



FlowOps Africa

SOFTWARE DEVELOPMENT & DIGITAL SOLUTIONS

OFFICIAL COMPANY PROFILE

AI employees for African SMEs — built in Nairobi, for Africa

FlowOps Africa designs, builds and deploys always-on AI receptionists, sales agents and support agents that work where African customers already are: WhatsApp, web chat and phone.

AI Receptionist

Sales & Support Agents

WhatsApp-First

Voice AI & ERP (Enterprise)

Nairobi

HEADQUARTERS

24/7

AI WORKFORCE

KES

LOCAL PRICING

2026

PROFILE EFFECTIVE



1 Company Snapshot

Trading / Brand Name	FlowOps Africa
Headquarters	Nairobi, Kenya
Website	flowops.africa
Email	hello@flowops.africa
Phone / WhatsApp	+254 768 049 757
Founder	Ismael Kiprop — Founder & Lead AI Engineer
Industry	Software Development • AI Solutions • SaaS
Primary Market	Kenyan and African SMEs
Billing Currency	Kenyan Shillings (KES)

2 Company Description

FlowOps Africa is a Nairobi-based technology company that develops and deploys **AI employees** for African small and medium enterprises. Our digital workers handle reception, sales follow-up, customer support, and related operations across the channels African customers already use — especially **WhatsApp, website chat, and phone**.

We sell packaged AI workforce plans (**one-time setup + monthly subscription**) and operate **Partner OS**, a referral partner program where approved partners earn commission when referred businesses become paying FlowOps clients.

Nature of Business (registration-friendly wording)

Software development, artificial intelligence (AI) solutions, AI business automation, web and mobile application development, cloud computing services, systems integration, AI chatbot and AI agent development, data analytics, and Software-as-a-Service (SaaS) solutions for businesses.

Note: Avoid the word "consultancy" on Business Name / company registration forms unless a supporting professional certificate is attached.

“FlowOps Africa builds and deploys AI employees for Kenyan and African SMEs — receptionists and sales/support agents that work 24/7 on WhatsApp, web, and phone.



3 Mission, Vision & Approach

MISSION

Give every African SME a tireless front desk — so leads are answered instantly, 24/7.

VISION

Become Africa's default AI workforce platform for WhatsApp-first businesses.

APPROACH

Practical AI engineering + clear KES pricing + go-live in days, not months.

We design for real African operating realities: mobile-first customers, WhatsApp as the default inbox, cost-sensitive hiring, and the need to launch quickly.

4 Products & Services

AI Receptionist

Answers enquiries, qualifies leads, books appointments, escalates to humans

AI Sales Agent

Follow-ups, FAQs, lead capture, CRM-aligned outreach

AI Support Agent

Customer questions using trained product, policy, and SOP knowledge

Custom AI Employees (Enterprise)

Voice AI, ERP integrations, internal knowledge bases, multi-location

Deployment Modes

Cloud channels — FlowOps-hosted brain on WhatsApp/web • all plans

Hybrid — edge agent + cloud control • Growth, Enterprise

On-premises — full self-hosted edge runtime • Enterprise only

Platform Capabilities

- WhatsApp automation (Meta Cloud API & Twilio)
- Embeddable website chat widget
- Twilio Voice AI (Enterprise)
- Knowledge trainer (FAQs, price lists, SOPs)
- Leads, appointments & analytics portal
- Paystack card + M-Pesa STK checkout
- Subscription renewals & past-due pause
- On-prem / hybrid edge agent
- ERP / webhook integrations (Enterprise)
- Enterprise SLA & dedicated success manager
- Kenya language packs (English, Kiswahili + regional)
- Partner attribution, KYC, wallet & payouts



5 Client Rate Card

Starter Small businesses starting with WhatsApp / web KES 40,000 + KES 8,000 / month	MOST POPULAR Growth Receptionist + CRM-style follow-up KES 80,000 + KES 15,000 / month	Enterprise Voice, ERP, multi-location, on-prem/ hybrid KES 250,000+ Custom MRR
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Payment methods: M-Pesa, bank transfer, card (Paystack), or cheque. **Billing model:** Setup (once) + monthly subscription (MRR).

Public pricing: flowops.africa/pricing • Workforce catalog: flowops.africa/workforce

6 Partner OS (Summary)

15% SETUP COMMISSION	10%×6mo MRR COMMISSION	14 days HOLD PERIOD	M-Pesa PRIMARY PAYOUT
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PLAN	TYPICAL PARTNER EARN
Starter	KES 10,800
Growth	KES 21,000
Enterprise	Quoted

FlowOps retains the client relationship, pricing, delivery and support. Partners earn for referral / conversion. Apply at flowops.africa/partners.

7 Industries Served

Retail & E-commerce	Healthcare & Clinics	Hospitality & Hotels	Professional Services	
Education	Real Estate	Logistics	Finance & Fintech SMEs	SaaS & Tech Companies

8 Why FlowOps

- WhatsApp-first** — built for how African customers actually message businesses
- Mid-market KES pricing** with clear scope limits
- Go-live in days** with trained AI workers
- Local language capability** for Kenya markets
- Transparent Partner OS** commissions tied only to confirmed payment

9 Leadership



Ismael Kiprop
Founder & Lead AI Engineer

[linkedin.com/in/ismael-kiprop-105378406](https://www.linkedin.com/in/ismael-kiprop-105378406)

FlowOps combines practical AI engineering with go-to-market support so SMEs get working automation, not slide decks.

10 Contact

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CONTACT FORM

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PARTNERS

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COMPANY PROFILE PAGE

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Let's put an AI employee to work for your business

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FlowOps Africa • Company Profile • v1.0 • Effective August 2026

This profile is for clients, partners, banks, investors, and registration authorities. It reflects FlowOps Africa's product and commercial configuration as of August 2026.