



**Corporate Information
Technology Solutions**

Client First, Service Excellence

Company Profile

CORPORATE INFORMATION TECHNOLOGY SOLUTIONS

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CITS Services and Software Products

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About CITS

Corporate Information Technology Solutions, trading as CITS was incorporated in 2010 with a determination of helping clients increase their productivity through its efficient and secure software solutions. CITS strength lies around its Commitment, Communication, Excellence and Teamwork. These four pillars makes a foundation of CITS core values, "*Client First, Service Excellence*". Over a decade of serving its customers, CITS has well established what clients requires. For that reason, the company developed software products that fits different sectors such as Governments, NGOs, Banks, Insurance, Manufacturing, Hospitality, amongst others. In so doing, CITS became the first software company in Tanzania to develop Call Center and Foreign Exchange software applications that are presently used by multiple institutions in the county.



CITS has offices in Dar es Salaam, the Commercial City of Tanzania and in the Capital City of Dodoma. Since Contact Center uses Voice over Internet Protocol (VoIP) technology, the National ICT Broadband Backbone in Tanzania has helped customers in the Country to significantly receive good quality of service on calls through call center.



CITS Services

CITS opted to focus on a few service offerings within IT in order to develop competence in such domains to satisfy their customers and to leave the company motto of *Client First, Service Excellence*.

Below is summary information about CITS services:-

Software Development:

The core of CITS' service to client lies in the software development domain. Over a period of time, CITS has developed robust software products. These software products are flexible for customization to meet unique client needs. The company also develops customer specific software based on client's custom and specific needs. The clients served by CITS are a living testimony.

CITS's software development services go alongside Technology Project Management and Software Support services. This ensures that the software developed meets industrial standards and are fully supported and maintained throughout.

IT Governance:

The risk landscape has grown so wide in recent years. CITS works with the clients in developing best fitting IT governance frameworks such as IT Policies, Business Continuity and Disaster Recovery, IT Processes, IT Procedures, IT Standards and IT Strategy roadmaps. CITS is proud to be part of many success stories in managing IT risks by implementing adequate and effective controls to get rid of repeating audit findings.

Call Center as a Service:

CITS is presently developing and testing a cloud version of its contact center solution for clients who will need to use Call Center /Contact Center as a service. Once commissioned, CITS customers who opt against on-premises Contact Center solution will be able to securely utilize the Contact Center Solution from a shared or dedicated infrastructure. The cloud version of the contact center will come with complete suite of Customer Relation Management (CRM) system. The cloud version will still use multitenant and multichannel communications while aiding customers in keeping record of their interaction with customers such as customer information, services offered, escalations, status and timeline of client enquiries, client feedback notifications, management notifications, performance reports and various dashboards.



CITS Software Products

Fléx Software suite is the name given to the group of software products developed by CITS. They are named so because of flexibility in terms of simplicity, customization, integration and easy to use.

Fléx Contact Center

Fléx Contact Center solution is a call center / Contact center solution developed in Tanzania with local Africa content in-mind. The solution has multiple installations to date and played a vital role in aiding CITS clients in Tanzania to practice social distancing with their customers while offering services during Covid-19 pandemic. Several Government and non-Government Institutions are presently running the latest version of Fléx Contact Center which supports integration with email, SMS, WhatsApp, Facebook, Twitter, Messenger, Instagram, Google Messages, audio conferencing and video conferencing.

Fléx Contact Center solution is pretty customizable to suit unique needs of customers such as accommodating calls and other channels of communications, integration with other existing systems and multitenant setup.

Fléx CRM

Fléx CRM is a Customer Relationship Management System that works with the Call Center /Contact center Solutions in capturing and keeping records of customers and their enquiries. The software has some built-in analytics that visualizes customer interactions and trends for management reporting. The integration between Fléx CRM and the Contact Center Solution is seamless. Service delivery workflows and client service charter SLAs can well be configured in the system to track compliance and measure performance bottlenecks. The collected data therefore helps in measuring customer queues, contact center staff performance as well as the effectiveness of the contact center in giving value to the customers.

Fléx Fx

Fléx Fx is a foreign exchange management system for managing and reporting foreign exchange transactions with account holders, corporate clients, walk-in clients and other banks. The system controls compliance limit for daily transactions in walk-in clients.

Fléx Fx software has features that enable capturing and attaching scanned documents such as photos of ID's for identification and verification of clients. Fléx Fx can be integrated with other payment systems within the banking environment to ensure fluid flow of data and reporting.



Fléx Performance

Fléx Performance is a performance, productivity and talent management software for helping organisations monitor and evaluate the execution and results on strategy, projects and ad hoc responsibilities by employees. The software measures employee potential and assist HR Professionals in employee retention and development. We call Fléx Performance a “Productivity Thermometer” in that it measures not only performance but also the productivity of human capital at organisational, department and employee levels. It has built-in tools for HR & Payroll management, recruitment management, training management and task assignment. The software has a number of statutory and non-statutory reports to assist the organisation meet its reporting obligations.

Fléx Asset

Fléx Asset is a software product for managing fixed assets and property from procurement application to asset operations and disposal. The system tracks status, faulty incidents, warranty and SLA, movements, book value, maintenance-cost over time, maintenance schedules and disposal. Fléx Asset uses mobile App technology for alerts/reminders, incident reporting, reports dashboards, asset audit and asset disposal.

Fléx Boardroom

Fléx Boardroom is a software for paperless boardroom for the board and executive management’s effectiveness and flexibility. It securely manages the entire range of the board activities from meeting invitation, venue reservation, sharing of board packs, task assignments, annotations, reminders, approvals and voting.

