

## COMING TO AMERICA!

The Chairman of Techno Brain Ltd, Mr. Mahesh Patel, has announced the establishment of Techno Brain USA and has appointing Clint Cuny to be the CEO. Techno Brain has worked with Clint since 2008 on Techno Brain projects, when he was the former L1 ID member focused on building the solutions pipeline in Africa. Clint brings a wealth of knowledge into the Group. He is a creative and results oriented Sales Management Executive with a successful performance record in complex technology services and solution sales. He has a proven track record in growing mature and start up businesses by leading customer focused high performance sales and consulting teams. He also possesses a reputation as a well rounded business leader with the ability to develop strong relationships with colleagues and customers for high impact results.

Clint's broader role in the whole of the organization will include:

1. Generating USA business for Techno Brain.
2. Partner management of all key US partners for Techno Brain.
3. Carrying out activities related to copyright and patents for Techno Brain products.
4. Giving inputs on best practice and new technologies for the group.



Techno Brain Ltd's Chairman, Mr. Mahesh Patel, second right, poses for a group photograph at the Lincoln Memorial, Washington DC, USA, with, left to right, Manoj Shankar, CEO Techno Brain Ltd; Clint Cuny, CEO Techno Brain USA; and Anand Mohan, CEO Techno Brain India Private Limited.

### HEAD OFFICE

PO Box 10295,  
Plot Number 1380/208,  
Bibi Titi Mohammed Road,  
Dar Es Salaam, Tanzania.  
Tel: Int +255 22 2113502 /  
2118302  
Fax: +255 22 2118298  
Email: [info@technobrainltd.com](mailto:info@technobrainltd.com)



## Table of Contents

- Coming to America! ..... 1
- ISO Surveillance Audit a Success' & Congratulations from Serenic Software Company ..... 2
- Corporate Events ..... 3
- Corporate Events - India Office... 4
- Country Offices News - Solutions ..... 5
- Key Solutions Projects ..... 6
- Training News ..... 7
- Behind the Scene Techno Brain employees in pictures, and Kudos ..... 8
- Behind the Scene Techno Brain employees in pictures ..... 9

## ISO SURVEILLANCE AUDIT A SUCCESS!

**TBL Tanzania** has successfully passed ISO 9001:2000 yearly Surveillance Audit with Mr. Aag Hammerstad of Nemko conducted a thorough audit on our Quality Management System, painstakingly going through our Processes, Procedures and Records. The Lead Auditor, Mr. Aag Hammerstad, felt a good and positive attitude during interviews and verifications. The management and other employees have a positive motivation for system improvement and the management is highly committed to the quality system.

The project "Integrated Web based Motor Vehicle Registration System" was picked from a project list as an example for project verification.



**Above: Audit process meeting during the Surveillance Audit.**

## CONGRATULATIONS TO TECHNO BRAIN!

**Tue 9/1/2009**

*Today I am very happy to announce that Techno Brain has achieved its highest sales numbers in the last 3 months (June, July, August) during its entire partnership with Serenic since early 2007. With total sales of over **USD \$400,00** with a respective total gross revenues of approx. **USD \$200,000** to Techno Brain that includes margins earned from software license fees and annual maintenance (services excluded). This represents a **190%** increase from last year's performance with still 4 months to go in 2009. I see this juncture in our partnership as a very significant milestone that over the years has witnessed mutual dedication, focus and tremendous patience.*



*Thanks again for such a great performance and I hope to write to you in even a greater spirit announcing more exciting news and bigger wins at the end of 2009.*

*Until then, happy selling.*

*Baris*

**Baris Vural** | International Sales & Alliance Manager

[bvural@serenic.com](mailto:bvural@serenic.com)

Direct: +90.216.470.4334: Mobile: +90.530.505.0027



"The AFIS system is the first of its kind in Zambia where criminals are matched or traced just on a click of a button. The management of Zambia Police is happy and a recommendation letter has been written to the corporate office and the Uganda Police. The system is so amazing."

**Mwale (TBL Zambia)**



**Tue 9/1/2009**

*"Congratulations to Roy Khouge, Consultant, has completed one year with TBL Malawi"*

**Vivek Araujo, General Manager,  
Malawi**

## CORPORATE EVENTS

- *May 25, 2009: TBL Ethiopia* demonstrated Driving License and Vehicle registration title books solution to Ethiopia's Federal Transport Authority.
- *May 27–29, 2009: TBL Ethiopia* together with Techno Brain's channel partner, SunGard, (Mr. Martin Heraghty, Sales Director, SunGard - Ambit Retail Banking Solutions & Mrs. Sofia Panou, Consultant, SunGard - Ambit Retail Banking Solutions) made a series of demos in Ethiopia regarding Core Banking Solutions
- *June 22–24, 2009: Techno Brain Tanzania* welcomed a joint UNIDO/Microsoft delegation consisting of Barbara Kressler, UNIDO's Industrial Development Officer; Andrea Antonelli, UNIDO's Program officer; Sean Nicholson of Microsoft.
- *September, 2009: Techno Brain (U) Ltd* participated in the Seminar about The Business Process Outsourcing (BPO) Conference at Imperial Royale Hotel, Kampala which was arranged by the Ministry of Information and Communication Technology (ICT)



for their Department of Civil Aviation. Dr. Manuel Baehr from Comsoft travelled down from Germany to attend the session.

- *September 23 –25, 2009: Randy Fediuk, Senior Sales Support, and Robert Elson, Senior Vice President Global Sales and Marketing, from SYSCON Systems* visited **Techno Brain Tanzania**.
- *September 2009: Mr. Neil de Ber, EXYS systems Ltd, South Africa, visited Techno Brain (U) Ltd* to make a Presentation on Building Management Solutions to a few potential clients in Uganda.

## TBL Tanzania Surveillance Audit Day in Pictures



## CORPORATE EVENTS— INDIA OFFICE

- *May 27-30, 2009:* Joel Gachomo (**TBL Tanzania**) visited India for the demo of Techno Brain Integrated Finance Management System (IFMS) at one of the client's site (see photograph, right).
- *June 22—July 5, 2009:* Ussi Hussein, Manager of Policy Division from Tanzania Revenue Authority (TRA) had visited India in order to identify the key success points for implementation of Enterprise Risk Management (ERM).
- *June 25-28, 2009:* Techno Brain India Private Limited (TBIPL) participated in the 19<sup>th</sup> International Workshop on Resource Mobilization (IWRM) event. (See photographs, right)
- *July 9, 2009:* The chairman of Techno Brain Ltd., Mr. Mahesh

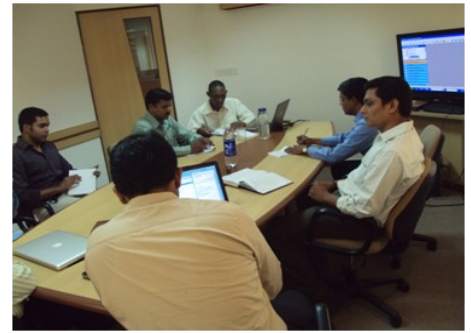


Patel, visited the India office (see photograph second from bottom, right). During the visit Mr. Patel and Mr. Mohan met Minister of Higher Education AP, Mr. Sridhar Babu (see photograph, left)

- *July 13—August, 2009:* Mkunga Mtingile Jnr. (**TBL Tanzania**) arrived at Techno Brain India Pvt. Ltd. for the knowledge transfer of the HURIS product.
- *July 13—August, 2009:* Techno Brain India Private Limited (TBIPL) had participated in the 20<sup>th</sup> South Asia Fund Raising Workshop (SAFRW) which was held in Jaipur, Rajasthan.
- *August 25—27, 2009:* Sam & George from Tanzania Revenue Authority (TRA) (see photograph, bottom, right) had toured India for the eIndia conference and Business Intelligence and analysis. Apart from enjoying the culture and the hospitality of Hyderabad, they also got better insights on the Indian IT needs and have picked valuable thoughts from the participants in the event.

Baris Vural, the Sales Manager, International Business, from Serenic Corporation visited the **Techno Brain India Private Limited (TBIPL)** office for the eINDIA conference held in Hyderabad.

## Techno Brain India Private Ltd in Pictures



## COUNTRY OFFICES NEWS - SOLUTIONS



### TECHNO BRAIN'S HURIS GOES MULTI-LINGUAL!

Kick Start International has signed a contract with **Techno Brain Kenya** for the supply of our HURIS solution for all the countries they work in. This will also be the first multi-language implementation of HURIS with requirements for different countries for ESS as follows: Kenya—English; Tanzania—Kiswahili; Mali—French. Techno Brain is now working towards bundling HURIS along with the Navigator for all Africa based implementations of Serenic Navigator. The ultimate goal is to make HURIS the product of choice for the entire Africa.

### ELECTRONIC RECORD MANAGEMENT SYSTEM FOR THE VPO



**Techno Brain Tanzania** signed a contract with the Tanzania Vice President's Office (VPO) for establishing the Electronic Record Management System. In the picture, left, the Deputy Permanent Secretary Mr. Mbarak M. Abdulwakil confers the award to Kiran Rajput, Country Manager Tanzania.

### "CONQUERING TRUE FUND ACCOUNTING CHALLENGES"

**Techno Brain Kenya** hosted a NGO event titled, 'Conquering True Fund Accounting Challenges' at the Sarova PanAfric hotel, attracting 25 NGOs with 40 participants. Baris Vural of Serenic Corporation was present at the event. Sarah Emerson of Kick Start International attended the event as a guest speaker and spoke about her experience with Serenic Navigator and how the latter can conquer true fund accounting challenges. The attendance for the event was high at 80% and we have already seen the benefits of holding such events by the continuous interest that it has generated in the NGO market. (See CNHR and HIJRA Somalia, page 6)



### "CONQUERING TRUE FUND ACCOUNTING CHALLENGES" IN PICTURES, TBL Kenya, Nairobi



www.technobraintd.com

Financial Management for NGOs & NFPs

SERENIC NAVIGATOR

- ❖ Core Financials
- ❖ Grant Management
- ❖ Fund Raising
- ❖ HR & Payroll
- ❖ Procurement
- ❖ Fixed Assets

TOTAL IT SOLUTIONS

www.technobraintd.com

Financial Management for NGOs & NFPs

SERENIC NAVIGATOR

Microsoft SOLUTION PROVIDER

20) 224 Kenya

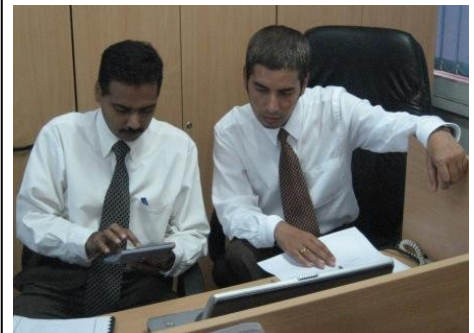
## KEY SOLUTIONS PROJECTS - 2009

- Vice Presidents Office (VPO), Tanzania — Supply & Implementation of Electronic Records Management System.
- National Microfinance Bank (NMB), Tanzania— Implementation of MD NAV ERP System and Human Resource Management System.
- Zanzibar Social Security Fund (ZSSF), Zanzibar, — Supply and implementation of Financial Management Information System.
- Public Service Pension Fund (PSPF), Tanzania — Supply of Information Kiosk.
- Tanzania Communication Regulatory Authority (TCRA) - Supply and installation of Online Type Approval Software.
- National Social Security Fund (NSSF), Tanzania — Supply of Consumables.
- Pastoral Activities and Services for People With AIDS, Tanzania — Supply and Implementation of IFMS & HR System.
- Ministry Of Finance, Accountant General's Department, Tanzania — Supply Of MS Licenses.
- Tanzania Investment Centre — Supply Of Software.
- Tanzania Revenue Authority - Implementation of Data warehouse, Phase II.
- National Health Insurance Fund, Tanzania — Consultancy Services For Database Development.
- Tanzania Marketing And Communications Company (T-MARC) — Supply and Implementation of IFMS & HR System.
- Consortium for National Health Research (CNHR), Kenya — Supply and implementation of Serenic Navigator Financial Management System.
- *HIJRA Somalia, Kenya* — implementation of Serenic Navigator for their Kenya offices, plans for Somalia offices later.
- Department of Child Services Government of Kenya, Office of the Vice President - supply Financial Management System (Serenic Navigator)

**Right: Business Executive Vaitheswaran Rajaraman (Vaidy) (TBL Tanzania), right, confirming software licenses with Tanzania Investment Center's Senior Systems Analyst Gao Ngwilizi**



**Above: ZSSF Managing Director Abdulwakil Hafidh, 3rd right, confers the award to Senior Business Manager Shashibhushan Mijar (TBL Tanzania), 1st left.**



**Above: Even though its Surveillance Audit day Senior Business Manager Shashibhushan Mijar, left, and General Manager TBL Tanzania Kiran Rajput are still hard at work closing deals!**



**Above: Corporate Business Manager Jimmy Mungai (TBL Tanzania), left, handing over software licenses to Tanzania Investment Center's Senior Systems Analyst Gao Ngwilizi**



## TRAINING NEWS



### KEY TRAINING PROJECTS NEWS - 2009

- **Techno Brain (U) Ltd** Held a Security+ Seminar at their Office Premises Thirty five (35) Participants attended including a few Corporate Clients. It was conducted by Mr. Ivan Nzokire the Training Manager.
- **Techno Brain (U) Ltd** hosted a seminar at Nkumba University about MCSE 2003/08. It targeted aspirants pursuing their MCSE certifications and 250+ participants attended. The three hour seminar was conducted by the Training Manager Mr. Ivan Nzokire and later a Live Demonstration of Mentored Learning to all the participants at the university.
- A CCNA Seminar was conducted in the Office Premises almost 60+ participants attend including Corporate. The two hour event was conducted by Instructor Ms. Joan Naiga Mukiibi.
- Mr. Raghav N. and Mr. Suryakant (**Techno Brain (U) Ltd**) conducted a detailed Presentation on Mentored Learning to the Dean ICT of Kampala International University Mr. Ezekiel Okiki and the Chairman with the intention of setting up a Mentored Learning Laboratory at the University.
- **TBL/NH Tanzania** has successfully launched the Student Employability Enhancement Department, SEED. The purpose of this department is to offer additional services to the center's students by placing them in suitable jobs that will better match their skills and hopefully enhance their careers. Students who are ready for a job, have the skills for employment, and having appropriate attitude and behavior to advance in their ITC careers are encouraged to register with SEED. Within a week since its launch 2 students were successfully placed into jobs suitable to their skills. Congratulations to them, and SEED!

### Miscellaneous Corporate Events Pictures



**Above: Nandan and Boniface (both TBL Tanzania) elaborate a point in Morogoro, Tanzania.**



**Above & Below: Questions and answers time during the 'Conquering True Fund Accounting Challenges' in Nairobi, Kenya.**



**Above: CORE Training in Lilongwe, Malawi.**

**Right: Ester Rian, IT Training Division and SEED Coordinator**



## BEHIND THE SCENES TECHNO BRAIN EMPLOYEES



**Above: TBL Malawi's dedicated staff Nuameric Chikuse; Office Assistant; Griffin Nyoni, Receptionist; Suzan Billy, Janitor; Charles Phiri, Driver; Golden Mndala, Driver and Assan Suwed, Guard.**



**Above: From left, Hamisi, Shabani M, and Lennard.**

**Left: Khalid**



**"Keep Cool"**



**Rashid**



**Abdallah**



**Mashaka**

**Above: TBL Tanzania "Logistics Engineers" responsible for getting us around Dar-es-Salaam, to and from the numerous deals we attend to.**



**Left: Personal Attendant to CEO's Office Omari Mpumbe. An original TBL employee, he has been with the company since day one!**



**Above: "Hospitality Managers" Salehe, left, and Shabani K., right**



**Left: Accounts Executive Puneet**

**Right: Happy Birthday Ramona (TBL Malawi)! Is cake cosmetics becoming a TBL tradition?**



## KUDOS

**On Techno Brain Tanzania passing external Surveillance Audit on September 7th, 2009.**

*I must commend you on your professionalism.*

**Lead Auditor Aag Hammerstad, NEMKO, Norway**

*On behalf of Techno Brain India, Congratulations for whole team for accomplishing this achievement.*

**Mohan Baswapathi, TBL India Pvt. Ltd., Hyderabad, India**

*Dear All, Congratulations are in order! Well done! Warm regards,*

**Jai patel, Dar-es-Salaam, Tanzania**

*On behalf of Techno Brain Malawi, CONGRATS TO ALL OF YOU IN A BIG WAY. Best regards*

**Vivek Araujo, Lilongwe, Malawi**

*I on behalf of team of Export Trading Zambia convey our heartiest congratulations on achieving this stupendous feat by Techno Brain team. I can say it is the second or probably third feather in the cap rather than saying another fatter in the cap of Techno Brain since you have repeated this feat. Please communicate our greetings to everyone in Techno Brain and we are sure in years to come many more miles stones will be achieved by you on which all of us will be proud of.*

**Ashok Arora, Lusaka, Zambia**

*This is great news. Congratulations to you and the entire team in Dar for this fabulous achievement. Now its time to also start preparing for the same exercise in Malawi too.*

**Ninad Mairal, Lilongwe, Malawi**

*Congratulations to you and your team. Regards.*

**Raghav N., Kampala, Uganda**

**BEHIND THE SCENES TECHNO BRAIN EMPLOYEES**



**Left: Office Assistant Julius Alphonse (TBL Tanzania), said "I do" to the lovely Ms. Anna Sungura. The Best Man, right, was Evans Kabogo, Office Supervisor.**



**Above: From left, TBL/NH Tanzania Technical Support "Engineers" Eric and Roman; Office Assistant Rama; Office Supervisor Evans, and Office Assistant Julius.**



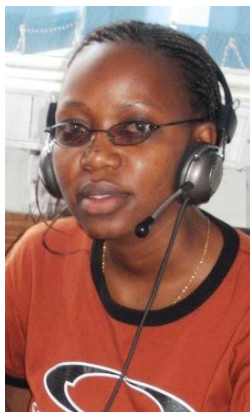
**Left: Personal Assistant to the CEO Stella**



**Right: TBL/NH Receptionist and Front Desk Teddy**



**Above: TBL/NH Tanzania Account Executives Jacqueline and "First Lady" Rhoda.**

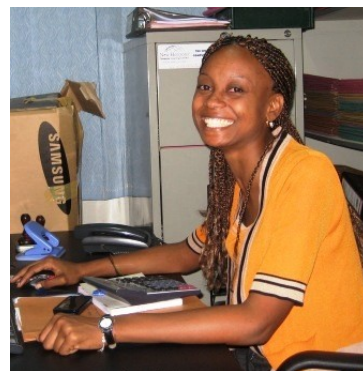


**Above: TBL/NH Tanzania Examination Site Administrator Janet**

**Right: TBL Tanzania Microsoft Accounts Manager Fatma**



**Above: TBL Tanzania Customer Support Coordinator Agnes**



**Above: TBL/NH Tanzania Student Executive/Cashier Napenda**



**Above: TBL Tanzania Administrative Assistant Jalpa**

