PERSONAL STATEMENT

IT Department Performance
& Strategic Vision 2025-2030

AUTHOR	POSITION	PERIOD
Ngong Marcel Yiosimbom	**IT Officer**	**7 Months**

Document Information

Prepared for: Chief Executive Officer

Reports to: Head of Business

Company: Grato Engineering Global LTD

Date: December 16, 2025

Executive Summary

Since joining Grato Engineering Global on May 21, 2025, I have established the company's first dedicated IT department, implementing foundational systems and policies that have transformed our operational capabilities.

27+
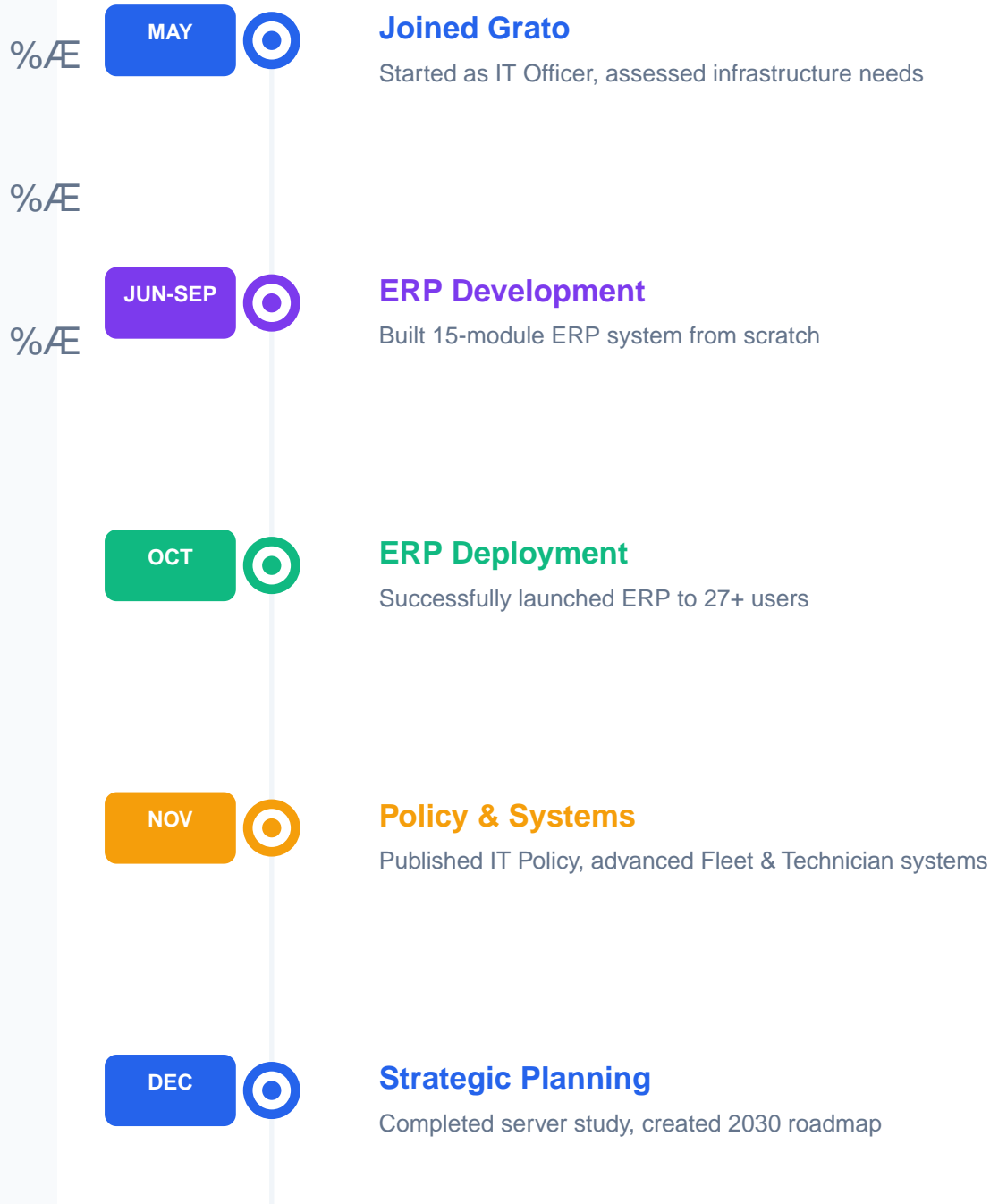ERP Users

3
Systems Built

100%
Coverage

15-20%
Savings

Key Achievements

- Built custom ERP system saving 99.9% vs commercial solutions

- Established company's first IT Policy and governance framework

- Achieved 90% IT asset utilization and 100% office connectivity

- Developed two specialized management systems (90% complete)

- Created comprehensive 2026-2030 digital transformation roadmap

My Journey at Grato

MAY ◉ **Joined Grato**
Started as IT Officer, assessed infrastructure needs

JUN-SEP ◉ **ERP Development**
Built 15-module ERP system from scratch

OCT ◉ **ERP Deployment**
Successfully launched ERP to 27+ users

NOV ◉ **Policy & Systems**
Published IT Policy, advanced Fleet & Technician systems

DEC ◉ **Strategic Planning**
Completed server study, created 2030 roadmap

Systems Portfolio

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Enterprise Resource Planning (ERP)

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DEPLOYED

15 Integrated Modules   27+ Daily Users

>99% Uptime   95% Adoption Rate

~10,000 XAF vs 24-36M XAF/year (Odoo)

Key Features & Capabilities

- Petty Cash & Budget Management with multi-level approval workflows

- Project Management with task tracking and milestone monitoring

- HR Portal: Leave management, employee records, onboarding

- Inventory & Asset Management: Real-time tracking, requisitions

- Procurement: Purchase requisitions, PO generation, supplier management

- Financial: Invoicing system, expense tracking, audit trails

- Collaboration: File sharing, internal communications, suggestions

- IT Support: Ticketing system, equipment requests, incident reporting

Technician Reporting System

90% COMPLETE

Field Operations Platform
150+ Sites Managed
Independent System

10 Technicians
7 Clusters

Key Features & Capabilities

Digital Site Visit Management: Scheduling, tracking, historical records

Generator Monitoring: Status tracking, runtime hours, fuel consumption

Parts Inventory: Usage recording, automatic deduction, stock alerts

Fuel Management: Level monitoring, consumption analysis, request workflows

Maintenance Tracking: PM/Emergency/Refueling operations logging

Data Quality: Automated validation, quality scoring, anomaly detection

Approval Workflows: Supervisor review, multi-level authorization

Reporting: Real-time dashboards, automated reports, data exports

Fleet Management System

90% COMPLETE

Vehicle Lifecycle Tracking

7 Vehicles

7 Clusters

20-30% Downtime Reduction

Projected Savings: 10-15%

Key Features & Capabilities

Vehicle Registry: Complete profiles, assignment history, status tracking

Fault Reporting: Digital submission, categorization, downtime calculation

Daily Inspections: Digital checklists, condition assessment, compliance

Maintenance Scheduling: Preventive calendar, service tracking, cost analysis

Replacement Workflow: Automatic replacement vehicle assignment logic

Analytics Dashboard: Utilization rates, downtime analysis, cost tracking

Performance Benchmarking: Cross-fleet comparisons, efficiency metrics

Lifecycle Management: Complete vehicle history from procurement to disposal

Measurable Impact

Cost Optimization Achievements

Custom ERP vs Odoo

| 99.9% | 120M+ XAF (5yr) |

Telecommunications

| 17.5% | 15-20% reduction |

Subscriptions

| 2.5% | 10-15% savings |

Process Efficiency

| 65% | 60-70% faster |

System Performance

99%+
ERP Uptime

95%
User Adoption

90%
Asset Utilization

100%
Coverage

Digital Transformation Vision

2025-2026   Foundation & Stabilization

- Deploy Technician & Fleet Management Systems
- Implement Server Infrastructure
- Establish IT team foundation
- Complete governance framework

2027-2028   Optimization & Intelligence

- Implement AI & Advanced Analytics
- Deploy IoT monitoring systems
- Launch mobile-first applications
- Automate repetitive workflows

2029-2030   Innovation & Leadership

- Predictive maintenance & optimization
- AI-assisted decision making
- Emerging technology adoption
- Industry-leading IT capabilities

Top 3 Priorities for 2026

1 **Technician System Launch**
Q1 2026 - Full deployment across 7 clusters

Server Infrastructure

My Commitment

Seven months have been transformative. Grato gave me opportunity, trust, and autonomy. I'm committed to ensuring this foundation serves the company for years to come.

Long-Term Vision
Building IT foundation for Grato's next decade

Ownership & Quality
Treating every system as my own company

Continuous Improvement
Never settling, always optimizing

Transparent Communication
Honest updates on progress and challenges

Cost-Consciousness
Delivering value for every XAF spent

Knowledge Sharing
Documenting and training to avoid single points of failure

Strategic Partnership
Aligning technology with business goals

Lessons Learned

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Most Important Lesson

"Building with user adoption in mind is as important as technical excellence. Balance capability with user-centered design, prioritizing training and change management equally with coding."

What I Would Do Differently

1   Earlier stakeholder engagement in system design

2   Phased rollout - deploy core features first

3   More beta testing with real users

Key Realizations

Organizational > Technical
Change management often harder than coding

Relationships Matter
Strong dept. relationships critical for adoption

Flexibility Required
Requirements evolved rapidly, needed adaptability

Thank You

I'm honored to lead Grato's digital transformation and committed to its continued success.

Ngong Marcel Yiosimbom

IT Officer

Grato Engineering Global LTD

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