

# **KENVERSITY CO-OPERATIVE SAVINGS AND CREDIT SOCIETY LIMITED**

## **CIRCULAR NO. 5/2024**

**TO:** All members, Kenversity Sacco Limited

**FROM:** Hon. Secretary

**DATE:** 8<sup>th</sup> August, 2024

**RE:** **KENVERSITY SACCO SYSTEM UPGRADE: PROGRESS  
UPDATE AND MEMBER ASSURANCE**

Kenversity Sacco Board is pleased to update its esteemed members on the progress of the ongoing system upgrade, which commenced on July 12, 2024. This critical upgrade involves transitioning from the Microsoft Navision system 2017 to Microsoft Navision 365. The upgrade was necessitated by the end-of-life status of the previous system and our commitment to enhancing service efficiency.

We appreciate the patience and understanding shown by our members during this transition period. As expected with any significant technological upgrade, we are experiencing a few initial challenges with member-facing platforms for example the Kenversity Sacco App, the Member Portal, and POS systems. Our dedicated team is working around the clock to stabilize these channels and ensure a seamless experience for all our members.

We want to assure our members of the safety of their investments and data. Our top priority is to safeguard your information and provide the highest level of service. We are committed to resolving these issues swiftly and appreciate your continued support as we work diligently to normalize and enhance all services.

For urgent support or queries, please do not hesitate to contact us through the following channels:

**Phone:** 0715 641 193/ 0715114454. **Email:** [info@kenversitysacco.co.ke](mailto:info@kenversitysacco.co.ke)

We are here to assist you and are committed to addressing any concerns promptly.

Thank you for your understanding and continued trust in Kenversity Sacco.

  
**DR. PRISCILLA GITONGA**  
**HON. SECRETARY**