



# Blackwood Hodge Power Services UGANDA CASE STUDY

**How Blackwood Hodge Power Services UGANDA Limited implemented ZOHO PEOPLE to streamline it's core HR & People Management functions.**

# CASE STUDY



## BLACKWOOD HODGE POWER SERVICES UGANDA LIMITED

# THE CLIENT

Blackwood Hodge Power Services LTD, based in Uganda, stands as a premier generator specialist, leveraging the expertise of global power industry leader FG Wilson. Since 2015, our partnership with FG Wilson—renowned for its 50 years of experience—has enabled us to excel in every aspect of generator set solutions. We offer comprehensive services including selection, installation, commissioning, parts delivery, aftermarket support, and maintenance, ensuring reliable power solutions tailored to your needs.

In 2019, Blackwood Hodge Power Services LTD Uganda was acquired by Tamgo International, a Zahid Group Company. This acquisition has bolstered our capabilities and resources. By 2022, we expanded our portfolio to include Clark and by 2024, we further enhanced our offering by adding distribution rights of Xylem pumps.

# CASE STUDY

# THE CLIENT



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No.: +256 41 7130091

Location: Plot 1-3 & 5, 7th Street, Industrial Area, Kampala, Uganda

Field & Nature of Business: Power Solutions Provider

ZOHO Subscription Obtained: **ZOHO PEOPLE**

**BLACKWOOD HODGE POWER  
SERVICES UGANDA LIMITED**




## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

Blackwood Hodge Power Services Uganda Limited, a leading provider of power solutions, is grappling with significant HR and People Management challenges following its recent acquisition and the expansion of its service offerings. The surge in workforce size has exposed the limitations of traditional, manual methods for handling critical HR functions, including staff record management, attendance tracking, leave administration, performance reviews and payroll processing.

These issues are further magnified by the need to align with global standards set by the parent company, streamline operations across a growing organization, and make timely, data-driven decisions. Like many organizations experiencing rapid growth or structural change, Blackwood Hodge Power Services Uganda faces hurdles in modernizing HR systems, ensuring data integrity, maintaining workforce engagement, and scaling processes effectively. Left unaddressed, these inefficiencies could impede productivity, employee satisfaction, and overall business agility.



## CASE STUDY

# PROBLEM STATEMENT & KEY CHALLENGES

With our growth, managing our workforce has become increasingly overwhelming. Lacking a proper system, tasks like attendance tracking, payroll processing and leave management have turned into a constant struggle. We're bogged down by spreadsheets, falling behind on performance reviews and facing compliance challenges. These inefficiencies are straining our team, and it's evident that we need a comprehensive solution to streamline and transform our HR processes.



~ **Solomon Serunyaze, Chief Accountant, Blackwood Hodge Power Services Uganda**



# CASE STUDY

# PROPOSED ZOHOO SOLUTION(S)

Mediacent Interactive, leveraging its expertise in transforming HR operations for growing businesses, proposed an integrated solution powered by **ZOHOO PEOPLE** and **Payroll Master Uganda App** (Payroll solution that Mediacent's IP). This dynamic suite combines cutting-edge automation with user-friendly design, tailored to streamline core HR processes, eliminate inefficiencies, and enhance workforce productivity.

**Key Features and Benefits that Blackwood Hodge Power Services Uganda would enjoy with this implementation include but are not limited to:**

- ✓ **Centralized Employee Data:** Consolidates staff records in a secure, accessible platform, ensuring data accuracy and reducing administrative workload.
- ✓ **Automated Attendance Management:** Tracks employee attendance in real time, integrates with biometric devices, and generates detailed reports effortlessly.



## CASE STUDY

# PROPOSED ZOHOSOLUTION(S)

- ✓ **Comprehensive Leave Management:** Simplifies leave requests, approvals, and tracking with customizable policies and visibility across the organization.
- ✓ **Performance Management:** Provides a robust framework for goal-setting, evaluations, and feedback to drive employee growth and engagement.
- ✓ **Streamlined Payroll Processing:** Ensures accurate, compliant payroll management with automated calculations, statutory deductions, and on-time payouts.
- ✓ **Self-Service Portals:** Empowers employees to access payslips, submit leave requests, and update personal details, reducing HR dependency.
- ✓ **Scalability and Integration:** Seamlessly integrates with existing tools and scales as the organization grows, ensuring long-term value.

This tailored solution would not only resolve Blackwood Hodge Power Services Uganda's immediate HR challenges but also position them for sustained 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 was not very receptive of the idea of a new IT system to manage HR and Payroll. But with a constant hand-holding and being extremely patient with the user team, they quickly warmed up to the platforms and adoption was assured.

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

Blackwood Hodge Power Services Uganda Ltd 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

## Business Impact Post-Implementation

Adopting the **ZOHO PEOPLE** solution enabled Blackwood Hodge Power Services Uganda Limited to transform its HR operations into a streamlined, data-driven function that aligns with its strategic goals. By leveraging automation and centralization, the business was able to achieve operational efficiency, enhance employee satisfaction and drive measurable business growth.

### Some of the Positive Outcomes for Blackwood Hodge Kenya included but were not limited to:

- ✓ **Centralized Data Hub:** Provides a unified view of employee and operational data, ensuring accuracy and simplifying audits.
- ✓ **Increased Efficiency:** Automation of HR processes reduces manual errors, saves time, and allows teams to focus on strategic initiatives.
- ✓ **Enhanced Revenue Potential:** Improved employee management boosts productivity, directly contributing to operational profitability.



# CASE STUDY

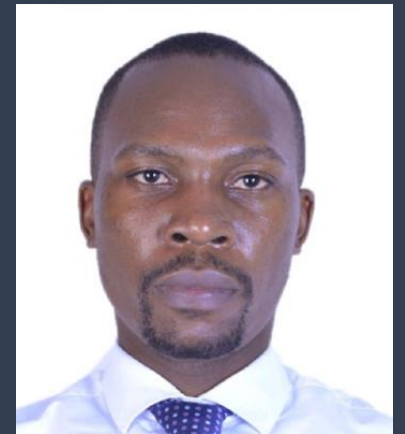
# RESULTS: BENEFITS & ROI

- ✓ **Improved Lead Conversion:** Efficient workforce management supports sales and service teams in delivering better client experiences.
- ✓ **Data-Driven Decisions:** Real-time insights enable informed, strategic planning and forecasting.
- ✓ **Stronger Communication:** Self-service portals and centralized systems improve transparency and foster open communication.
- ✓ **Better Team Synergy:** Streamlined processes enhance collaboration and create a more cohesive workforce.
- ✓ **Objective Alignment:** Simplified processes allow leadership to focus on achieving business goals without HR-related disruptions.
- ✓ **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

Implementing Zoho People and the Payroll Master App has revolutionized the way we manage our workforce. Tasks that were once cumbersome and time-consuming are now streamlined and efficient. The centralized data, automated processes, and real-time insights have not only resolved past inefficiencies but also enabled our team to concentrate on driving value for our clients. This solution has been instrumental in enhancing our growth and operational performance.



- Solomon Serunyaze, Chief Accountant, Blackwood Hodge Power Services Uganda



# 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...



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