



## COMPANY PROFILE

## Introduction

### 1. Overview

IctPack Solutions Ltd is turnkey ICT solutions provider with a strategic objective to be a leading provider of INNOVATIVE ICT solutions and services in Tanzania. We aim to be our client's reliable partner to steer through competitive business environment powered by state of the art business automation technologies.

We focus on helping companies and organizations leverage new technologies to their competitive advantage. Our INNOVATIVE solutions enables us to bridge the gap between BUSINESS and TECHNOLOGY.

Our clients cannot simply be satisfied with the job we do, they must be impressed. We provide innovative solutions at the same time building lasting partnerships and ensure client satisfaction.

### 2. Our Mission

To deliver innovative ICT services and products that bridge business and technology to meet our clients' expectations.

### 3. Our Vision

To be a leading provider of choice for innovative ICT solutions and services which are designed to assist our clients meet and overcome 21<sup>st</sup> century business challenges.

### 4. Our Culture and Values

We embrace a culture of **teamwork**, **responsibility** and **innovation** and special care is taken to ensure our products and services offering are up-to-date and relevant in terms of technology and business.

### 5. Why choose Us for your project?

We are a smart company with a common vision that drives the way we work Working with us entitled you to the following advantages at our disposal;

- a. **“Innovative solutions”** is what differentiates us from our competitors. Our business processes, our brands, the technologies we use, the designs, the process flows is all about innovativeness.
- b. **Streamlined processes of delivery.** From conception of ideas, to requirements development and solutions delivery, IctPack Solutions is keen to maintain high standards of professionalism and integrity.
- c. **Savvy expertise.** Our development team consists of experienced and savvy teams from both business and technical end. Our systems engineers, analysts, programmers and designers who will perfect every stage of solution development and deployment.
- d. **Quality solutions.** Our solutions are designed to excel in high standards of functionality, usability and sustainability.

## Overview: Solutions, Services and Products

Each business is unique in its own ways and it's the main reason our solutions to be are highly flexible and customizable to match particular business processes. To meet the growing demands of technology in these varying businesses, IctPack Solutions has a wide range of innovative solutions and services ready for our clients to take advantage of.

### 1. Solutions and Services

- i. Customs Software Applications,
- ii. Web Applications Development
- iii. Content Management Systems,
- iv. ERP Solutions and Systems Integration.
- v. Mobile Apps Development,
- vi. Bulk SMS services ,SMS marketing, Digital Marketing ,
- vii. IT Support and Consultancy.

## 2. Products and Solutions

- i. **Mifos X** - A financial management software for SACCO and Micro-Finance Institutions to streamline funds management and day to day operations.
- ii. **Bitrix24** – Intranet solution for enterprises designed for effective collaboration, activity, communication, work flow and process management.
- iii. **MicroAccounting** – An affordable yet powerful ERP solution to manage business activities of micro companies/organizations.
- iv. **HRMenterpriseXV** - An integrated HRM solution that caters to the entire spectrum of operational, tactical and strategic functions.
- v. **3CX Phone System** - A modern and unified communication solution for businesses that offers unified voice & video calling, emails, fax in one single platform. Integrates with ERPs, CRM and other popular business applications.
- vi. **Odoo Business Apps** - Open Source business applications e.g. accounting & Finance, HR, Purchasing, Manufacturing, Sales, CRM to streamline organization activities from SMEs to large corporations.
- vii. **SolarWinds** - A broad range of IT management software solutions related to networks, servers, applications, storage, virtualization and security. Solutions include Network Performance Monitor, Server & Application Monitor.
- viii. **LegalMate** - A legal practice software for law firms to conveniently manage clients and case information, documents, time and billing activities.
- ix. **PackSMS** – A web based integrated SMS tool for bulk messaging, notifications, marketing, events management etc.
- x. **YooPack** – A retail business management and Point of Sale software for managing sales, stock (inventory) and products. Suitable for Supermarkets, Grocery Stores, Boutiques.

## Services and Solutions

### a. Web Applications Development

With web applications, we can make your business available and accessible anytime and anywhere in and out of office. Our web solutions include data entry and data management system, web portals, content management system, file sharing and management.

## b. Content Management Systems(CMS)

Managing and updating contents of typical organizational websites is not easy as most content is static and doesn't adapt to changing information within an organization. With our CMS solutions, you can efficiently manage and update content of your websites and web portals without the need for heavy technical assistance.

## c. Custom Software Applications

It is our business to build Custom Software for businesses and organizations which are looking to automate their working processes and assist in decision making.

Let us understand your business process or problem and we'll solve it. We are experts in crafting software applications tailored to the unique needs of each business we encounter. Efficiency in our methodologies ensures 99.9% of requirements are met and software projects are delivered on time and on budget.

## d. Systems Integration

You have separate systems and / or databases which need to communicate? We are experienced in enterprise information systems and database and different ways through which these systems can communicate and exchange information.

Our integration team of experienced system analysts & engineers will work with you down to the finest details to implement an integration solution that meets your needs.

## e. Web Hosting Solutions.

For individuals and business of all sizes, we provide secure hosting solutions for websites, web applications, business applications, e-commerce etc. We also provide dedicated servers and virtual private servers (VPS) enabling you to take full control of your server like you would on a physical computer. Our hosting servers are located in UK and US and manned 24/7, efficient and blazing fast to ensure 99.9% availability and uptime of your business.

#### f. Mobile Apps Development.

Go Mobile! As service consumers are more & more attached to their mobile devices, we aim to extend business services and resources to mobile devices via apps for end users to consume anytime and anywhere. To tap into this opportunity we have expertise in mobile apps development across major platforms like Android and iOS.

#### g. Consultancy & Support

**ICT consultancy**, we are dedicated to advising businesses on how best to use information technology to meet their business objectives on matters of ICT policy, security, systems implementation and more.

**ICT Support**, we do manage and administer ICT systems on behalf of businesses and organizations. For specialized attention to ICT systems, we have the competence and capacity to fill in the gap for you.

## Products and Solutions

#### a. 3CX Phone System

3CX Phone System is a software communication platform that provides state of the art enterprise voice & video communication for your modern office.

- Evolve office communications by allowing your employees to stay connected anywhere in and out of office on desk phones, laptops and smartphones.
- A purely software Unified Communications Platform, therefore eliminates "old style" hardware based platforms.
- No hardware modules are required to add new features, whole system is 100% software configurable with unlimited scalability.
- Slash your monthly telephone bills, employees can make free calls in and out of office via the internet

With 3CX Phone System, all desk phones, softphones in PCs and laptops, iPhones and Android smartphone can be used as extensions for voice communications. Public lines/Landlines can be connected as well.

### Features

- 3CX Phone system is easy to installation and manage, everything is done from just a web browser.
- Open standard SIP protocol allows for interoperability with multitude of devices.
- Plug and play configuration of popular IP Phones with no vendor lock in.
- Unified Communications features such as voice and video conferencing
- Increase mobility by allowing employees to take extensions even when outside of office. 3CX includes client software for Windows and Mac, Android, IOS and Windows phone apps.
- Fault tolerance and disaster recovery. Backup your PBX and instantly restore it on another machine in case of hardware failure or disaster.
- Integration advantage with popular systems such as Office 365, Google, CRM, Outlook, and ERPs.
- Video Conferencing with 3CX WebMeeting; enjoy web conferencing feature without installing additional server hardware or additional bandwidth.

### b. Bitrix24

Bitrix24 is an intranet portal solution that facilitates day to day operations and tasks of an organization. It is used for collaboration, communication and management of tasks by providing a single collaborative work zone for all your projects and files.

Bitrix24 is a perfect solution for project managers, business managers, HR managers, project teams, sales and marketing teams. If your company has busy teams that work in collaborative projects then this is the right tool to have.

### Features

- Activity Stream & Workgroups - a unified, interactive feed where all the updates to the organization intranet can be seen. Stay aware of all events, projects, document changes as they happen in real time.
- Stay connected with company updates anytime, anywhere on PCs, Laptops, Android devices, iPhone and iPads.
- Tasks & Projects Management: Create projects, distribute tasks and follow up.
- CRM: Managing sales, leads and contacts; interaction and history of contacts, leads, and deals are managed and stored

- Easily share files with all or a group for download, collaboration or private and public use.
- Document Management, a unified solution for working on shared documents
- Scheduling Meetings & Briefings; manages invitations, responses, log minutes etc.
- Business Process Management; manage workflows inside your CRM, Document Library, and Lists.

### c. EFIMAS

EFIMAS is a software solution for Banks, Micro Finance Institutions, Credit Unions, SACCOs, Village Savings Groups, Village Lending Groups, Financial Co-Operatives and more. EFIMAS offers end to end services needed to bring digital financial services together in a modern connected world. It can be deployed in the cloud or on-premise, online or offline, on a mobile or a PC; it can be adopted to support any type of organization, delivery channel, product, service, or methodology.

### d. MicroAccounting ERP

MicroAccounting is an affordable ERP solution suitable for small companies/organizations that want to adapt computerized processes in day to day business management & practices. Most small businesses resort to MS Excel sheets for record keeping but MicroAccounting expands even beyond to bring a sustainable solution that enables centralized management of your business.

- General Ledger with Budget
- Cash Management and Bank
- Purchases & Payables
- Sales & Receivables
- Payments, Deposits, Bank Account Transfers,
- Items and Inventory
- Manufacturing
- Dimensions
- Languages & currencies
- Multi companies

### e. PackSMS



PackSMS is a simple mobile communication and SMS marketing tool that enables individuals or organizations to launch SMS campaigns and communicate information to target groups/clients in the most easily and affordable way.

#### What can you do?

- Send reminders for events, payments & appointments.
- Introduce new products and services, send offers and discounts to target customers.
- Send emergency updates quickly at the last minute.

#### What else does PackSMS offer?

- Multiple messaging options; Quick and Professional SMS, Customize sender ID
- Address book and contacts management, import and export bulk contacts.
- Analytics; track all messaging activity with detailed report center
- Check number status; offline, available, invalid, roaming

#### f. HRMenterpriseXV

IctPack Solutions HRMenterpriseXV is a fully integrated Human Resource Management Solution. Our solution is meant to address the entire spectrum of operational, tactical and strategies of HR.

#### What we offer

- **Foundation Modules;** Employee Information Manager, Employee Life Cycle, Organizational Structure,
- **Operational Modules;** Payroll Management, Loan Management, Benefits Administration, Time & Attendance, Absence Management, Timesheet Management, SSHR & Kiosk, Recruitment Management.
- **Strategic Modules;** Manpower planning, Performance Management, Training & Development, Talent Management
- **Industrial Relations Modules;** Grievance Handling, Disciplinary Management, Rewards & Recognition.
- **Reporting & Analysis Modules;** Report Navigator, HR Dashboard, Analytical Tools.

#### g. Odoo Business

Odoo is a suite of business application used to manage company operations of all sizes. Business functionality is available as modules and organized as follows:

- **Business operations apps:** project management, inventory, manufacturing, accounting and purchase
- **Sales management apps:** sales, CRM, point of sales, quotation builder
- **Marketing apps:** mass mailing, lead automation, events, survey, forum, live chat
- **Human Resources apps:** employee directory, enterprise intranet, leaves management, timesheet, and fleet management
- **Productivity apps:** business intelligence, instant messaging, notes
- **Front-end apps:** website builder, blog, e-commerce

#### h. LegalPack

LegalPack is an all-in-one, affordable and intuitive legal practice management software designed for a modern law firm. It gives your firm the advantage of a complete case management software solution, get organized with clients and contacts, calendars, cases, documents, time tracking, and billing.

Features include;

- Clients and Contacts Management
- Cases and Projects Management
- Documents management
- Calendar and Diary
- Activity Logbook
- Invoicing and Billing
- Timesheets and Tracking
- Dashboards and Reports

#### i. SolarWinds IT Management Tools

SolarWinds brings a range of sophisticated cutting edge tools giving you the power to manage IT top to bottom. Product portfolio includes solutions to;

1. Monitor Network Performance - Performance monitoring, bandwidth control and analysis, IP Address management, VoIP monitoring, Configuration management, network mapping etc

2. Optimize Applications & Systems - Application performance, Server Health, Virtualization manager, storage capacity performance etc
3. Accelerate and analyse Database performance for Oracle, SQL Server, DB2, SAP ASE
4. Enhance Security & Compliance - Security Information & Event Management, Patch, Firewall, Network Config, User device tracker

## Our Partners

### a. 3CX Corporation

3CX([www.3cx.com](http://www.3cx.com)) is the company that develops the award winning 3CX Phone System, an open standard unified communications platform for Microsoft Windows that works with standard SIP phones and replaces any proprietary PBX. 3CX Phone System has been selected by leading companies and organizations worldwide to meet their Unified Communications and telephony requirements including Boeing, Hugo Boss, City of Vienna, Intercontinental Hotels & Resorts, Harley Davidson and MIT. 3CX maintains a global presence with offices worldwide in the US, the UK, Germany, France, Japan, Russia, South Africa, Poland, Switzerland, Cyprus, Australia, Hong Kong, and Malta.

### b. SolarWinds

SolarWinds ([www.solarwinds.com](http://www.solarwinds.com)) offers value-driven products and tools that solve a broad range of IT management challenges – whether those challenges are related to networks, servers, applications, storage or virtualization. Our company was built by network and systems engineers who know what it takes to manage today's dynamic enterprise IT environments. We deliver "simplicity" to meet expectations of IT Pros in enterprise software. Simply put, we work to eliminate the complexity found in traditional enterprise software – making it easier to find, buy, deploy and maintain.

### c. hSenid Business Solutions

hSenid Software International ([www.hsenid.com](http://www.hsenid.com)) is a software development company specializing in human resource applications and mobile applications. hSenid is an application and service provider for the telecom, financial and enterprise markets. It is also widely recognized for its reliable offshore/outsourcing capabilities. Currently serving over 400,000 users globally across 18 industries in 30+ countries. Worldwide operating from Australia, Singapore, Africa, India and Sri Lanka.

#### d. Bitrix Inc.

Bitrix Inc ([www.bitrixsoft.com/](http://www.bitrixsoft.com/)) is a privately-owned company developing advanced business communications platforms to bridge SMBs with their customers (Internet), partners (Extranet) and employees (Intranet). Founded in 1998 and located in Alexandria, VA, Bitrix now incorporates 100+ staff, 120,000+ customers and 10,000+ partners worldwide with regional sales offices located in USA, Europe and Moscow. The key customers list includes many well-known international brands including Volkswagen, Hyundai, KIA, Panasonic, Toshiba, Xerox, Samsung, Gazprom, PwC, Zurich Insurance, PC Magazine, Cosmopolitan, and Vogue.

#### e. Mifos Initiative

**Mifos Initiative** is a U.S. based non-profit that exists to support and collectively lead the open source Mifos X project. Founded in October 2011, the organization encompasses a community of financial service providers, technology specialists, financial services experts and open source developers working together to grow the [Mifos X](#) open source platform for financial services. Its goal is to speed the elimination of poverty by enabling financial service providers to more effectively and efficiently deliver responsible financial services to the world's 2.5 billion poor and unbanked.

#### f. Infobip Ltd

Infobip Ltd is a global provider of mobile solutions based in 109 Farringdon Road, London UK. We connect mobile network operators and enterprises through an in-house developed and operated mobile services cloud. We provide solutions and services to both enterprise customers and mobile operators, using our unique mix of SMS, USSD, push notifications and carrier billing technologies. With 29 offices worldwide, 300+ direct connections and in-house built infrastructure, Infobip serves the most demanding industries across the globe.

## Selected Large Projects

Project Name	Client
Monitoring & Evaluation Information System(SIDO M& E)	Small Industries Development Organization(SIDO)
Cashewnut Tracking System	Cashewnut Board of Tanzania
Agro Manufacturing System for Technology Development Centers	Small Industries Development Organization(SIDO)
Complaints Management System (CRS)	Tanzania Communications Regulatory Authority(TCRA)
Corporate Website and Customer Information Portal	Ecobank Tanzania
Asset Management System	Tanzania Postal Bank
Experts Portal and Corporate Website	National Environmental Management Council(NEMC)
Recruitment Portal	Global Finance & Business Solutions(GFBS)
Integration of SACCOS Accounting System with Online User Self services	TCRA SACCOS
Trans-Shipments Information System	Deep Sea Fishing Authority(DSFA)
Tanzania Football Federation	E-Commerce Platform for Sports Merchandise
System Integration and Database Migration from Dbase III to MS Dynamics	European Development Fund - Program Support Unit(PSU)

## Our Happy Clients!

