

Overview of Consultancy for Tanzania Telecommunications Company Limited

Tanzania Telecommunications Company Limited (TTCL), Tanzania's state owned telecom operator has seen a significant growth of customers over the past few years; a growth that correlates with the significant ICT sector growth Tanzania has experienced in the past few years. Due to this, TTCL realised its installed customer care system was unable to cater to its customers' needs adequately. Hence, TTCL sought technical assistance from the CTO in obtaining a new TTCL customer care system. The Project required CTO to assist TTCL to acquiring and implement a new customer care system. This required the CTO team to study TTCL business & current billing constraints, help to select the best solution, provide implementation assistance and conduct training of TTCL staff. Some of the team's activities during the project include:

- reviewing the functional requirements specifications of system
- advising TTCL on potential suppliers
- assisting TTCL prepare the tender document that will cover all key selection criteria
- evaluation of tenders and proposals
- project management

CTO consultants successfully completed this project for TTCL by providing training to TTCL staff on how to use the newly installed system.