAT BUSINESS COULD CONTINUE?

Increased engagement platforms

Multiple support channels

Additional support staff

A credit system for Registrars

WE HAVE
CONTINUED
TO IMPROVE
WITH AN EVEN
STRONGER
REGISTRY





Thank you

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