

TTCL — ERP Digital Transformation

Tanzania Telecommunications Corporation

2+ years (Phase 1)

Driving digital transformation for Tanzania's national telco

8

Business Functions

600 days

Project Duration

28.57

Staff-Months

The Challenge

Tanzania Telecommunications Corporation (TTCL) — established by Act of Parliament as the country's strategic telecommunications provider — needed to modernize its operations as part of its 3-year Strategic Plan (2025/26 – 2027/28).

The corporation lacked integrated IT systems, operating with fragmented processes across Finance, Customer Relationship Management, Sales and Distribution, Supply Chain, Inventory, Project Management, HR, and Enterprise Performance Management. This prevented TTCL from fulfilling its mandate as Tanzania's leading Communications Service Provider and supporting the national digital economy agenda.

The transformation required not just an ERP system, but comprehensive Business Process Re-engineering, integration with telecom-specific systems (OSS/BSS, Billing Platforms, FRAMS), and a modern operating model designed for the telecommunications industry.

Our Approach

As Project Coordinator under Jenga Tech Consulting (engaged through Finsys Tech Solutions), I managed Phase 1 — the critical pre-implementation phase of this 600-day engagement.

As-Is Assessment: Coordinated comprehensive evaluation of TTCL's organizational structure, existing business processes, IT infrastructure, and software applications across all 8 business functions. Identified challenges, dependencies, and integration requirements with existing telecom systems.

Requirements Development: Oversaw creation of Functional Requirements Specifications (FRS) for all core ERP modules, ensuring alignment with telecommunications industry best practices. Coordinated Enterprise Architecture design using established models.

Procurement & Vendor Selection: Managed preparation of the ERP procurement RFP in compliance with Tanzania's Public Procurement Act. Provided technical assistance during vendor evaluation, scoring, and selection. Developed an 18-month implementation roadmap with milestones.

Outcomes

Comprehensive current-state assessment completed across all 8 business functions, documenting processes, pain points, and integration requirements.

Redesigned business processes optimized for ERP implementation, with organizational structure recommendations for the digital operating model.

Complete Functional Requirements Specification for telecom-specific ERP covering Finance, CRM, Sales, Supply Chain, Inventory, Project Management, HR, and Enterprise Performance Management.

Enterprise Architecture blueprint defining TTCL's target state. ERP vendor selection framework, procurement documentation compliant with Tanzanian law, and an 18-month implementation roadmap positioning TTCL for its digital transformation.

Technology Stack

