

# COMPANY PROFILE



"Greatness is a state of mind that turns  
into behavior and becomes a  
character."

Sylva Monga, Chairman of ITM Holding

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# About us

Founded in 2011, ITM started as a training and personnel management company. The quality of services offered to organizations in terms of capacity building, personnel development, and sourcing the right talent to match various industry needs, took the ITM brand to a higher stage and a subsequent journey of exponential growth. In 2016, ITM Group implemented an expansion plan across various regions of Africa. Today ITM is represented in the DRC, Rwanda, Uganda, Burundi, Tanzania, Kenya, South Africa, Nigeria, Angola, Benin, Togo, Senegal, Chad, Congo, Côte d'Ivoire including representations outside the continent in Germany, Trinidad & Tobago.

ITM Tanzania Ltd was officially launched in the year 2018 to represent ITM Sarl's vision, mission and core values. Tanzania strives to provide the most customized and tailored business solutions to meet high standards of an ever-growing market and expectations from our partners in all of our representative offices across Africa and Europe.

Tanzania has its own success story of expanding to Zanzibar and Incorporating ITM Zanzibar Ltd early February 2022.

## **Our service proposals include solutions for:**

- Human Resource Solutions - All matters to do with manpower on a 360-degree dimension
- Visas, Work & Residence Permits Facilitation Services.

# Our Impact

We are a leading and comprehensive Human Capital Development and Business Solutions Company. Our team of highly qualified, competent, and experienced experts offers services and 360-degree support to reach your organization's objectives within the expected timeline.

We are dedicated to providing our clients with top-notch and comprehensive HR services. We have extensive local knowledge with a participative global perspective to generate lasting value that meets and exceeds our client's demands and the ever-growing competitive market.



**2018**

Year of Establishment

**500+**

Employees

**30+**

Clients and Partners

**12**

Countries around the world





## Vision

To Become the leading Human Resources and Business Solutions provider globally.

## Mission

Ensuring growth and sustainability of operational capacity for our stakeholders through appropriate solutions.

## Goal

To provide premier human capital services and business solutions that leverage data and technology.

## Values

Integrity, Loyalty and Quality

## Why work with us



Proven track record of delivering quality work and exceeding client expectations.



We are committed to providing innovative HR solutions.



We understand client-specific needs and provide effective and efficient solutions.



ITM Tanzania is a subsidiary of ITM Holding Group, currently available in 12 countries globally.

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# OUR SERVICES

ITM Tanzania Ltd is committed to providing quality HR services. Our unwavering dedication to excellence guarantees that you receive exceptional solutions to enhance your workforce and achieve your organizational objectives. We prioritize your success above all else.

Our team is composed of highly skilled and experienced professionals who are passionate about delivering customized HR services that cater to your specific needs. We understand that every organization is unique, and we take the time to listen and understand your goals and challenges. This allows us to provide tailored solutions that align with your business objectives and help you stay ahead of the competition.

**01**

Recruitment &  
Placement

**02**

HR Outsourcing &  
EOR services

**03**

Professional training &  
Capacity Building

**04**

HR Advisory and  
Consultancy

**05**

Visas, Work & Residence  
permits facilitation services

**06**

Team Building  
Facilitation

At ITM, we believe in building strong and lasting relationships with our clients. We work closely with you to ensure that we are always delivering the best possible results, and we are always available to provide support and guidance whenever you need it.

Whether you are looking to outsource your HR functions, improve employee engagement, or develop a comprehensive talent management strategy, ITM Tanzania Ltd has the expertise and resources to help you achieve your goals. Contact us today to learn more about how we can help you take your organization to the next level.



## HUMAN RESOURCES SOLUTIONS

ITM Tanzania Ltd has a proven expertise in human resources development and offers the guarantee of constant human resources growth. We ensure that required and adequate production capacity is available by aligning human resources activities with the overall goals and value of your company.

Ranging from a full recruitment process, in accordance with the International Standard Recruitment Process (ISRP), we add value to activities and provide the best skills to companies in various sectors (mining, banking, telecom, hospitality, public sector, NGOs, etc.) We strive to provide human resources with the necessary tools and training to ensure a smooth flow of productivity for your company.

We currently have over 500 outsourced staff under our staff management/ outsourcing unit and have partners all across Africa and Europe.

### **Our HR solutions package includes the following:**

- Staff outsourcing and EOR services provision on both local and expat individuals
- Professional Training and capacity building for private and public companies as well as NGO's
- Recruitment, placement and talent acquisition conducted both locally & Internationally
- Staff Vetting and background checks in the recruitment and placement processes
- Performance management
- Payroll management and statutory filling and declaration
- Team building and events management
- Facilitation of visas, work & residence permits to non- residents



# 1. Recruitment & Placement

ITM Tanzania Ltd offers specialized recruitment support with a multi-profile database. This enables us to provide our clients with fitted and highly skilled job applicants for positions to be filled.

Our international database comprises a wide range of profiles from job-seeking applicants that are frequently updated. This allows us to handle any recruitment-related requests from our clients with ease. Our expertise covers both permanent and temporary staff hiring processes.

## **Our recruitment process includes:**

- Needs analysis
- Profile sorting within the database or recruitment Ads
- Preselecting CV's
- Eligibility assessment
- Assessment via psychometric tests (required)
- Interviewing potential applicants
- Reference checking of preselected applicants
- Onboarding successful candidates to clients
- A warranty period of 90 days after hiring, along which ITM Tanzania may replace the newly hired and placed applicant in case of non-satisfaction by the client.

Working with the best recruitment partner is the key to the success of your firm. We are committed to a satisfactory service delivery.





## 2. HR Outsourcing & EOR Services

At ITM Tanzania Ltd, we are proud to offer exceptional HR Outsourcing and Employer of Record (EOR) services, tailored to meet the evolving HR needs of businesses in Tanzania. Our comprehensive HR solutions are designed to simplify your workforce management, allowing you to focus on your core operations while we handle the complexities of employment and compliance.

We understand the significance of effective HR management. Our dedication to providing top-tier HR Outsourcing and EOR services is aimed at helping you streamline your HR operations and achieve your business objectives with confidence.

### **Advantages of our HR Outsourcing & EOR Services:**

- Our Partners are able to solely focus on their business continuity and growth enhancement activities.
- HR Advisory and consultation are provided to our clients on key matters such as HR policies and procedures, labor laws, appropriate HR manuals and handbooks, and company restructuring and reorganization just to mention a few.
- The HR managers of our partners solely focus on strategic HR matters such as succession planning, talent acquisition, employee development, and relationship management.
- With payroll management our partners escape the untidy payroll calculations, the statutory declarations, and filling, time to time payroll audits from relevant authorities.
- We are HR Experts and therefore ensure that our partners are covered in all legal & regulatory requirements. With HR Outsourcing, our client shifts the prospective employee liability to us.



## 3. Professional Training & Capacity Building

ITM Tanzania Ltd offers a wide spectrum of training programs and professional apprenticeships that empower and enhance staff skills. Our expertise in training matters enables us to offer tailored training programs aiming at skills development and this is available in various sectors in accordance with the needs of our partners.

Our training and events management programs coverage is wide and diverse, facilitated with an interactive methodology. True to our mission to transfer skills to individuals in Africa and all over the world, ITM Tanzania Ltd expands the training department to better support our partners in this matter. ITM has adopted a 70-30 approach in training facilitation (70%-practice and 30%-theory).

Indeed, ITM is a reliable training and events management partner. Our training sessions can be facilitated in French and English languages.

### **Our delivery methodologies:**

- Traditional format (class-based sessions)
- Virtual format
- Self-study through our LMS
- E-Learning (pre-recorded sessions)

# 4. HR Advisory and Consultancy

ITM Tanzania Ltd stands out as a trusted partner in transforming your HR operations. We combine deep expertise in HR with a keen understanding of the unique challenges facing businesses in Tanzania. Our commitment to delivering high-quality HR advisory and consultancy services ensures that your organization can attract, retain, and develop the best talent while maintaining compliance with labor laws.

We recognize the critical role that human resources play in the success of any organization. Our HR advisory and consultancy services are designed to assist businesses of all sizes in developing, managing, and sustaining a skilled and motivated workforce.

## Key Features:

- Talent Acquisition
- HR Strategy
- Compensation and Benefits
- Employee Engagement
- Performance Management
- HR Compliance and Policy Development
- Training and Development
- Conflict Resolution
- Risk Management
- HR Analytics and Reporting





## 5. Visas, Work & Residence Permits Facilitation Services

Navigating the legal and administrative requirements of visas, work permits, and residence permits can be a complicated and time-consuming task. At ITM Tanzania Ltd, we strive to make this process as easy and seamless as possible for you. Our team of experts are committed to helping both individuals and businesses obtain the necessary permits to live, work, or visit Tanzania. We are to make this process as easy and seamless as possible for you.

Our company is known for offering reliable, affordable, and client-oriented services for visa, work permit, and residence permit processing. We are dedicated to streamlining the complicated process of dealing with immigration matters in Tanzania, allowing our clients to focus on their personal or professional goals while we handle all the necessary paperwork.

ITM Tanzania offers facilitation and consultation services when it comes to immigration laws, with the United Republic of Tanzania.

- Visa applications include all types of Visas required by our clients or employees.
  - Business Visa
  - Tourist Visa or Ordinary Visa.
- Pass applications, including dependents pass, students pass, and any other forms of pass that are needed by the client or employees.
- Work permits
- Resident permits



## 6. Team Building Facilitation

At ITM Tanzania Ltd, we understand that effective teamwork is the cornerstone of any successful organization. That's why we offer a wide range of team-building programs and activities designed to enhance communication, collaboration, and trust among your team members. Our team-building services are tailored to suit the unique needs and goals of your organization, whether you're a small startup or a large corporation.

We stand out as a reliable partner in creating memorable and transformative team-building experiences. Our commitment to delivering high-quality services, combined with our passion for helping organizations thrive, makes us the ideal choice for your team-building needs.

# OUR PARTNERS



## ITM GROUP

### DRC CONGO

Haut Katanga  
Kinshasa  
Kolwezi/Luaba  
Fungurume  
Goma  
Kalemie  
Lubumbashi

### TOGO

### SOUTHAFRICA

Johannesburg

### NIGERIA

Abuja

### BENIN

Cotonou

### SENEGAL

### RWANDA

Kigali

### ANGOLA

Luanda

### KENYA

Nairobi

### TANZANIA

Dar es Salaam and  
Zanzibar

### GERMANY

Berlin

### UGANDA

Kampala



# Let's Work Together

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