



# TAMGO TANZANIA LIMITED CASE STUDY

**How Tamgo Tanzania Limited implemented ZOHO PEOPLE to streamline it's core HR & People Management functions.**

# CASE STUDY

# THE CLIENT



**TAMGO TANZANIA LIMITED**

TAMGO Tanzania Limited is a key player in the Power, Water, and Solar Solutions sectors, providing cutting-edge products and services across Tanzania and the broader region. Established in 2022 as part of Tamgo, A Zahid Group Company.

Our journey began with the legacy of Merrywater Tanzania Limited, a company known for its reliable infrastructure solutions. In 2022, our transformation into TAMGO Tanzania marked a significant evolution, enabling us to enhance our offerings and align with global standards of excellence.

# CASE STUDY

# THE CLIENT



**TAMGO TANZANIA LIMITED**

Website: <https://tamgo.co.tz/>

Email: [info@tamgo.co.tz](mailto:info@tamgo.co.tz)

No.: +255750012050 / +255750012079

Location: Bagamoyo Road, Dar es Salaam, Tanzania

Field & Nature of Business: Power Solutions Provider

ZOHO Subscription Obtained: **ZOHO PEOPLE**



## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

Tamgo Tanzania Limited, a supplier, installer, and maintenance provider for power generators and water systems, faces significant challenges due to rapid organizational changes. Having transitioned from Merrywater Tanzania Limited to becoming part of the global Zahid Group, the company is experiencing a sharp increase in manpower requirements and staff appointments. This rapid growth, while promising, has created operational and strategic hurdles that are common in organizations undergoing similar transformations.

### **Some of the Key Challenges that Tamgo Tanzania Limited faced were:**

#### ✓ **Manpower Scalability and Recruitment:**

- Meeting the surge in demand for skilled personnel within tight timelines.
- Attracting and retaining top talent in a competitive industry.



## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

### ✓ **Integration and Onboarding:**

- Harmonizing legacy systems and processes with local and global standards.
- Onboarding new staff efficiently to maintain operational continuity.

### ✓ **Workforce Alignment:**

- Aligning the growing workforce with the company's evolving vision, goals, and corporate culture post-acquisition.
- Ensuring consistency in training, development, and performance across a diverse and expanding team.

### ✓ **Operational Efficiency:**

- Handling increased workloads without compromising service quality.
- Scaling operational and maintenance capabilities to meet customer expectations.



## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES


### ✓ **Change Management:**

- Managing resistance to change among existing staff while integrating new hires.
- Ensuring clear communication and leadership during the transition period.

### ✓ **Technological and Process Adaptation:**

- Upgrading and unifying technology infrastructure to support expanded operations.
- Implementing best practices from the Zahid Group without disrupting existing workflows.

These challenges were compounded by the unique demands of the power generation and water systems sectors, where reliability, technical expertise and customer satisfaction are critical to success. Addressing these issues requires a strategic approach that combines effective human resource planning, technology integration and robust change management practices.



## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

Without a proper system in place, we're struggling to keep up with the rapid pace of growth and change. Every day feels like we're fighting fires - our recruitment can't meet the demand, staff onboarding and retention is chaotic and critical HR tasks are slipping through the cracks. The lack of alignment between our legacy processes and the Zahid Group's standards is creating inefficiencies, and our team is overwhelmed trying to balance increased workloads with maintaining service quality. If we don't find a solution soon, we risk losing both our momentum and our reputation."

~ **Beatrice Kayabu, Head of HR, Tamgo Tanzania Limited**



# CASE STUDY

# PROPOSED ZOHOO SOLUTION(S)

Mediacent Interactive, after an in-depth analysis of Tamgo Tanzania Limited's pressing challenges, proposed a combination of **ZOHO PEOPLE + Payroll Master Tanzania App** (Payroll solution that's Mediacent's IP) as the optimal solution to streamline their human resources and payroll operations. With the company's rapid growth and increasing manpower requirements, Zoho People + Payroll would not only simplify HR processes but also empower the workforce, driving productivity and organizational alignment.

## **Key Features and Functionalities of the combination Zoho People + Payroll would be:**

### ✓ **Centralized Employee Data Management:**

Securely stores and manages employee information, reducing errors and inefficiencies in recruitment and onboarding.

### ✓ **Automated Payroll Processing:**

Seamlessly handles payroll calculations, tax deductions, and compliance, ensuring timely and accurate payments.





# CASE STUDY

# PROPOSED ZOHOSOLUTION(S)

✓ **Leave and Attendance Management:**

Automates attendance tracking, leave requests, and approvals, ensuring transparency and accountability across the growing workforce.

✓ **Performance Appraisal System:**

Tracks employee performance and aligns individual goals with company objectives, promoting growth and alignment post-acquisition.

✓ **Self-Service Portal:**

Empowers employees to manage their own personal information, request leave and view pay slips, enhancing operational efficiency.



# CASE STUDY

# PROPOSED ZOHOO SOLUTION(S)

✓ **Customizable Workflows and Reports:**

Configures workflows for HR processes and generates detailed reports for better decision-making and strategic planning.

✓ **Scalable and Flexible:**

Adapts to the evolving needs of a growing organization, ensuring smooth transitions as the company scales and integrates with global standards.

**Zoho People** + Payroll will provide Tamgo Tanzania with a robust HR infrastructure, enabling the company to effectively manage its expanding team, enhance employee satisfaction and streamline payroll operations while maintaining compliance and operational excellence.

# CASE STUDY

# IMPLEMENTATION

## Discovery

The methodology starts with the discovery phase, where the company's requirements are gathered. This includes understanding the current business processes, and workflows, and identifying areas where the solution can be deployed to streamline operations

## Design

During the design phase, the methodology includes designing the solution to meet the specific needs of the organization. This includes configuring the solution products, customizing workflows, and integrating solution with other systems.

## Training

Once the solution is built, the methodology includes training users on how to use the solution. This includes conducting training sessions and providing ongoing support.

## Planning


Once the requirements are gathered, the methodology includes planning the deployment. This includes setting up a project team, defining roles and responsibilities, and creating a timeline for the deployment.

## Build

The build phase involves building the solution. This includes creating user accounts, migrating data, and configuring integrations. The methodology also includes conducting testing to ensure that everything is working as expected.

## Deployment

During the deployment phase, the solution is rolled out to the organization. The methodology includes monitoring the solution to ensure that everything is working as expected and making any necessary adjustments.



# CASE STUDY

# IMPLEMENTATION

## **Duration it took to implement the solution(s):**

The project took a total of 3 Months.

## **Bottlenecks, and how they were mitigated**

The client user team, while enthusiastic, faced system access challenges brought on by network layer inhibitors on their local office network. We ran troubleshoot in conjunction with their IT department and after the issue was resolved, they jumped on board immediately until the successful project completion.

## **Additional services provided- e.g. migration, customization & integration**

Tamgo Tanzania Limited required migration of it's old HR data from the previous Excel system to the new ZOHO PEOPLE platform. This was effectively handled with correct mapping from old to new system.



## CASE STUDY

# RESULTS: BENEFITS & ROI

By adopting the proposed **ZOHO PEOPLE** solution, complemented by the **Payroll Master Tanzania App**, Tamgo Tanzania Limited experienced transformative benefits across operations, enhancing efficiency, communication and scalability. This shift empowered the company to better manage their growing workforce, streamline processes and make data-driven decisions, directly contributing to improved revenue generation, lead conversion and overall business success.

### Positive Impact After Transition to Zoho Solution:

#### ✓ **Centralized Data Access:**

Single, secure platform for employee data, reducing silos and improving decision-making.

#### ✓ **Enhanced Revenue Growth:**

Streamlined sales and service processes, by a happy and satisfied staff, led to faster conversions, improved customer retention, and increased profitability.



# CASE STUDY

# RESULTS: BENEFITS & ROI

✓ **Data-Driven Decision Making:**

Real-time analytics and customizable reports provided actionable insights for informed, strategic decisions.

✓ **Better Team Synergy and Collaboration:**

Unified communication tools and real-time updates fostered stronger teamwork and alignment across departments.

✓ **Operational Efficiency:**

Automating HR and payroll processes reduced administrative burden, enabling focus on growth and customer satisfaction.

✓ **Scalable Growth:**

Flexible platform easily adapts to future business demands, supporting the company's expansion and acquisition integration.



# CASE STUDY

# RESULTS: BENEFITS & ROI

## ✓ Streamlined HR Operations:

Simplified employee management, payroll and performance tracking ensured a more engaged and productive workforce.

With **Zoho**, Tamgo Tanzania can efficiently navigate its growth challenges, improve internal processes and meet its business objectives, positioning the company for long-term success.

## CASE STUDY

Since implementing Zoho, we've experienced a complete transformation in how we operate. The chaos of manual processes, fragmented data and inefficiencies are now a thing of the past. With centralized systems, seamless communication, and data-driven insights, we've streamlined operations, boosted revenue and empowered our team to deliver exceptional service. Our objectives are not just met - they've been exceeded. The Zoho solution has truly set us on the path to sustained growth and success.

## TESTIMONIAL



- Beatrice Kayabu, Head of HR, Tamgo Tanzania Limited





# CALL TO ACTION (CTA)

## Join the #ZohoRevolution

Experience the transformative power of Zoho ERP with Mediacent Interactive, your trusted partner in seamless implementation, tailored solutions and reliable ongoing support.

Our proven track record of delivering success stories for businesses like yours speaks for itself. Don't just adapt—lead.

Let's revolutionize the way you work, together.

Your growth starts here!!



# THANK YOU...



+254 20 389 4153

---



info@mediacent.africa

---



www.mediacent.africa

The Apiary, 4th Floor,  
ABC Place, Waiyaki Way,  
Nairobi, Kenya.