



COMPANY PROFILE



innovate.develop.transform

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Customer satisfaction is at the center of our work. We strive to understand the needs of our Clients and thereafter provide innovative, fit-for-purpose, reliable and secure solutions with an affordable total cost of ownership.

ISO 9001:2015 Certified

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Company Background

About Us

TraceCorp Solutions is a leading ICT Solutions and consulting firm in the provision of innovative enterprise-level business process automation solutions, Organisational Change Management, Institutional Development Services and General Technical Assistance to companies across the globe in both public and private sectors. We design, implement and support tailor-made cost-effective ICT solutions to address the specific and unique needs of our clients. It was founded in 2009, and has since grown into a fully-fledged ICT consulting firm providing multi-faceted solutions which are linked strategically to enhancing operations and commercial gain.

TraceCorp Solutions works with companies across all sectors providing services focused on amplifying operational and business efficiency through enhanced information development and management systems.

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Core Areas of Expertise

Applications Development:

- Utility Billing Systems
- Customer Relationship Management (CRM) systems
- Supply chain / E-Procurement Management systems
- Logistics Management system
- Payment Platforms
- Financial Systems
- Geo Information Systems
- Business Intelligence and Reporting Systems
- Human Resource Management Systems
- Mobile Apps
- Fintech
- USSD Applications
- Desktop Applications
- Web-Based Applications

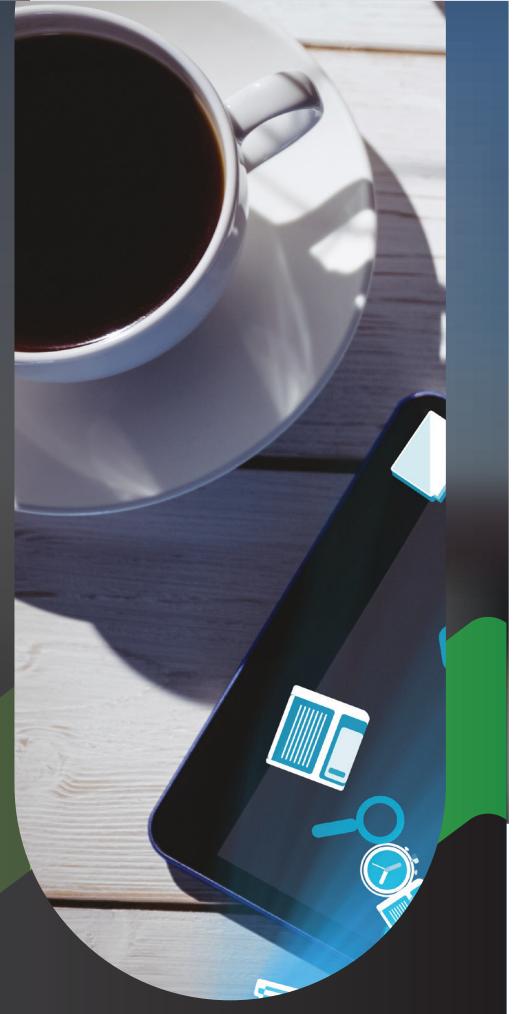
Applications Development:

Advisory Services:

- ICT Governance structures and Development of ICT Strategies and Policies
- Business Process Re-engineering
- Risk Management and IT Security Assessments
- Systems Integration
- Business Continuity and Disaster Recovery planning
- ICT Infrastructure Design and Capacity planning
- Systems Implementation Supervision and Quality Assurance
- Customer Enumeration Studies
- Non-Revenue Water reduction strategies
- Organization diagnostic studies / baseline assessments.

Training

- Customer Service
- Digital Content Management
- IT Service Management
- Project Management
- Big Data Analytics
- Information security
- Billing and Revenue Management
- IT Audit and Assurance
- Tailor-Made training basing on client needs





TraceCorp
Solutions



Quality Statements

OUR VISION

To be a leading ICT Business Solutions development hub in Africa.

OUR MISSION

We exist to: Improve all commercial business processes in Utilities and Business entities through developing and implementing custom-made ICT solutions, and, provide specialized application solutions using most recent technologies to fulfill our clients' business and ICT needs.

OUR PHILOSOPHY

In the ever-dynamic world, ICT sits strong at the intersection between efficient operations and business growth. For this reason, TraceCorp Solutions seeks to be the ICT partner of choice to provide this critical expertise to businesses.

CUSTOMER SERVICE STATEMENT

At TraceCorp Solutions, clients seek us out because of our creativity, agility, flexibility, ability, passion and competence to provide transformative solutions to their delight. For this reason, customer satisfaction is at the center of our work. We strive to understand the needs of our Clients and thereafter provide innovative, fit-for-purpose, reliable and secure solutions with an affordable total cost of ownership.

"The Customer is King"



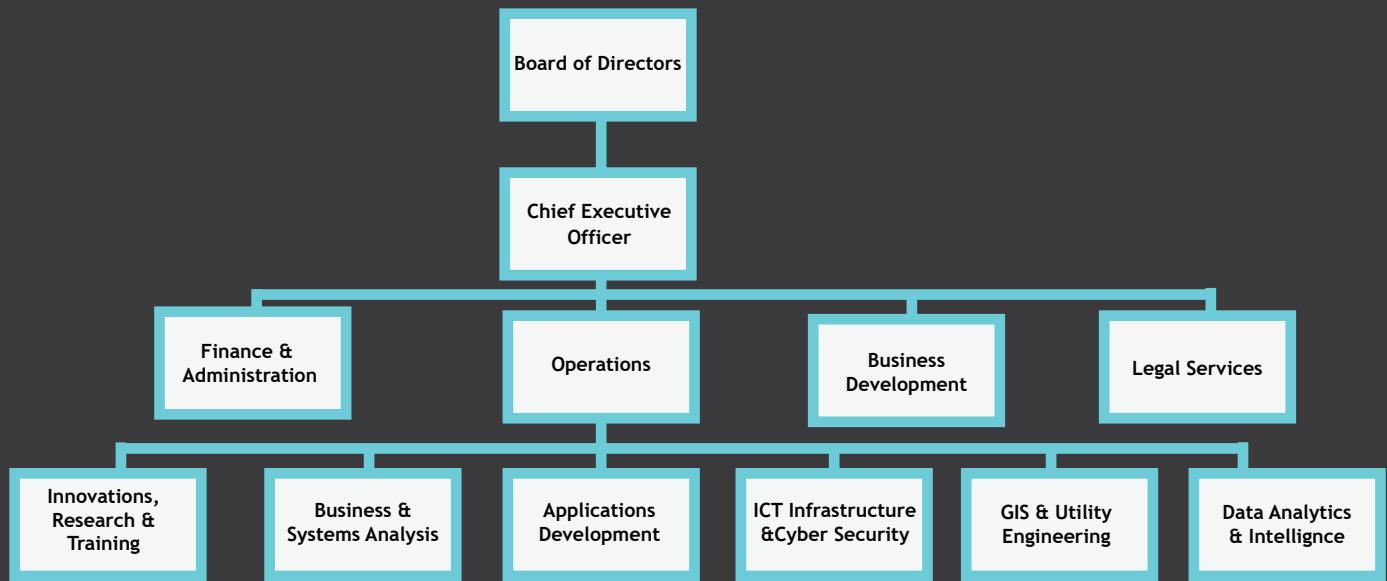
Company Objectives

The Main objective of TraceCorp is to assist our clients in the proper utilization of ICT solutions to enhance and improve their business operations and facilitate business growth. The specific objectives include:

- Improve Billing and Customer service in businesses through the design and development of enhanced billing and customer relationship management systems.
- Improve revenue collection Processes through development of integrated utility payment platforms.
- Improve Supply chain processes by building and developing custom made solutions and applications that are robust, user friendly and lean for lean management.
- Training of Business staff in effective use of Business Enterprise solutions for efficiency of Business operations.
- Provide advisory services in billing, customer service and revenue collection business process engineering and integration best practices.
- Design and Develop Integrated ERP solutions for Businesses with modern day technology
- Provide Consultancy services in Mobile and System Application Development.
- Carrying out customer profiling and enumeration studies
- Provide design and implementation services for Geographic Information Systems
- Develop decision support systems

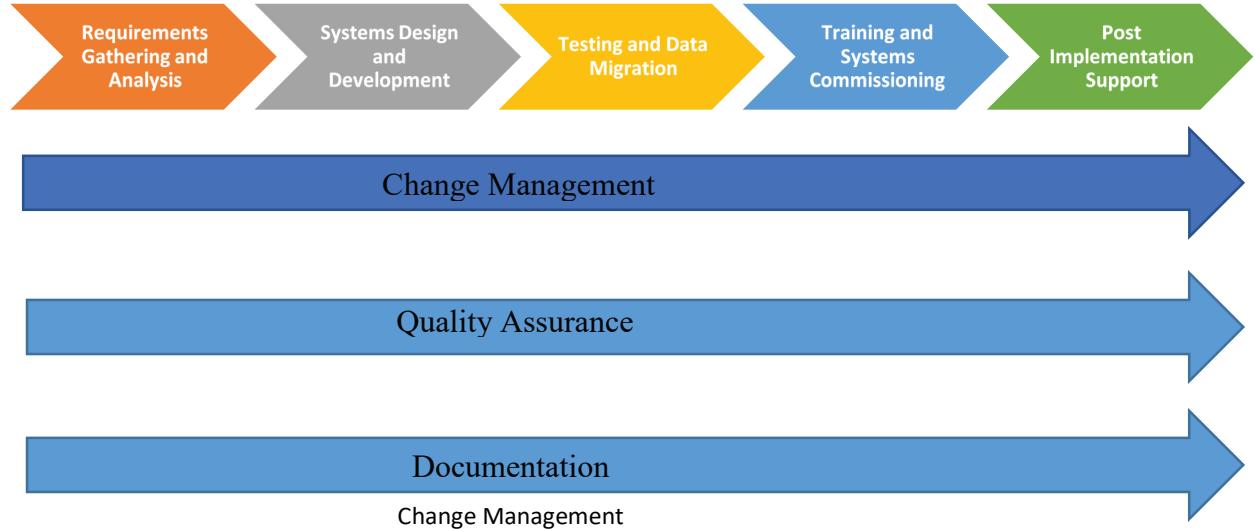


Organizational Structure





Our Standard Methodology



Our Experience

Application Development

At TraceCorp, we have extensive experience in improving business processes in utilities and in developing systems and applications for improved service delivery in utilities and businesses across the continent. Most of our team members have worked in water utilities, telecom sector, systems integration providers, and have over 17 years working experience collectively in the design and development of integrated business enterprise systems. This experience is pooled together to give our clients the best solutions to improve their operations and businesses. Some of the solutions our team has developed include, but are not limited to, the following systems for clients in Uganda, Nigeria, Kenya, Rwanda, Tanzania, Jordan to mention but a few:

- Billing systems
- Revenue collection Systems
- E-Procurement Systems
- Call Centre and Customer Relations Management systems
- Human resource Management Systems
- Inventory Management systems
- Mobile Apps
- USSD payment Platforms
- POS Integration Platforms
- Prepaid Metering systems/software
- Decision Support Solutions
- Business Intelligence Models

Advisory Services

Collectively, our team has participated in extensive baseline assessments that help diagnose company operations and process flaws. Such assessments are critical to ensure the root causes of the company problems are established and appropriate solutions designed to sustainably transform the client's operations. Additionally, we have supported our clients in customer enumeration studies, ICT Policy development, I.T Strategy Design, risk analysis, ICT Infrastructure design, and quality assurance for systems implementation. Our team has offered such services to clients in Nigeria (Lagos, Kaduna, Bauchi, Oyo, Ogun, Osun) states, Uganda, Jordan, Kenya, Zambia, Tanzania.



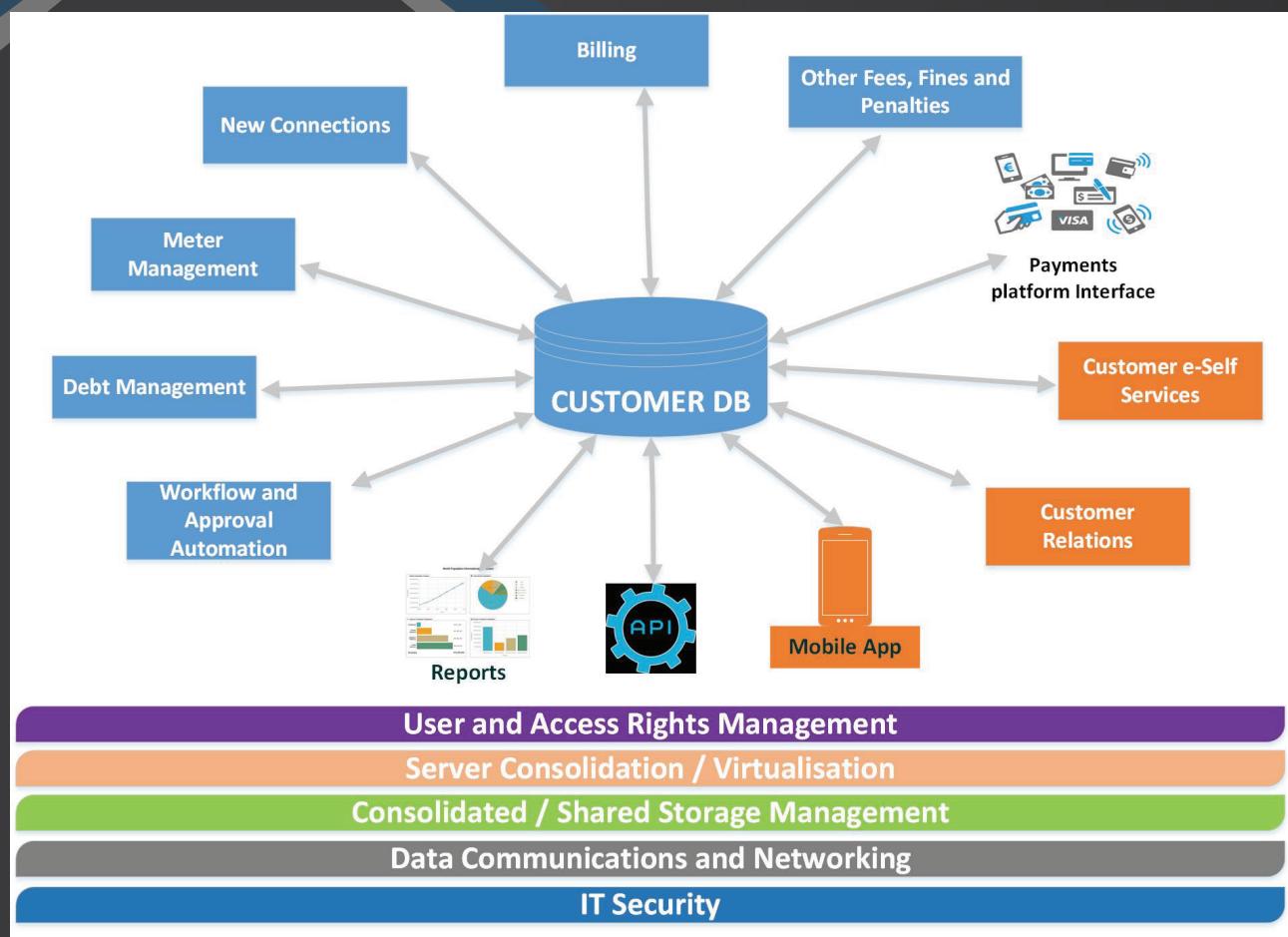
Training, Capacity Development and Skills Transfer

Sustainability is a core and deliberate consideration for the solutions we develop. In all our projects, we endeavour to equip the client's staff with the necessary skills to manage and operate the deployed solutions. We train the staff on the effective use and administration of the systems that we develop and deploy. We have trained database administrators, systems administrators, software developers, network administrators and end users on how to use and maintain the infrastructure as well as maintain the applications we develop. We do this to develop in house capacity for future developments or improvements on these systems we deploy by the staff of the organisation.

Mobile App Development

We equip our clients with tools that enhance mobility so that client and staff remain productive on the move. More importantly customers require flexible and easy to use channels to engage the organisations we work with. Our team has developed a number of Mobile Apps, including a utility billing App, Logistics and fuel management App, Customer Service Apps, and procurement Approvals App. We develop apps for Android, IOS and Windows platforms.

Our High-Level Solutions Design



Our Products

Billing Systems

TraceBill is a comprehensive modular solution that automates the end-to-end process of any utility or organisations that carry out regular billing. Some of the features include: New Connections processing, Meter Management (conventional and pre-paid), Tariff management, Core billing, Revenue and debt management, Reporting dashboard, Statutory compliance, online self-services, Open technology systems for easy integration. It is highlyscalable and customisation for clients of a few hundreds of customers to those with millions.

Customer Relations Management and Call centres

TraceCRM is an extensive CRM solution that allows clients stay ahead of their customers' challenges and as a result improve their operations. Some of the features include Contacts management, interaction tracking, scheduling and reminders, extensive alerts and notifications, Desktop and mobile integration, reports and analytics. The solution also integrates with GIS to offer clients with enhanced responses to Leakages, field teams management as well as mapping debts to allow targeted revenue collection campaigns. Clients can set and track compliance with Service Level Targets.

Revenue Collection and e-Payments Systems

TracePay embodies the desire for customers to pay anywhere and anytime. The ease of payment translates into faster revenue collection with the lowest cost of revenue collection per capita. Our systems provide for real- time Bank payments, Mobile Payments, POS, Mobile Wallets and a whole range of innovative payment channels including USSD. The e-payments interface is extensive and offers a wide range of integration operations in the most secure manner. It allows the client to have real-time visibility of payments irrespective of channel.

Human Resources Management systems

TraceHRMS offers clients with the most comprehensive feature sets. The solution offers Employee Data management, Leave, Time and Attendance, Training and Development, Talent retention, Performance management, Manpower Budgeting, Payroll, Statutory compliance, reports and analytics. It also offers staff e-self service, workflow automations as well as offerings on Desktop and Mobile platforms.

Supply Chain and e-Procurement Solution

TraceSCM is the hallmark of automation for end-to-end supply chain management. From Planning, budgeting, Requisitioning, Solicitation, Evaluation, issue of Purchase Order, Logistics and transport, stores and inventory, to workflow automation. It also offers supplier management, performance tracking, budget performance and commitment tracking. With its extensive reports, alerts and notifications, users can track performance and make evident based decisions.

Tracecloud offers a broad set of global cloud-based products including compute, storage, databases, analytics, networking, security and enterprise applications. These services help organizations move faster, lower IT costs, and scale.

Tracewallet

It offers a broad set of financial services including but not limited to; **savings, bill payments, airtime payments, tv payments, bank transfers, loan management**.ns.

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Contact Us:

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