



# ISAT AFRICA CASE STUDY

**How ISAT AFRICA integrated Zoho PEOPLE & ZOHO BOOKS with Payroll Master Solution to streamline staff salary payments for their Nairobi, Kenya and Lusaka, Zambia offices."**

# CASE STUDY

# THE CLIENT



## ISAT AFRICA

iSAT Africa is an integrated communications services provider specializing in broadcasting & rural connectivity, fixed & mobile satellite solutions, MPLS in Africa and Middle East. iSAT Africa's various solutions including Terrestrial and Satellite Solutions, are backed by powerful Satellites, African Teleports and Headend infrastructure.

iSAT Africa has its POP, integrated with fiber and satellite services, in more than 30 countries in Africa connecting to the rest of world. Its innovative solutions and resilient network are used by different verticals including Governments, TELCOS, media, multinationals, network companies and ISPs.

iSAT has it's HQ in Dubai, UAE and other offices in Nairobi, Kenya and Lusaka, Zambia; among others.

# CASE STUDY

# THE CLIENT

Website: <https://isatafrica.com/>

Email: [info@isatafrica.com](mailto:info@isatafrica.com)

No.: +254 11 1051920 (KE), +971-4-3695050 (UAE)

Location: Karen Green, Block B, 3rd Floor, Langata Road, Nairobi, Kenya

Field & Nature of Business: Telecommunications

ZOHO Subscription Obtained: ZOHO PEOPLE, ZOHO BOOKS, Payroll Master



**ISAT AFRICA**




## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

ISAT Africa, with a HQ in Dubai, UAE as well as some of its offices in Nairobi, Kenya and Lusaka, Zambia had one central Zoho PEOPLE instance (domiciled in the Dubai office). They wanted to implement a payroll solution for the Kenya and Zambia offices, and the payroll solution needed to automatically pick the employee details from their centrally managed Zoho People instance. At the same time, ISAT Africa also wanted to automatically post the relevant payroll costs to the respective general ledgers on their books of accounts, forming a complete end-to-end loop: HR Management-Payroll-Accounting

With a spatially distributed team, the challenge was actualizing a setup that would help HR maintain central control while still giving the country offices leverage over payments for jurisdictional reasons.



## CASE STUDY


# PROBLEM STATEMENT & KEY CHALLENGES

Managing payroll across our Kenya and Zambia offices had become a logistical nightmare. Without seamless integration between our HR system, a payroll solution we wanted to procure, and our accounting system, we were stuck in a cycle of manual data transfers, errors, and inefficiencies. This proved to be a huge bottleneck that was slowing down our entire HR and finance workflow.



~ **Juvenalis Gitau, CFO, ISAT AFRICA**





## CASE STUDY

# PROPOSED ZOHO SOLUTION(S)

Because ISAT Africa's setting was unique, Mediacent Interactive advised that the central ZOHO PEOPLE account be integrated with Independent ZOHO BOOKS for Kenya and an independent ZOHO BOOKS for Zambia; separated for jurisdictional tax and accounting compliance purposes. The payroll solution, Mediacent's Payroll Master, would sit in between (as shown on the development schema further below) pulling country-specific data from ZOHO PEOPLE and posting country-specific accounts information to each respective country's ledgers on ZOHO BOOKS.

Mediacent recommended ZOHO BOOKS as the best accounting and finance platform for ISAT Africa because of the below **Key Functionalities of Zoho Books**:

- ✓ **Automated Accounting:** Tracks expenses, revenues, and taxes with precision, reducing manual errors.
- ✓ **Seamless Integrations:** Connects with HR and payroll systems for a unified workflow.
- ✓ **Customizable Invoicing:** Simplifies invoicing with templates, multi-currency support, and payment reminders.
- ✓ **Bank Reconciliation:** Automatically matches bank transactions for accurate financial reporting.



# CASE STUDY

# PROPOSED ZOHOO SOLUTION(S)

- ✓ **Tax Compliance:** Built-in tax calculations and regional compliance support, including VAT and GST.
- ✓ **Comprehensive Reporting:** Provides real-time financial dashboards and customizable reports.

**How Zoho Books would solve Key Challenges** that ISAT AFRICA was facing:

- ✓ **Manual Data Entry Errors:** Automated syncing reduces human errors in financial data management.
- ✓ **Time-Consuming Reconciliation:** Simplified bank and ledger reconciliation saves hours of manual effort.
- ✓ **Decentralized Systems:** Centralizes data from payroll, HR, and operations into one platform.
- ✓ **Compliance Complexity:** Ensures adherence to local tax laws, minimizing cross-jurisdictional risks.
- ✓ **Limited Financial Insights:** Advanced reporting tools empower data-driven decision-making giving ISAT full visibility of their Payroll payments data.

# 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

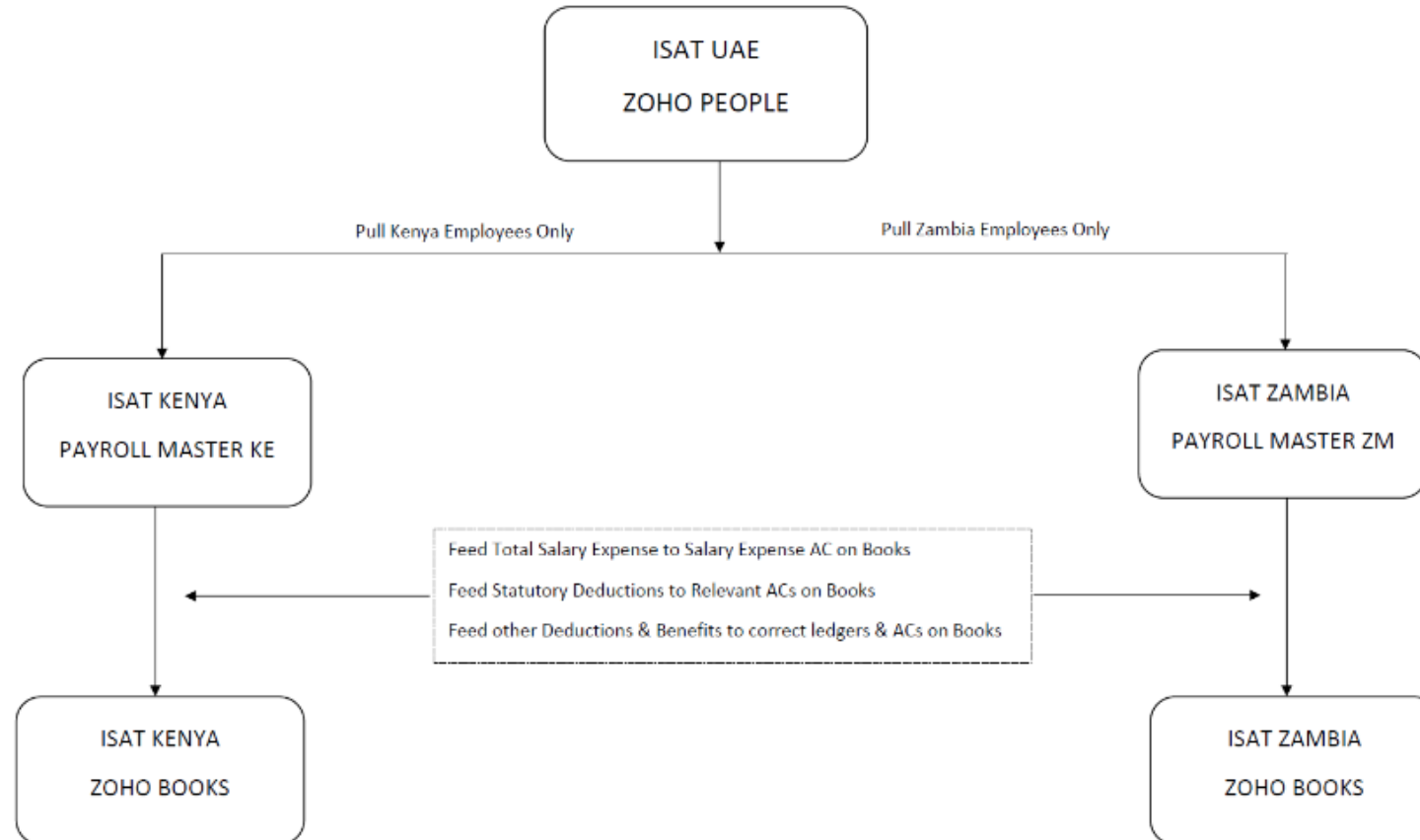
During the deployment phase, the solution is rolled out to the organization. The methodology includes monitoring the solution to ensure that everything is working as expected and making any necessary adjustments.




# CASE STUDY

# IMPLEMENTATION

## ISAT PAYROLL IMPLEMENTATION CROSS ORGANIZATION INTEGRATION SCHEMA





# CASE STUDY

# IMPLEMENTATION

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

The project took a total of 2 and a half Months, with a phased approach that saw KENYA setup go first followed by the Zambia setup.

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

At the initial project phase, there was a bit of mis-understanding as to the role of the super admin / admin account in facilitating relevant configs. Once this was clarified, the ISAT team promptly shared admin-level credentials with the Mediacent Team and the project got underway.

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

ISAT AFRICA required:

1. Migration of it's old payroll data from the previous system to the new one. This was effectively handled with correct mapping from old to new system.
2. API Integration between Zoho People-Payroll-Zoho Books (for Kenya and Zambia)



# CASE STUDY

# RESULTS: BENEFITS & ROI

The Business Impact to ISAT Africa after Implementing the Zoho People-Payroll-Zoho Books Integration was:

- ✓ **Centralized Data Management:** Unified HR, payroll, and accounting systems streamlined data handling across offices.
- ✓ **Enhanced Accuracy:** Reduced errors with automated data flow between Zoho People, payroll, and Zoho Books.
- ✓ **Cost Savings:** Optimized payroll and accounting processes lowered administrative costs for ISAT Africa.
- ✓ **Improved Decision-Making:** Real-time financial insights enabled data-driven strategies and budget optimization.
- ✓ **Boosted Team Efficiency:** Seamless communication between HR and finance teams enhanced collaboration.
- ✓ **Compliance Confidence:** Automated tax calculations and ledger updates ensured adherence to regional regulations that differ by jurisdiction.
- ✓ **Achieved Goals Faster:** Time saved in manual tasks allowed HR and Finance teams to focus on strategic initiatives, accelerating organizational objectives.



## CASE STUDY

# RESULTS: BENEFITS & ROI

- ✓ **Client Team Onboarding & Training:** We believe ultimate success when it comes to systems is "not in implementation, but rather in adoption of the system". As such, Mediacent Interactive, through its mantra of "walking with the client team every step of the journey", provided thorough team training to relevant system users, ensuring they not only grasped, but became prolific in the use of the implemented solutions.

## CASE STUDY

## TESTIMONIAL

With the seamless integration of Zoho People, Payroll Master, and Zoho Books, we've achieved what once felt impossible; the centralized, error-free data management across our UAE, Kenya and Zambia offices. Our processes are now faster, compliance is automatic, and our teams are free to focus on driving our mission forward. This solution has transformed how we work, bringing efficiency and clarity to every corner of our operations!



- Juvenalis Gitau, CFO, ISAT AFRICA



# 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.