



KEPRO CASE STUDY

How KEPRO used ZOHO CREATOR & ZOHO BOOKS to streamline their membership management as well as related accounting"

CASE STUDY

THE CLIENT



KEPRO
**[KENYA EXTENDED PRODUCER
RESPONSIBILITY ORGANIZATION]**

KEPRO is an industry-led extended producer responsibility organization bringing together players in the packaging for the non-hazardous products value chain to address post-consumer waste in Kenya.

This includes:

1. Plastics
 - i. Flexible/Polythene Plastics
 - ii. PET Plastics
 - iii. Rigid/Hard Plastics
2. Papers & Carton
3. Glass
4. Aluminium
5. Composites

It helps increase national awareness to protect Kenya's natural environment from waste and pollution by strengthening our waste recycling sector & transition to a Circular Economy.

CASE STUDY

THE CLIENT



KEPRO
**[KENYA EXTENDED PRODUCER
RESPONSIBILITY ORGANIZATION]**

Website: <https://kepro.co.ke/>


Email: info@kepro.co.ke

No.: +254 795 177205

Location: 4th Floor, KAM House, 15 Mwanzi Road opp Westgate Mall,
Westlands, Nairobi, Kenya

Field & Nature of Business: Environmental and Waste Management

ZOHO Subscription Obtained: ZOHO ONE



CASE STUDY

PROBLEM STATEMENT & KEY CHALLENGES

KEPRO, after inception, went through adoption of a couple of IT platforms in an attempt to digitize its very unique member requirements. They started off on Excel but after member registrations increased, it became untenable to manage via a spreadsheet. KEPRO then migrated to a system that seemed to meet all of their requirements but over time, proved to be inflexible to their ever changing and expanding regulatory and member requirements. And they found themselves managing members and their various submissions on email. It was a tall order.

At the same time, they could not establish a clear, transparent and reliable accounting mechanism which would enable them charge membership fees appropriately among other finance requirements. Excel accounting in the end proved too tedious.




CASE STUDY

PROBLEM STATEMENT & KEY CHALLENGES

It got to a point where email was our Information Management System where we would sift through hundreds if not thousands of emails to check membership statuses, payment records etc. With rapidly growing member numbers, it was too overwhelming and unsustainable.



~ **Isaiah Mumo, Operations Officer, KEPRO**



CASE STUDY

PROPOSED ZOHO SOLUTION(S)

1. ZOHO CREATOR – It was selected because KEPRO needed a bespoke solution that would entail all their unique features and functionalities. It was not going to be an off-the-shelf solution for KEPRO. Zoho Creator enabled the:

- ✓ Creation of a Admin Portal & Dashboard for the total administration of member items including submission of MVDs (Monthly Volume Declarations), Annual Membership Renewal plus auto generation and sending of the Annual Certificate as well as Quarterly MVD Certificates and tracking of member finances.
- ✓ Creation of a Member Portal & Dashboard where members can find a summary of their quarterly compliance status, annual membership as well as payments made to date.
- ✓ Generation of various Admin-side and Member-side reports for efficient decision-making.

2. ZOHO BOOKS – as a complete end-to-end Accounting and Finance platform, ZOHO BOOKS was implemented for KEPRO (and synced with KRA eTIMS) to ensure that KEPRO remains compliant with KRA tax requirements. The native eTIMs integration on BOOKS ensures that invoices are raised within BOOKS but auto-validated by the eTIMs system. KEPRO could now fully and ably manage it's sales, purchases, COGs, expenses and generate relevant reports.

CASE STUDY

IMPLEMENTATION

Discovery

The methodology starts with the discovery phase, where the company's requirements are gathered. This includes understanding the current business processes, and workflows, and identifying areas where the solution can be deployed to streamline operations

Design

During the design phase, the methodology includes designing the solution to meet the specific needs of the organization. This includes configuring the solution products, customizing workflows, and integrating solution with other systems.

Training

Once the solution is built, the methodology includes training users on how to use the solution. This includes conducting training sessions and providing ongoing support.

Planning


Once the requirements are gathered, the methodology includes planning the deployment. This includes setting up a project team, defining roles and responsibilities, and creating a timeline for the deployment.

Build

The build phase involves building the solution. This includes creating user accounts, migrating data, and configuring integrations. The methodology also includes conducting testing to ensure that everything is working as expected.

Deployment

During the deployment phase, the solution is rolled out to the organization. The methodology includes monitoring the solution to ensure that everything is working as expected and making any necessary adjustments.



CASE STUDY

IMPLEMENTATION

Duration it took to implement the solution(s):

The project took a total of 3 Months, with a phase approach that saw Zoho Creator implemented first, followed by Zoho Books

Bottlenecks, and how they were mitigated

The project faced a bit of lengthy approval curve on project matters because initially after inception, KEPRO was nested under KAM (Kenya Association of Manufacturers) and thus it took longer than anticipated for items to be approved at KEPRO level and then finally at KAM level. The mitigation for this was submission of upcoming requests way ahead of time to accommodate for the unique 2-entity approvals and authorizations.

Additional services provided- e.g. migration, customization & integration

KEPRO required migration of it's old data from the previous IT system to the new. This was effectively handled with correct mapping from old to new system.



CASE STUDY

RESULTS: BENEFITS & ROI

After implementation of ZOHO CREATOR & ZOHO BOOKS, on their ZOHO ONE subscription, KEPRO achieved:

- ✓ **Centralized Management:** A unified platform enabled real-time tracking of members, memberships, MVD Submissions and member payments.
- ✓ **Centralized Data:** The solutions implemented eliminated data fragmentation, across various or inefficient platforms, providing a centralized access, storage and retrieval of key records.
- ✓ **Efficient Collaboration:** Centralized information allowed KEPRO teams to work together more effectively, boosting internal synergy.
- ✓ **Advanced Reporting & Analytics:** Detailed reports and dashboards improved data-driven decision-making, improving overall company performance.
- ✓ **Client Team Onboarding & Training:** We believe ultimate success when it comes to systems is "not in implementation, but rather in adoption of the system". As such, Mediacent Interactive, through its mantra of "walking with the client team every step of the journey", provided thorough team training to relevant system users, ensuring they not only grasped, but became prolific in the use of the implemented solutions.

CASE STUDY

TESTIMONIAL

“With Zoho, we can now sit back and focus on KEPRO’s core business; knowing the technology gap is well taken care of. We are definitely looking to deploy more ZOHO apps as our requirements also grow”



- Isaiah Mumo, Operations Officer, KEPRO



CALL TO ACTION (CTA)

Join the #ZohoRevolution

Experience the transformative power of Zoho ERP with Mediacent Interactive, your trusted partner in seamless implementation, tailored solutions and reliable ongoing support.

Our proven track record of delivering success stories for businesses like yours speaks for itself. Don't just adapt—lead.

Let's revolutionize the way you work, together.

Your growth starts here!!



THANK YOU...



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