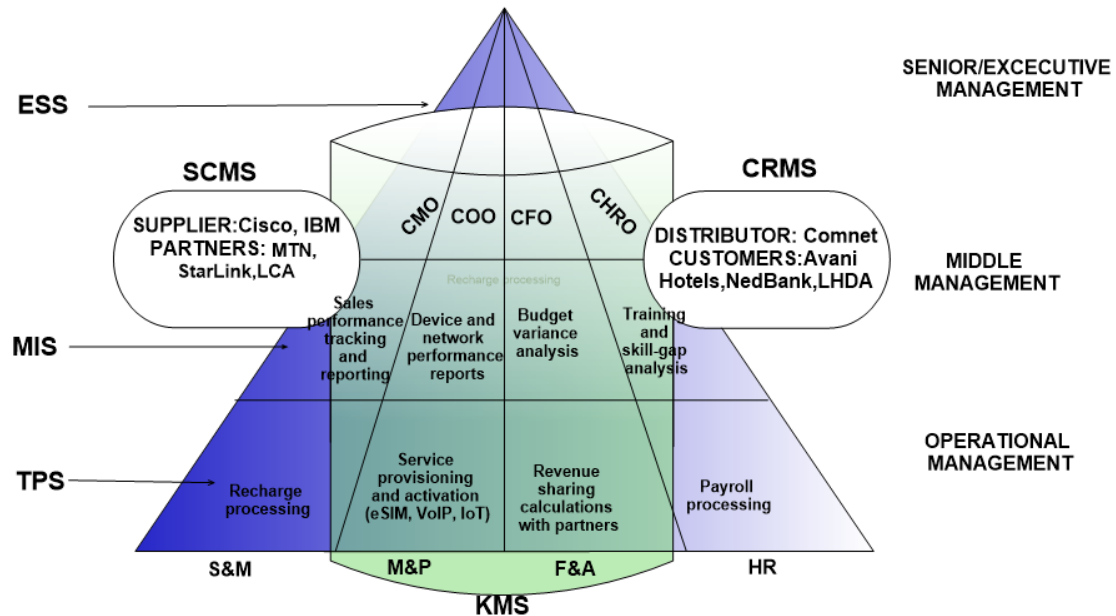# SwiftConnect Enterprise application architecture
EAA DIAGRAM

Level / Function	S&M (Sales & Marketing)	M&P (Manufacturing & Production / Operations)	F&A (Finance & Accounting)	HR (Human Resources)
ESS Executive Support System	Executive sales dashboards Churn trend analysis	Strategic network planning Partnership strategy	Financial forecasting Revenue growth tracking	Workforce planning and policy decisions
MIS Management Information Systems	Sales & campaign performance Customer segmentation	Service uptime reports Provisioning KPIs	Budget vs. actual reports Partner revenue tracking	Training analysis Attrition reports
TPS Transaction Processing Systems	Top-ups & subscriptions Account management CRM portal	eSIM/IoT provisioning Device inventory management	Real-time billing Payment processing Lease transactions	Payroll Shift scheduling

SCMS (Supply Chain Management Systems):
At the ESS level, SCMS supports strategic supplier relationships with key partners like Cisco, IBM, MTN, and StarLink.

At the MIS level, it handles performance analytics of suppliers and evaluates their contributions to operational efficiency.

At the TPS level, it manages transactional processes like order fulfilment, partner service integration, and invoicing.

KMS (Knowledge Management Systems):

At the ESS level, KMS provides executive insights and consolidated knowledge to guide high-level decisions.

At the MIS level, it facilitates sharing of reports, procedures, and lessons across departments to improve coordination.

At the TPS level, it supports operational staff with practical guides, FAQs, and internal documentation for daily workflows.

CRMS (Customer Relationship Management Systems):

At the ESS level, CRMS aids in strategic engagement with distributors and corporate clients like Avani Hotels and Nedbank.

At the MIS level, it tracks customer satisfaction, service usage trends, and segmentation for managerial reporting.

At the TPS level, it drives the customer-facing platform—enabling self-service, support requests, and account management.