

# Zhen Technologies

Company Profile



## Summary

*Revolutionize software design, creation and delivery, while advocating for positive social change.*

## Game Changers

- ✓ We work with people and organizations who have ambitious missions - whether they are in the commercial, social or government sectors. We set up smart teams who love challenges and think disruptively to help our clients succeed. Our Agile development tools help our clients continuously improve and deliver quality software.
  
- ✓ We are focused on helping our industry improve, and believe in sharing what we learn. We do this by blogging, talking at conferences, and championing open source.
  
- ✓ We are strong believers in the power of software and technology as tools for social change. Through our Social Impact Program, we collaborate with organizations with a humanitarian mission and broad reach, helping them use technology to make an impact.

## Mission

Our mission is to better humanity through software and helps drive the creation of a socially and economically just world. We bring together the most capable, driven and passionate people - we call them 'Zheners' - to:

- ❖ Run a sustainable business
- ❖ Champion software excellence and revolutionize the IT industry
- ❖ Advocate passionately for social and economic justice.

These are our three pillar business model. The pillars are the foundation of everything we do, they inform every decision we make.

Annual Sales: KES 5.5 million

Total Employees: 5

Employees at This Location: 5

Primary Line of Business: Software Development (USSD, Web, Mobile Development)

## Core Team:

- a) Andrew Kibe: BSc Information Technology, MySQL certified, Open Source Enthusiast
- b) Lucas Khalumba: BSc Information Technology, Oracle Certified Associate, Oracle Linux 5 and 6 System Administrator
- c) Erick Muraguri; BSc Computer Science, Software Engineer, System Administration
- d) Roy Mwika BSc Information Technology, System Administrator
- e) Caroline Musangi: Bsc Administration, Core Management Guru

## **Business Profile**

Zhen Technologies is a software development company with years of experience in mobile and web application development and recently into Business Intelligence Application Development. Our main focus is in helping small and medium scale organizations leverage technology to achieve their business objectives. Our professional team has in-depth expertise in such key technologies as Java, PHP, .Net as well as profound knowledge of Android, Windows Phone and BlackBerry development tools.

Zhen Technologies team of tech-savvy specialists has successfully delivered countless web and mobile projects to our valuable customers and partners. Our company offers full-cycle development services from business analysis, software design and prototyping to development, quality assurance services, post-project maintenance and support.

## **Expertise**

We have a combined man-hour total experience of 31 years in applications development gained across the continent. Zhen Technologies boast of highly trained and experienced application development skills in the design, implementation and maintenance of complex systems. Applications developed by us are easy to implement and commercialize and match the emerging needs in the specific industries that they are developed for..

## **Moral obligation**

Zhen Technologies use the following tenets in our development of quality applications.

### **Our Commitment;**

#### **Customer satisfaction**

Profitable growth

Total Quality leadership

#### **Continuous Productivity Improvement**

Excellence through people

Concern for our communities

#### **Highest standard of integrity**

## **Projects**

### **1. Population Service international Kenya USSD System: \*216#**

This is a data collection system. Data is collected via a USSD system. The system checks whether the user is registered and allowed to submit data. On completion for data entry for a certain form, the user is rewarded with airtime automatically.

## **2. Development of Loan Management System for Paddy Micro-Investments Ltd**

Developed the organization's loan management system in which users would request for loans via an USSD mobile application and the system would automatically send the amounts via mpesa to the requesting clients. Management of the system is done via a web based portal that connects to the data from the USSD application for senior management to run comprehensive financial reports on how their loan portfolio looks like per minute, per hour, per day, per week, per month, per year. The system also calculates commissions and sends them over via mpesa to the agents once their clients pay back.

## **3. Kenya Association Welfare for People with Epilepsy USSD System: \*215#**

This is a USSD system that allows users to register, take a simple quiz as well as trigger an SMS with details on epilepsy. Users can also use the same venue to submit feedback.

## **4. Kiambu County Business Intelligence Portal**

Built data and dashboard reports on data collected from their mobile revenue collection systems. The reports would show collections per any given date ranges, manage clerks and revenue points and give overview financial summary reports for senior county management. This reporting system would bring greater business visibility and insight to internal stakeholders, allowing any user in the organization to have self-service access to real time, relevant and actionable intelligence reports and analysis.

## **5. Genco University eLearning Management & Library System**

Developed Genco University eLearning and Library systems since the structure of the university was entirely online. The system had to be robust to accommodate as many courses as the university deemed fit but also at the same time be as simple as possible to use. The eLearning system was developed based on open source platform: Moodle, which was customized to fit the needs, outlined in the software requirements specifications document we worked on with the university staff and management.

## **6. Kenya Bureau of Standards: Trend Analysis & Knowledge Management Training**

Conducted Knowledge Management & Trend Analysis training to the KEBS senior management for management of their data in their various departments.

## **7. ICT Consultants (BPO & Outsourcing Call Management System**

Developed the company's call center management system and internal CRM for managing client's data. The system was used to connect calls from

their clients to their agents and they would use the internal CRM to collect information about their callers and manage their issues via the phone.

#### **8. Virtual City Ltd Mapping Solution**

Built and customized the organizations mapping solutions that would report on routes taken by sales riders on their Distributor system.

#### **9. Microsoft Grants Manager (Grants 360) Customization for Kenya Red Cross Society**

We were tasked with customizing the Grants Management system for KRCS based on a donation done by Microsoft. The system is meant to capture and report on grants distributed to various institutions to cover program needs. The system captures grantee information, grant applications, reviews of the grants, disbursements and follow up (close outs of the grants)

#### **10. Thika Sports Club Membership Database System**

The Membership Management System includes many features that could manage the association. It includes a powerful member database system to allow one to track prospects and members, a billing system to handle dues management, broadcast email tools to communicate with members.

#### **11. Real Estate System: homes4u.co.me**

This system allows agents to register, upload their property images plus details. Agents can perform administrative tasks on their properties while users can view all properties in the system.

#### **12. Conformity Assessment Window & Online Training Module System Development**

The project was a consortium of various organizations and the project entailed developing conformity standards in:

- Benchmarking procedures, Establishment of a Technical Board, Defined the roles of the Technical Board, Developed the procedures of Conformity Assessment Management

Zhen Technologies was tasked with developing an online training system that would be used to train the users in the various areas of standardization:

- Labeling Criteria, Implementation of the Label, Inspection System, Certification to the Label, Benchmarking and Accreditation

The project was done for **African Organization for Standardization**

### **Our Approach to Business**

#### **Project Management: Implementation and Integration Approach**

Development of the applications and the various interfaces are done under the constant supervision and guided instructions of the client. Very regular sessions will be conducted to review the progress of the development of the applications' interfaces and to guide the development of subsequent iterations in the development of the application.

## **Methodology proposed for performing a Project The Framework**

Executing a project typically involves the following activities:

1. Project Approach
2. Client Engagement
3. Resource Management
4. Implementation Process
5. Best Practices and Methodologies

### **Project Approach**

- The infrastructure comes under the “collaborative” matrix.
- Time and resource management are key to the success of all the projects we undertake.

### **Client Engagement**

*CAPE stands for **C**reate, **A**gree, **P**ropose and **E**xecute*

- The strategy will determine the options for deployment of active & passive components in the project.
- The list of deliverables would be determined after the agreement and engineering survey and this will constitute the Design & Implementation Schedule document. We have proposed a tentative implementation schedule along with this proposal.

The client will dictate the tasks that will have a greater priority in the development of the application for each of the iterations involved in the development of the application.

### **Implementation Process**

- The initial list of specifications and mockups will be developed by the development team with guidance from the client.
- A set of user stories and tasks will be collated by the development team and shared with the client for prioritization. Timelines will also be revised and re-shared.
- Development iterations will be made where the features planned for a specific release will be written.
- Weekly showcase sessions will be held with the client to review the progress of the application. A review of these features and iterations will be made. A review of the tasks for the next iteration will also be reviewed against the set timelines and budgets. Payment for the features written for the iteration will also be made.