Vision

To be recognized as a respected, global IT firm, highly valued by its customers, employees and partners.

Mission

- Identify and implement technologies that are most relevant to the requirements of our customers.
- Empower our clients by building their capacity to use the technology implemented.
- Build a strong consultant team and create a constructive work environment.
- Continuously invest in our people to become leaders in technology.
Techno Brain is a CMMI Level 3 company established in 1997 and headquartered in Nairobi, Kenya. With operations spread across Africa, Asia, USA, UK and UAE, Techno Brain provides ICT Solutions, IT Education & Training and Business Process Outsourcing / IT Enabled Services to Government, NGOs and Private sector organizations worldwide.

Our competencies and experience spans the entire spectrum of ICT Solutions, Education and Training and BPO / ITES services.

- Business & Technology Consulting
- Implementation Services
- Custom Software Development
- Business Process Outsourcing
- IT Enabled Services
- Product Development
- System Integration
- IT Training & Education
- IT Infrastructure Services
- Managed IT Services

Our proven ability to deliver innovative solutions that help businesses across various verticals to achieve their goals has earned us reputation as the preferred technology partner in Africa and globally.

Techno Brain follows ISO 9001:2008 as well as SEI CMMI practices, ensuring effective quality management across all its operations.

“In this new wave of technology, you can’t do it all yourself, you have to form alliances.”

Carlos Slim Helu

- 1600+ Experienced Workforce
- 300+ Customers Worldwide
- Presence in 25+ Countries
IT Solutions Portfolio

Techno Brain leverages local and global resources, vast experience, in-depth domain expertise and established technology partnerships to deliver tailored IT Solutions that enable our clients to meet their business and technology requirements and achieve better business results.

We offer IT Solutions in the areas of:

Enterprise Business Solutions:

We offer a portfolio of unique IT Products and a complete suite of Enterprise Resource Planning (ERP) solutions:

- Case Management
- Collaborative Portals
- Business Registration
- Supply Chain Management
- Enterprise Resource Planning
- Be-Spoke & Custom Development
- Electronic Document Management
- Customer Relationship Management
- Enterprise Performance Management
- Integrated Management Information

IT Products:

- **InspireHRM** – Enterprise Human Resource Management System
- **AIREvenue** – Airport Billing & Management System

Enterprise Performance Management Suite for Balanced Scorecard Automation for Retirement Benefits Authority, Kenya

Airports Administration & Billing System for Department of Civil Aviation, Malawi

Electronic Document Management System for Swaziland Water Services Corporation

Case Management System based on CRM and ERP for Malawi High Court

Enterprise Human Resource Management System for National Social Security Fund, Uganda

Microsoft

Oracle

SAP
Identity Management:

We offer completely integrated and best-in-class suite of identity management solutions that ensure security, confidentiality and integrity of data, people and security related applications:

- Border Control & Management
- National Identity Management
- Land Registration & Management
- Election / Voters Registration
- Members Registration & Management
- Law Enforcement & Criminal Tracking
- Physical Access Automation & Security
- Vital Records Registration & Management
- Passport & Driving License Issuance & Management

Public Finance & Revenue Management:

We deliver integrated and end-to-end Financial and Revenue Management Solutions to Public Sector organizations that will help them to focus on transforming their business in a right way.

- E-Cabinet Solution
- Risk & Audit Management
- Motor Vehicle Registration
- Treasury Management System
- Trade Hub Information Portal
- Integrated Tax Administration
- Single Window Customs Solution
- Outcome based Budgeting Solution
- Local Government / County Solutions
- Electronic Cargo Tracking for Customs
- Integrated Customs Management System
- Pre Arrival Assessment Report Management
- Import Export Commodity Exchange Database Management
- Online Service Portal Management for Certification Agencies

Managed Services:

We provide predictable managed services that comprise combination of people, processes and tools to ensure that IT Systems and Services are always up and available.

- IT Networking
- Cloud Services
- ICT Provisioning
- IP Telephony Solution
- SharePoint Deployment
- Telco Managed Services
- ICT Systems Management
- Servers & Applications
- IT Infrastructure Security
- ITIL Service Desk System
- E-Learning Infrastructure Solution
- Video Conferencing & Telepresence
- Unified Communication (Lync) System
- Active Directory Planning, Deployment & Migration

Managed Services:

- AFIS based Criminal Tracking System for Malawi and Zambia Police
- Electronic Cargo Tracking and Import / Export Commodity Database and Valuation System for Tanzania Revenue Authority
- Integrated Accounting & Financial Management System for Micro Projects Programme Unit, Ministry of Economic Planning & Development, Kingdom of Swaziland
- Data Center Equipment for LOB Systems at Malawi Business Registration and Judiciary Departments and Nigeria Customs
- ICT Infrastructure Assessment, Optimization and Management for OXFAM America (Ethiopia), FHI 360 (Tanzania & South Sudan), GBC Health (South Africa) and GIZ (Malawi)
Industry Solutions:
We offer a comprehensive suite of Radio Frequency Identification (RFID) & Geographical Information Systems (GIS) solutions that help organizations to access real-time data and make better and effective business decisions.

RFID:
- E-Purse & E-Toll
- Jewelry Tracking
- Building Security
- Fuel Management
- Library Automation
- Cell Tower Management
- Warehouse Management
- Asset & Inventory Tracking
- Retail Security Management
- Container & Yard Management
- Loyalty Card Management System
- Automatic Number Plate Recognition
- Smart Campus Solution for Educational Institutions

GIS:
- Disaster Risk Assessment
- Way Leaves Management
- Geological Mapping Solutions
- Land Information Management
- E-Government Portal Solutions
- Road Information Management
- Natural Resources Management
- Agriculture Resource Management
- Outdoor Advertising Management
- Local Government Asset Management
- Outage Management Solution for Electrical Utilities

Banking, Financial services & Insurance:
We provide integrated and end-to-end technology based solutions for organizations operating in BFSI vertical.

- Core Insurance
- Mobile Banking
- Payment Gateway
- Branchless Banking
- Micro Insurance Systems
- Customer Identity Management
- Secure Financier Transaction System
- Online Financial Transaction System
- Hosted / On-Premise Core Banking Solutions
- Banking Solutions for Micro Finance Institutions
- Inter-Bank Mobile Money Transfer & Payment System
- Analytics Solutions
- Intelligent Dashboard Solutions
- Enterprise Data Model Solutions
- Workflow And Framework Solutions for Regulatory Authorities / Commissions

Healthcare:
We provide diversified IT solutions for the healthcare industry.

- Tele Medicine Solution
- Drug Verification System
- Medical Helpline Solution
- Clinical Management System
- Environment Management System
- Blood Bank Management Solution
- Medical Imaging Workflow System
- Hand Hygiene Management Solution
- Healthcare Management Information Systems
- Electronic Medical Records Management Solution
- RFID based Enterprise Resource Planning System for Future Ceramics, Kingdom of Saudi Arabia
- Consultancy Services for producing Electricity Grid Maps for Nile Equatorial Lakes Subsidiary Action Program (NELSAP)
- Business Intelligence System for Namibia Tourism Board and Uganda Communications Commission
- Enterprise Messaging & Collaboration System for TRA, TANESCO and NSSF
- Electronic Drug Verification System for National Drug Authority, Uganda
- Core Banking and Financial Management System for National Microfinance Bank, Tanzania
Techno Brain has a unique portfolio of IT Products developed in-house that enable organizations to effectively manage and address the business challenges faced across different functional areas.

- **InspireHRM**: Human resource management made simple
- **MEsure**: Project performance enhanced
- **SecuRegister**: Multi-modal biometric solutions
- **IFMS**: Integrated financial management system
- **mIVR**: Mobile maternal health
- **mSecured**: Safe society ensured
- **AIRevenue**: Airport revenues maximized
- **SecuRelief**: Disaster relief management system
- **Smart Fleet**: It’s beyond just tracking
- **PAAR**: Pre Arrival Assessment Report
- **1view**: Single Window Application Platform
- **Trips+**: Transforming Global Trade

- Enterprise Human Resource Management System for Rwanda Development Board and MIC Tanzania Limited
- Project Monitoring & Evaluation System for Africa Rescue Committee and Humanitarian Just Relief Aid, Kenya
- AFIS based Passport Issuance and Biometric based Border Control System for Department of Immigration, Malawi
- Tier II Integrated Financial Management System for Ministry of Local Government, Malawi & Uganda
- BOT model Integrated Helpline Case Management System for African Movement for the Prevention of Child Abuse & Neglect (AMPCAN), Ghana
- Fleet Management System for Dar es Salaam Water and Sewerage Corporation (DAWASCO)
- Pre Arrival Assessment Report Generation System for Nigeria Customs Service
- Airport Revenue Management System for Tanzania Airports Authority
Education & Training Services

Techno Brain’s Training Division in partnership with New Horizons, world’s largest IT Training Company, has over a decade’s experience in imparting quality IT Education & Training and developing skilled IT man power in Africa. We provide end-to-end training solutions including training needs analysis, content development, trainer certifications, training delivery & post-training support through a nationwide network of training institutes.

Our Training Offerings:

› Technology:
  Proficiency programs focusing on Databases, Servers, Operating Systems, Networks, Information Security & Ethical Hacking, Firewall, ERP, CAD/CAM, Virtualization, Cloud Computing, GIS, Open Source & End user Programs focusing on MS-Office, ICDL, IT Literacy alliancing with Microsoft, Cisco, Oracle, SAP, EC-Council, etc.

› Awareness:
  Customized Programs for decision makers & end users touching upon topics such as Effectiveness of Business Process Re-engineering, CRM, Corporate Governance and outsourcing, IT Infrastructure Managing & outsourcing, Importance of Identity management for organization, which are driven by cases studies.

› Process Excellence:
  ITIL, Project Management, PRINCE2, Risk Management, Change Management, Quality Management, Portfolio Management, SCRUM, ISO, CMM, Monetary & Evaluation based training through partners like PMI, QUINT, QAI & EXIN.

› Soft Skills:
  Customer Service, Team Management, Sales Training etc. leading to CBP certification through IBTA.

› Customized Calendar:
  Solutions to small, medium and big corporate organizations, Government, NGOs and other agencies. A one-stop solution cutting across various technologies & training methodologies, from small group to a very large group, from a single location to multi locations.

› Onsite/Offsite and Public/Private Calendar
  A unique concept where learning experience is made adventurous by converging industrial centric training with exotic wildlife and scenic tours.

Alliance Partners
Our Approach and Methodologies:

We are the only company in Africa to provide our customers with world class experiences and benefits of multiple learning methodologies.

Facts @ a Glance:

- 11 world class IT Training Centers in 9 Countries
- 40+ physical class rooms with 500+ networked computers
- 500,000+ students trained in career and corporate till date
- 12000+ students awarded with educational scholarships
- 4000+ students placed in jobs at various organizations in Africa
- 1400+ course titles available in ICT, Soft Skills and Management
- 12000+ students awarded with educational scholarships

Our Training programs are majorly focused for creating impact in the areas of:

- Industry
- Academic
- Women Education
- Corporate Social Responsibility

We are Authorized Testing Centers to provide Certification Solutions through:

- Pearson VUE
- Prometric
- Certiport

State-of-the-art, fully equipped and world class IT Training centers in:

- Kenya
- Uganda
- Tanzania
- Rwanda
- Ethiopia
- Malawi
- Zambia
- Swaziland
- Mozambique
Business Process Outsourcing / IT Enabled Services

Techno Brain BPO / ITES is the ISO 9001:2008 certified Business Process Outsourcing / IT Enabled Services unit of Techno Brain Group. With 7 state-of-the-art delivery centers in Africa, Techno Brain BPO / ITES offers specially tailored, affordable and high-end capacity services utilizing latest technologies and infrastructure to customers across the globe.

With a combined industry experience of 15+ years, strong domain knowledge and a huge pool of professionals, we provide clients with strategic insight, scalable and wide range of offerings to ensure best return on their investment.

Value Addition to Businesses
- Improved service & qualitative output
- Reduced Total Direct & Indirect Cost
- Guaranteed quantitative benefit in production
- Diversified outsourcing solutions for business of all sizes
- Faster turn-around time and Highest level of accuracy
- Distinct delivery models for each vertical across services

We provide the following Integrated Services:

Call Center Services:
- Enquiry handling
- Complaint management
- Customer care and support
- Customer acquisition
- Lead generation
- Telemarketing
- Promotions
- Cross-sell and Up-sell

Back Office Services:
- Scanning and Digitization
- Data processing and management
- Audio/Speech and Transcription
- Visual mark up and classification

Knowledge Process Management:
- Business Process Consulting and Re-engineering
- Market research
- C-SAT and E-SAT surveys

Digital Media Services:
- Social Media Support
- Social media page creation and maintenance
- Social Media Content conceptualization

Shared Services:
- F&A support
- HR management
- Procurement management

Delivery centers in Kenya, Uganda, Zambia, Malawi, Rwanda, Tanzania & Ghana

600+ working in 24x7 operations

Employed 300+ from impact sourcing communities

30+ clients in BFSI, ISP, Manufacturing, Oil & Gas, Parastatal & Governments
Verticals we provide our integrated service offerings to:

- BFSI (Banking, Financial Services & Insurance)
- Telecom / Internet Service Providers
- Healthcare
- Emerging Markets
- Travel & Tourism
- Research & Media
- Retail & Consumer
- Public Sector / Government / Ministries
- Non Profit / Non-Governmental Organizations

Products

- mSecured, an Integrated Helpline Case Management System for National & International Helplines, Governments and NGOs
- mIVR, Interactive Voice Response based Healthcare System for Healthcare Institutions, Government Healthcare Departments and NGOs

Services

- Impact Sourcing & Consulting Execution

- First BPO company in the entire sub-Saharan African region to be ISO 9001:2008 QMS certified
- Competencies: Consultancy, IT Enabled Services, Knowledge Process Management and Public Sector & NGO Support Services
- Capacity to set-up, hire, train and manage a full-fledged technical or functional support center for all verticals
- Featured in Impact Sourcing Initiatives report by Rockefeller Foundation and CIO East Africa Magazine
- Seat capacity - 600+ combined across regions - Kenya, Uganda, Malawi, Tanzania, Ghana, Rwanda and Zambia 24x7 operational and technology support
- BOT model Case Management System for Childline Kenya, Uganda Child Rights NGO Network and Lifeline Zambia
- Business Process Reengineering for Wananchi Group Holdings
- Scanning & Digitization of Patient Medical Records for Kenyatta National Hospital
- IVR based Healthcare System for Ministry of Health, Republic of South Sudan
Our People

Encouraging Excellence

At Techno Brain, we recognize that our people are our greatest strength. For this reason, we strive to create a corporate culture and work environment that encourages creativity and promotes productivity. We operate an effective human capital management and development program aimed at enhancing the skills and capacity of our employees and we are committed to recognizing their performance and contribution. As a result, Techno Brain enjoys an exceptionally low staff attrition rate.

Our Commitment to Society

Since inception, Techno Brain has been playing its part in contributing towards the betterment of our society. This commitment has become an integral part of our success and growth over the years. Some of our initiative include participation in various fund raising activities for NGOs & other social service agencies; provide regular IT training services & create employment opportunities to under privileged students in Africa; set up & manage helpline centre’s infrastructure enabling safe environment for children & women and involve in different citizen centric services with governments.

- Capacity Building
- Impact Sourcing

Our Core Values

- Valuing Diversity
- Courageous Integrity
- Innovation
- Focus on People
- Capacity Building
- Youth Empowerment
Alliances

Techno Brain has partnered with a number of the world's leading and most prominent technology providers. These affiliations ensure that our clients get the best solutions and products enabling them to achieve their business objectives. Few partners for reference:

- AB NOTE
- Adobe
- Alfalak
- Career Academy
- Certiport
- Cisco
- CMC Limited
- CompTIA
- CorpoRater
- Crown Agents
- CSC
- Cyberoam
- Deloitte
- Drishti Soft Solutions Pvt. Ltd.
- EC Council
- Certiport
- eInfoTree
- ESRI
- ETS
- Finacus
- Fujitsu
- GET Group
- Healthfore Technologies
- HID
- HP
- Huawei Technologies
- IBM
- IBTA
- ICDL
- Intel Corporation Ltd.
- ITIL
- Kaseya
- Kofax
- Logical Operations
- MATICA SYSTEMS
- Microsoft
- NetApp
- New Horizons
- NXP
- Oracle
- PearsonVUE
- PFU Imaging Solutions (Fujitsu)
- Prometric
- QAI Global
- Quint
- RAD Data Communications Ltd.
- SAP
- TazTag Inc
- TeleArc
- VeriPark
- Visiontek

Reference Alliances
Our Clients

Our distinct value proposition and service culture, coupled with our track record of successful service delivery, have enabled us to build enduring relationships with our customers.

Our clients list covers broad spectrum of areas including NGOs, Public & Private Sectors:

Addis Ababa City Government
Alliance for a Green Revolution in Africa (AGRA)
Bank of Abyssinia
BERCO
Bluebird Aviation Ltd., Kenya
Chem-Tech, Mauritius
Citibank
COMESA
Commercial Bank of Africa (CBA), Kenya
Department of Civil Aviation, Malawi
Derba Midroc, Ethiopia
East London Industrial Development Zone (ELIDZ), South Africa
Electricity Regulatory Authority, Uganda
Energy Regulatory Authority, Kenya
Ethiopian Revenue & Customs Authority
Ethiopian Road Transport Authority
FHI 360
Fina Bank, Rwanda
Future Ceramics, Kingdom of Saudi Arabia
Government of the Kingdom of Swaziland
High Court of Malawi
HOSPICE Africa
Humanitarian Initiative Just Relief Aid, Kenya
IDB Capital
International AIDS Vaccine Initiative (IAVI), USA
Investment Climate Facility
Kahama Mining
Kality Foods Factory, Ethiopia
Kenya Airways
Kenya Commercial Bank (KCB)
Kenya Immigration Department
Kenya Pipeline Company
Kenya Revenue Authority
Kenya Wildlife Service
Kiambu County
Kickstart International
Lesotho Postal Services
Liquid Telecom Ltd.
Local Government of Uganda
Malawi Local Government
Malawi Police Service
Management Sciences for Health, Uganda
MIC Tigo, Tanzania
Ministry of Finance, Tanzania
Ministry of Works, Uganda
Mount Kenya Bottlers Ltd
Municipal Corporation of Rajahmundry, India
Namibia Local Government
National Hospital Insurance Fund (NHIF)
National Microfinance Bank
National Social Security Fund (NSSF), Tanzania
Nizams Institute of Medical Sciences (NIMS)
Pact
Pan Africa Insurance, Kenya
Pepsi – SBC Tanzania
Plan International
Population Health Services India (PHSI)
Public Utilities Corporation, Seychelles
Red Cross
Renaissance Behavioral Health Systems Inc. USA
Reserve Bank of Malawi (RBM)
Retirement Benefits Authority
Samaritan Purse, Kenya
Tanzania Airport Authority
Tanzania Communications Regulatory Authority
Tanzania Immigration Department
Tanzania Investment Bank (TIB)
Tanzania Postal Bank
Techno Serve, USA
UNICEF
World Vision India
Zambia Police Force
Zanzibar Social Security Fund (ZSSF)
## Contact Techno Brain

For more information on our offerings & services or to partner with us, please contact the nearest Techno Brain office in your location:

### Kenya
- **Corporate Office**
  - **Heritan House, Woodlands Road**
  - **Off. Argwings Kodhek Road**
  - **Opposite to DoD Headquarters, Nairobi**
  - **Tel:** +254 738770186 / 734770187
  - **Fax:** +254 20 2246186
  - **Email:** info@technobrainltd.com

### Education & Training
- **Eco Bank Towers, 4th Floor**
- **PO Box 57666-00200**
- **Muindi Mbingu St, Nairobi**
- **Tel:** +254 20 2246145 / 154
- **Fax:** +254 20 2246186

### Ghana
- **Accra**
  - **Tel:** +233 302 235555
  - **info.ghana@technobrainltd.com**

### Mauritius
- **Floreal**
  - **Tel:** +230 5 4989103
  - **info.mauritius@technobrainltd.com**

### Nigeria
- **Abuja**
  - **Tel:** +234 92914821
  - **info.nigeria@technobrainltd.com**

### South Africa
- **Johannesburg**
  - **Tel:** +27 11 669 0941 / 69
  - **info.southafrica@technobrainltd.com**

### Tanzania
- **Dar es Salaam**
  - **Tel:** +255 22 2602624 / 28
  - **info.tanzania@technobrainltd.com**

### USA
- **Newark**
  - **Tel:** +1 888 875 0554
  - **info.usa@technobrainltd.com**

### Zimbabwe
- **Harare**
  - **Tel:** +263 4 788 243 / 244 / 246
  - **info.zimbabwe@technobrainltd.com**

### India
- **Hyderabad**
  - **Tel:** +91 40 30990202
  - **info.india@technobrainltd.com**

### Mozambique
- **Maputo**
  - **Tel:** +258 21486451
  - **info.mozambique@technobrainltd.com**

### Rwanda
- **Kigali**
  - **Tel:** +250 255121229
  - **info.rwanda@technobrainltd.com**

### South Sudan
- **Juba**
  - **Tel:** +211 956440421 / 912233888
  - **info.rss@technobrainltd.com**

### Swaziland
- **Mbabane**
  - **Tel:** +268 2404 5288
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### UAE
- **Dubai**
  - **Tel:** +971 422 38801
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### United Kingdom
- **London**
  - **Tel:** +44 330 22 38801
  - **info.london@technobrainltd.com**

### United States
- **Newark**
  - **Tel:** +1 888 875 0554
  - **info.usa@technobrainltd.com**

### United Arab Emirates
- **Dubai**
  - **Tel:** +971 422 38801
  - **info.uae@technobrainltd.com**