**Business Case: Odoo ERP Integration for Safaricom Telecom**

**1. Executive Summary**

Safaricom aims to replace its fragmented legacy systems with a unified, scalable Odoo ERP platform to streamline operations, improve customer experience, and support digital transformation. This integration will connect billing, CRM, finance, procurement, and service management with telecom-specific OSS/BSS and Mobile Money platforms, enabling real-time data and enhanced operational efficiency.

**2. Strategic Alignment**

* **Support Safaricom’s Vision:** Enhance digital services and customer centricity by leveraging an integrated ERP platform.
* **Drive Operational Excellence:** Automate and unify business processes to reduce manual errors, improve reporting accuracy, and accelerate decision-making.
* **Enable Scalability:** Prepare IT infrastructure for 5G expansion and increasing transaction volumes via Mobile Money and telecom services.
* **Ensure Regulatory Compliance:** Embed telecom and data protection compliance within core business processes.

**3. Problem Statement**

* Current legacy systems are siloed, causing delays, inefficiencies, and inconsistent data across billing, CRM, finance, and inventory.
* Integration gaps between ERP and telecom OSS/BSS result in billing errors and delayed settlements.
* Inadequate support for Mobile Money transactions within financial and customer service systems limits growth opportunities.
* Difficulty in generating timely reports to support strategic decisions and regulatory audits.

**4. Project Objectives**

* Integrate Odoo ERP modules tailored for telecom processes and Mobile Money platform.
* Achieve a 30% reduction in billing errors and improve billing cycle time by 25%.
* Increase operational efficiency by automating 40% of manual processes.
* Ensure 100% compliance with telecom regulatory reporting requirements.
* Deliver the project within 12 months and approved budget.

**5. Options Considered**

| **Option** | **Pros** | **Cons** | **Estimated Cost** |
| --- | --- | --- | --- |
| Maintain Legacy Systems | No immediate cost | High operational cost, inefficiency | $$$ (High) |
| Buy Off-the-Shelf ERP (Non-Odoo) | Faster deployment | Poor telecom fit, costly customizations | $$-$$$ |
| **Implement Odoo ERP Integration** | Tailored for business needs, modular, scalable | Complex integration, initial investment | $$ (Medium) |

**6. Cost-Benefit Analysis**

| **Category** | **Estimated Cost / Saving / Benefit** | **Notes** |
| --- | --- | --- |
| Initial Project Investment | $X million | Hardware, software, consulting |
| Annual Operational Savings | $Y million | Reduced manual processes, errors |
| Revenue Uplift | $Z million | Improved billing accuracy, faster settlements |
| Compliance Cost Avoidance | $A million | Fines avoided, audit efficiencies |
| Total ROI | [(Y+Z+A) - X] over 5 years | Positive ROI expected within 3 years |

**7. Risk Assessment**

* Integration delays impacting go-live schedules.
* Data migration issues causing operational disruptions.
* Resistance to change among users slowing adoption.
* Regulatory changes increasing project scope.
* Vendor dependency and performance risks.

**8. Implementation Timeline**

| **Phase** | **Duration** | **Key Milestones** |
| --- | --- | --- |
| Initiation | 1 month | Charter, Stakeholder sign-off |
| Planning | 2 months | Requirements, design approval |
| Execution | 6 months | Development, integration, testing |
| Monitoring & Control | Ongoing | Status reports, risk mitigation |
| Closing | 1 month | Go-live, training, project closure |

**9. Impact on Business Operations**

* Streamlined billing and finance processes reduce disputes and improve cash flow.
* Enhanced customer experience via integrated CRM and self-service portals.
* Better regulatory compliance reduces risk of fines and penalties.
* Scalable platform supports future telecom innovations (5G, IoT).

**10. Recommendation**

Proceed with the Odoo ERP Integration project as the most cost-effective and strategically aligned solution that meets Safaricom’s operational and growth objectives, providing measurable ROI within 3 years and long-term scalability.