

# INSPIRER

VOLUME 18 - JANUARY 2017

Dawn of a  
**Digital  
Era.**



**01** EMPOWERING  
LIVES THE  
DIGITAL WAY

**02** TRANSFORMATION  
JOURNEY

**03** SUCCESS STORIES  
ON DISRUPTIVE  
TECHNOLOGY

**10** TEAM  
MATTERS

# INSPIRER

## ABOUT TECHNO BRAIN

Techno Brain is Africa's leading custom software provider. We offer innovative IT solutions, IT training, and BPO- / IT-enabled services to NGOs, governmental, and private organisations globally.

Through this issue, we would like to appreciate and acknowledge you for putting forth your best last year. We wish you nothing short of success and prosperity this year.

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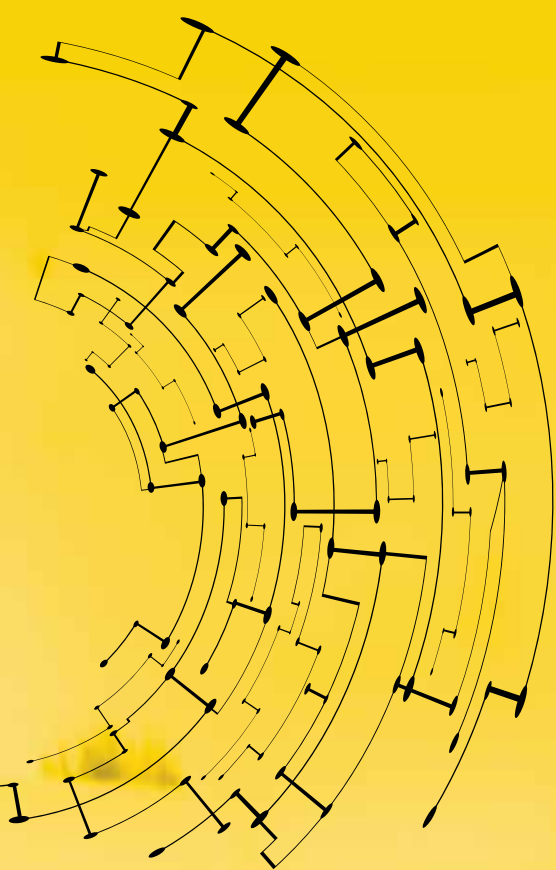
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OUR FOCUS

# Empowering Lives The Digital Way

*SBUs can now offer  
Analytics, Big Bata,  
Internet of Things, Mobile  
and Block Chain.*

After an arduous 2015, Techno Brain bounced back with a decent performance. We acquired national level large customer projects adding to 25 governments using various platforms that we provide. 2016 was also a historical year for us as we implemented the full transformation program in partnership with Ernst and Young.

The result of this exercise has clearly started bearing fruits as all the key performance indicators have improved significantly. We brought focus back on our Customers, Employees, Excellence and Profitability.

The formulation of Strategic Business Units (SBU) and Market Units (MU) and building the whole ecosystem has taken off. To this effect, we have positioned our entire products and services into 7 SBUs namely Public Finance Management (PFM), Identity Management (IDM), Microsoft (MSFT), Oracle, Tax & Customs, Training and Business Process Outsourcing (BPO) and aligned them with the 5 MUs.

In 2016, Techno Brain undertook the digital journey and we created a roadmap to move several of our key offerings on cloud. SBUs can now offer Analytics, Big Bata, Internet of Things, Mobile and Block Chain. We have taken an exciting journey to transform Techno Brain into Africa's Leading Digital Company.

Best Regards,  
*Manoj Shanker,*  
Techno Brain Group, CEO



# Organisation Transformation

*Techno Brain has re-aligned its products and solutions into 7 strategic business units*

In 2016, Techno Brain embarked on a transformation journey which has renewed the organization and put on a robust growth path.

This transformation effort is built on 5 key pillars:

1. Building deep and long term relationships with our clients
2. Driving product innovation and product centric delivery engine.
3. Remoulding our behaviours for greater accountability and drive
4. Building a more robust framework of processes to monitor and drive success

5. Involving employees at all levels to participate in this process of building shared prosperity.

Our assistance in building Organization Structure, Financial Processes and HR Systems were all focused on driving these key imperatives.

On a personal note, the commitment, drive and focus demonstrated by Techno Brain's leadership team and employees has indeed been impressive.

My team and I had the privilege to interact with a wide range of Techno Brain stakeholders

across levels, geographies and departments and, in each instance, there was positivity and excitement about the transformation.

We are confident that Techno Brain will continue on their path to accelerated growth and success. We look forward to the day when Techno Brain will be a global powerhouse in the IT/ITeS space.

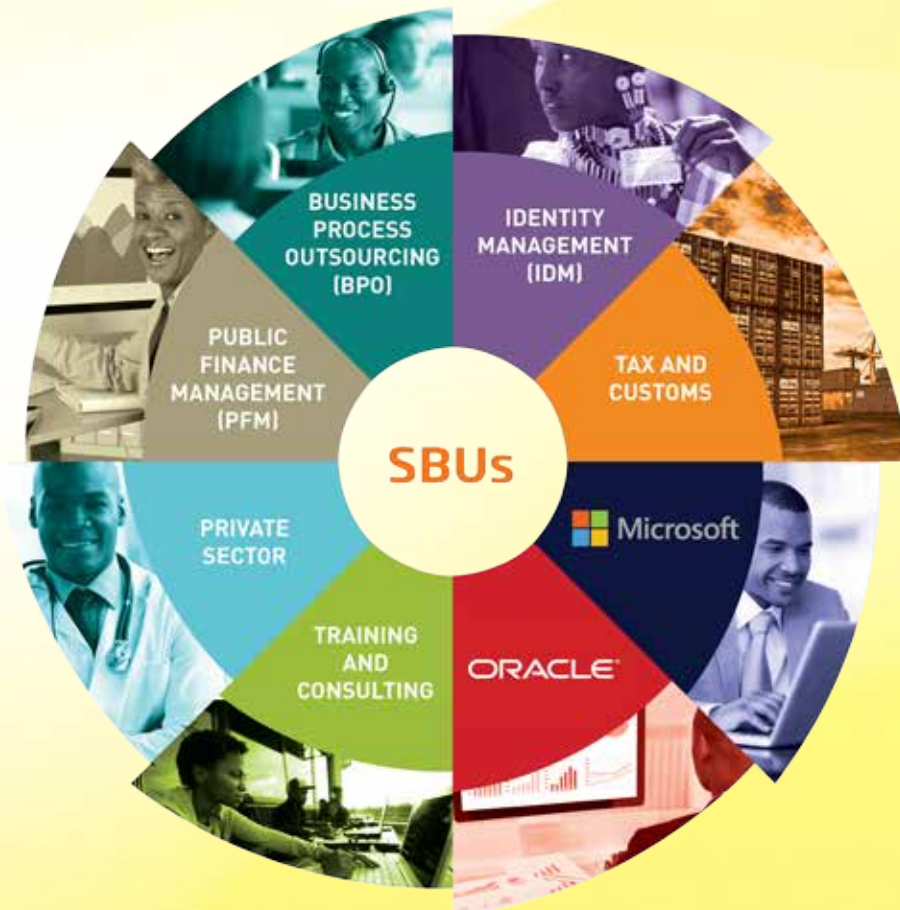
**Gopal Nagpaul**

Partner | People Advisory Services  
Africa, India & Middle East (AIM)  
Ernst & Young, LLP



***“We believe that as we continue to implement on the initiatives generated by the transformation agenda, we will strengthen our commitment and dedication to serve the African and global market with industry best IT solutions and products”.***

**Anand Mohan**  
Techno Brain Group COO



# NEWS & EVENTS

## SOLUTIONS



**Ministry of Finance Ethiopia partners with Techno Brain to implement one of the largest Financial Management systems in Africa**

The Ministry of Finance (MOFEC) Ethiopia has partnered with Techno Brain to implement a Financial Management Systems which is one of the largest in Africa. The project currently being deployed by over 40 local staff is built to overhaul the system of funding of the developmental projects in the Ethiopia.



**ZIMRA Launches NationalWide e-cargo Tracking System on Techno Brain's Platform**

The Zimbabwe Revenue Authority (ZIMRA) rolled out an electronic cargo tracking system, designed by Techno Brain to combat transit fraud in the country. The system allows real-time tracking of cargo up to the point of exit. The revenue collector highlighted that the move reflects the importance of digitalization and automation in facilitating smooth trade and travel across international frontiers.



**NIRD partners with Techno Brain to Build GIS Systems for Madagascar**

Techno Brain in close collaboration with the National Institute of Rural Development (NIRD) in India will play a crucial role in setting up GIS infrastructure for the Ministry of Agriculture and Livestock in Madagascar to support in informed decisions and policy making.



**Liberian Government contracts Techno Brain to Launch the First of its Kind Integrated Digital Driving License System**

The Liberian Government has contracted Techno Brain to embark on the digitization of Driving License Issuance, Vehicle Registration and Management Process. The project, the first of its kind will help overcome the major challenges suffered due to Paper based Driving License and non-digitized vehicle records.

The Vehicle Registration and Smart Driving License processes will strengthen record keeping, issuance of smart card based license and reduce revenue loss due to illegal duplication of Vehicle Certificates and Driving License Card.

HAPPENINGS

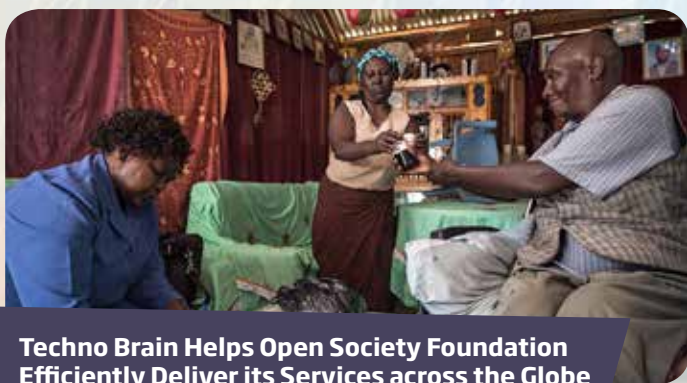


## Malawi Boosts Revenue Management Using Techno Brain's Tax and Custom's System

Malawi Revenue Authority (MRA) has deployed new strategies to widen their tax and boost revenue collection. These measures are part of the Integrated Tax Administration System (ITAS) enforcement aimed to automate tax collection, empower government boost tax revenue and aide tax payers access their information online on Techno Brain's Total Revenue Integrity Processing System (TRIPS)

## KDIC engages Techno Brain to Transform its Enterprise Resource Planning

Kenya Deposit Insurance Corporation (KDIC) has engaged Techno Brain to roll out an Enterprise Resource Planning System to manage funds, liquidation and various other operational aspects. The former systems were challenging to use and costly to maintain. Techno Brain implemented Microsoft Dynamics AX across all their departments thus making KDIC a self-sustainable institution through its newly acquired best practice financial management processes.



## Techno Brain Helps Open Society Foundation Efficiently Deliver its Services across the Globe

Open Society wanted a financial management system that integrated fund accounting, grant management, and servicing the organization's diverse geographic network across the globe with a single, standard system interface that simplified the training requirements. After evaluating several potential solutions, Techno Brain recommended an ERP to best meet OSF's requirements. Currently, OSF is rolling out globally, to West Africa, East Africa and Easter Europe.



## Techno Brain Implements BI Project to Improve Ethio Telecom's Customer Delivery

Techno Brain is currently implementing a state of the art Oracle BI and Data Warehousing stack to meet Ethio Telecom's growing business requirements. This project will support the Telecom's vision to transform into a World Class Customer Centric Organization.

## Tanzania Revenue Authority Pioneers in Using Oracle Cloud for Business Intelligence to Improve Revenue Collection

Tanzania Revenue Authority (TRA) has leveraged on Oracle Business Intelligence Cloud Service to boost its overall efficiency in revenue collection. The agency enrolled an advanced Data Warehousing System interlinking all component subsystems of TRA allowing data collation and validation with rigid security measures.



## Techno Brain Implements Naples Airport ERP

Naples Airport (NAA) engaged Techno Brain to help evaluate the gaps between what they needed to operate effectively and efficiently and how the Dynamics NAV software functioned. The Techno Brain team provided NAA an objective analysis and ultimately recommended Serenic Navigator 2016, the leading fund accounting software for not for profits to effectively and efficiently meet the client's needs. Serenic's Navigator 2016 product offered several new capabilities over prior versions and over Dynamics NAV.

HAPPENINGS



Annual Leadership meeting 2016

## NEWS (CONT'D) ▾

Photo / @KwaleCounty



### Kwale County Rolls Out Techno Brain's e-Revenue Management System to Improve Revenue Collection Efficiency

Kwale County Government has engaged Techno Brain's expertise to automate its revenue management system to expand revenue collection efficiency. The e-revenue collection system dubbed 'County Hela' will make the payment of services quicker and more efficient.



### Oracle Cloud Fora in Kampala and Ethiopia address technology challenges faced by African Industries

Oracle and Techno Brain held Cloud Forums in Ethiopia and Uganda bring together industry experts ways to address the common technology challenges that most corporations face in Africa.



### Techno Brain becomes the first African Company to sponsor Global Taxation Forum, CIAT , Miami FL, 2016

Techno Brain became the first African Company to sponsor Global Taxation Forum, CIAT, Miami FL in 2016. The Inter-American Center of Tax Administrations - CIAT and its member countries held their first "CIAT Technology Meeting" focused exclusively on the best technological practices and their implementation in the global tax market.

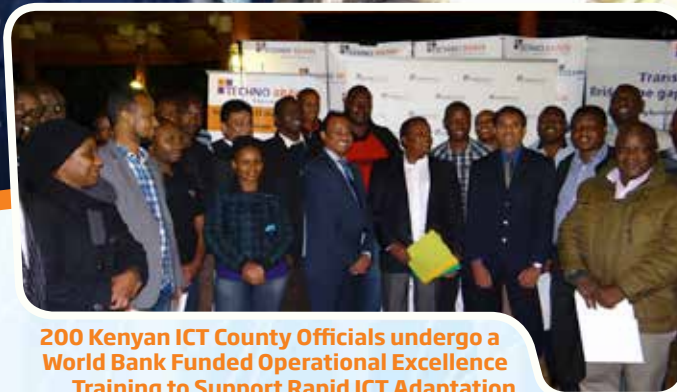


### Techno Brain & Mint Technologies Extend Microsoft Dynamics 365 Capabilities for Kenyan FSIs

Mint Management Technologies and Techno Brain in conjunction with global software developer Microsoft embarked on the technology giant's African expansion journey into West, East and Central Africa (WECA) by providing organisations in Kenya with a 'first look into Microsoft's next generation of business applications' during an event hosted on November 29, 2016 in Nairobi, Kenya. The event focused on Microsoft's strategy for digital transformation and revealed how Microsoft Dynamics 365 enables organisations to grow, evolve and transform.



Team Mongolia joins Techno Brain family



200 Kenyan ICT County Officials undergo a World Bank Funded Operational Excellence Training to Support Rapid ICT Adaptation

Techno Brain and ICT Authority trained over 200 county officials through a rigorous ICT training exercise funded by the World Bank to raise the country's competitiveness in line with vision 2030s ICT goals.

## NEWS & EVENTS

### TRAINING



Amity University partners with Techno Brain to Build World Class Digital Education in Malawi

Techno Brain and Amity University have entered a partnership whose focus is to contribute on High Quality Formal Education in Malawi. The collaboration will see the deployment of two World Class Counselling and Admission Centres of Excellence at Techno Brain's Lilongwe and Blantyre Training Centres which will facilitate the youth of Malawi to take a well informed decision for their career in terms of Under Graduate and Post Graduate Degree Programs.



Huawei and Techno Brain Partnership to Build ICT Networking Capacity in Africa

Huawei has entered into a partnership agreement with Techno Brain, whose main goal is the transfer of technology in the information and communications technology (ICT) sector. Techno Brain, as a HALP in Ethiopia, will offer different level and various package courses to all organizations, customers, partners, ICT practitioners and students.





## NEWS & EVENTS

### BPO



#### Techno Brain Launches a Refugee Helpline

The helpline, supported by the Refugee Agency will be a sign board to members of the public, groups and organizations that can best help them get involved in responding to the crisis..



#### Techno Brain Contact Center Transforms Public Service Delivery Using E-Governance Services

Techno Brain is implementing a center that is enabling a section of East African Citizens to access various public services and information from a one-stop-shop. Citizens are now able to get birth certificates, national identity cards, passports, registration of business names, and applications for marriage certificates, drivers' licenses, police abstracts... and many other services in one place.

CSR



## CSR

The story of the underprivileged has to be re-written; poverty has to be eradicated; healthcare and education must be mandatory. The Foundation would like to do the rewriting – as many stories as they can. Techno Brain, in their journey towards success, believes in a philosophy that is inclusive and progressive. This philosophy is richly reflected in the Techno Brain Foundation



### Group CEO Participates in Stanchart Nairobi Marathon CEO Invite Race

Manoj Shanker, Techno Brain CEO, Evans Kidero, Nairobi Governor, Walter “Nyambane” Mongare, County Director of Communications among other CEOs pace up during the Nairobi Stanchart Marathon



### Impact Sourcing; BPO Team tells the Story

Last year, the BPO team told their story in a video project through the touching stories of the journey of three BPO Executives.



### Adopt-A-Tree: Techno Brain US Donates Funds to Plant Native Trees

Boys & Girls Clubs of Lee County planting native trees around the forestry Center.



### BPO Kenya team visits Kenyatta Hospital Cancer Pediatric Ward



### UK Team clean up during the International Volunteer Day

“ Techno Brain believes in a philosophy that is inclusive and progressive ”

## Milestones



Microsoft 2016 Impact Sourcing Leadership Awards



We are now ISO 27001:2013 (ISMS) Certified!



Techno Brain Tanzania Features in KPMG Top 20 Companies



Microsoft 2016 City Next Award



Techno Brain wins 2016 Oracle Strategic Winner of the Year

“ There Are No Secrets of Success, It Is The Result of Preparation, Hard Work And Learning From Failures ”

Colin Powell

# NEW EMPLOYEES



Corporate

**Nkosingiphile Cedric Shabangu**

General Manager, South Africa

Cedric holds a Masters Degree in Marketing Management and has extensive experience in public sector sales management and SMME development. He has previously served companies such as Datacentrix and Bytes Universal Systems in South Africa. He has been instrumental in developing extensive public sector sales channel using SMMEs for Datacentrix and developed employment equity forum that complies with the department of Labour requirements. Cedric also served as the enterprise development manager for Datacentrix.



IDM

**Ashish Chatterjee**

Presales Head - Identity Management Solutions

A seasoned and highly experienced Public Safety & Homeland Security Professional, with an excellent record of achieving goals. Having a strong background in providing Business Process Re-Engineering Solutions using innovative technologies to Government & Banking Sector in Asian and Western Markets.

Ashish Chatterjee is now using his proficiency to support the Identity Management Unit (IDM) SBU from African and global markets.



Corporate

**Joseph Mwangi Kamande**

Assistant Finance Manager

Joseph has worked in different companies in Kenya and the UK with the latest being Lloyds' Banking Group, Unga Group and Demkes Sacco where he led various finance, accounting and audit roles.

He brings valuable knowledge, experience and skills in risk analysis, financial analysis and management to the finance team. He is a chartered accountant (ACCA) from London School of Business and Finance and holds a Bachelor of commerce (Finance option)



PFM

**Fikreselassie Geressu**

Senior Project Manager, IFMIS Project, Ethiopia

With over 15 years of experience in the financial sector including banking and public sector, Fikreselassie has been working from Programmer to Director level in banking industry for about 10 years. For the last 6 years, he has been leading projects of Enterprise Resource Planning and related component deployment projects for public sector. He has successfully delivered two IFMIS projects over the last six years.

Fikreselassie has joined Techno Brain as a Senior Project Manager for the prestigious IFMIS Ethiopia roll out project.



Microsoft

**Colin Swinburn**

Project Manager - Microsoft Dynamics NAV USA

Colin Swinburn has worked for the last 17 years in project management and consultancy roles associated with the Microsoft Dynamics NAV. His last assignment was with Charterhouse Print (a subsidiary of Konica Minolta), where, as Project Director, he was responsible for an 18 month roll out of NAV to 23 different European countries.

Colin, who lives in the UK, joins us as the TBL Project Manager for the data conversion and training aspects of the New York based OSF (Open Source Foundation) Horizon project. Colin's thought for the day is: "Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful" (Albert Schweitzer)



Trips

**Gary Parnham**

Principal Business Analyst, TRIPS, UK

Gary's key role will be in the development and enhancement of the trips product. He is a Business Analysis professional with over 20 years of broad experience working with Multinational and FTSE 100 companies across the Education, Automotive, Leisure, Communication, Government, Education and International Development industries.

He has worked mainly in the UK but more recently he could be found living and working in Ghana as part of the team delivering a new digital Tax System (trips) for the Ghanaian Government. His experience includes working with companies such as William Hill, Edexcel, Learndirect and the Ministry of Justice in the UK and with Crown Agents in Ghana and the UK.

TEAM MATTERS

# Fresh Talent



**Lewellyn Elias**

Sales Manager Training & Consultancy Division, Lusaka Zambia

Lewellyn Elias has worked in sales for more than 11 years and 8 years in the education industry. Lewellyn joins in as the Sales Manager Training & Consultancy Division for Lusaka Zambia.

With his core competency in customer service and sales, he will drive business through the most satisfactory methodology of delivery as well as build brand value by spreading positive and effective services done by the organization.



**Srinagesh Bogananjappa**

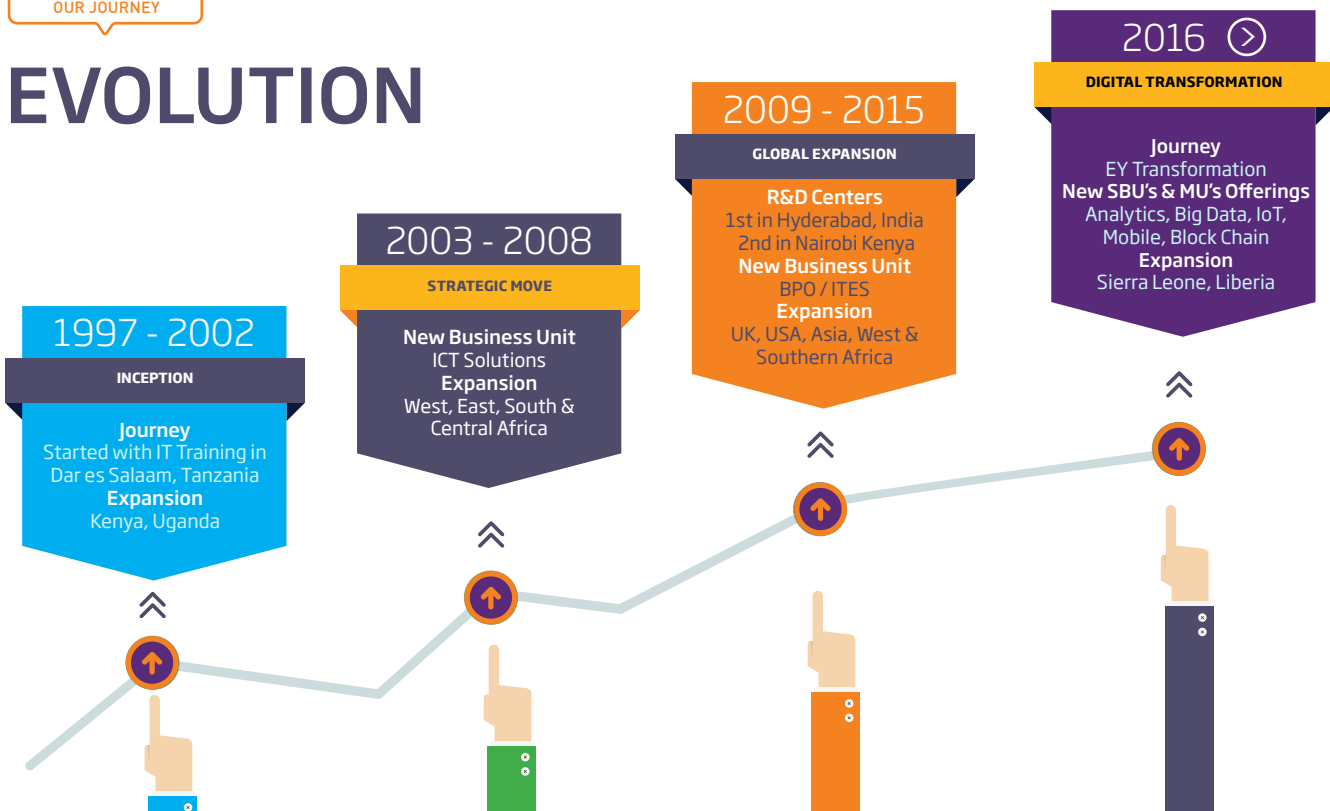
Transformation Lead - Oracle Practice

Having studied Telecommunication Engineering, Srinagesh is a highly skilled Telecommunication Engineer. He has vast experience having worked with Indian companies such as HCL, Modi Olivetti, PSI and Data Systems.

Srinagesh came to Kenya in 1992 to join Copy Cat Ltd as their Group Technical Advisor and later went on to join OEL Sysnet a Sameer Group Company as their CEO. Previously, he worked at Oracle Kenya for the last 9+ years before joining Techno Brain in December 2016.

OUR JOURNEY

# EVOLUTION



PIC SAY



Delegates from various African Countries participate in a Techno Brain Identity Management Workshop



Botswana Delegation visit the Techno Brain BPO Contact Center which is currently implementing one of the most celebrated e-citizen services in Africa.



Training Leaders from all the African centers during a management workshop



French Embassy Delegates pose with Techno Brain's CEO, Manoj Shanker, COO, Anand Mohan, alongside other staff



Government officials attend an ITAS Workshop in Malawi



Simon Edwards (Tax and Customs Head) and Colin Gabay during UK volunteers day





#### GLOBAL PRESENCE

Ethiopia | Ghana | India | Kenya | Liberia | Malawi | Mauritius | Namibia | Nigeria | Rwanda | Sierra Leone | South Africa  
South Sudan | Swaziland | Tanzania | UAE | Uganda | UK | USA | Zambia | Zimbabwe

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