



Telecoms services

The message is more important than the medium, especially when we have assessed your business to give you access to all the tools of communication you need. PABX, mobile, video conferencing, data calling... whatever works for your business to get the message across.



MANAGED BUSINESS SERVICES



Get to know Telecoms Services

Communication is essential to every business. It not only helps keep in touch with customers and run operations. The telecommunications space has evolved from single copper line infrastructure to massive Fibre and Microwave networks, connecting multiple sites and locations. When your company relies on communications, phones that go down means that your business stops operating. Modernising voice and data leads means that your business won't stagnate or lose its competitive edge. The all-important voice on the phone is still a powerful tool. When a person reaches out to your organisation across voice services, it's an indication of the importance and complexity of their issue. Telecoms Services is an opportunity for businesses to grow through faster and cheaper connectivity.

Core features

- Quick to deploy
- Big cost savings over traditional systems
- No more reliance on the performance and cost of one communications operator
- Turnkey solutions that are easy to customise
- Ability to use multiple operators seamlessly to gain the best prices
- Expand organically as the business requires it
- Costs become transparent
- Long term ROI becomes near horizon ROI
- Leverage existing assets
- Integrates with company backend
- Unifies company communications
- Help modernise and digitise the company

Why ITEC?

- ✓ Able to offer Tier 1 level ISP connectivity, ensuring the best network performance.
- ✓ Highly skilled teams that can ensure fast roll-outs, simple concepting and reliable scaling.
- ✓ Experienced systems integrator, able to leverage new technology with existing business systems and investments.
- ✓ Offers a single point of contact to manage the best deals across multiple providers.
- ✓ As a multi-discipline integrator, ITEC ensures communications never become a silo but play toward the wider business strategy.
- ✓ Full provisioning teams that can work with internal IT to get the best delivery for the business.
- ✓ ITEC's infrastructure investments can deliver cost reductions of up to 75% when compared to legacy systems.
- ✓ Dedicated national Customer Service and Operations Centre to ensure customer problems are dealt with fast, efficiently and effectively.
- ✓ Able to deliver full turn-key office solution, built off the communications foundation.
- ✓ Established supplier of top end-point communications brands.

DID YOU KNOW?

Even in this age of high-speed texts and emails, a voice on a phone is still potent. In fact, it is more potent than ever before, as customers and employees hold an even-deeper affection for the personal touch. Today's call centres are no longer places for superficial complaints. When a person reaches out to your organisation across voice services, it's an indication of the importance and complexity of their issue.

Telecoms Services workflow



Faster cheaper connectivity

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Communications as a service

Everything else such as capturing customer data, voice recording and merging this with CRM or ERP backend, can be orchestrated through a service layer. Companies pay for use and can integrate features into their business operations.

Today any size business - from a sole proprietor to a multinational enterprise - can enjoy the best in communications services.



Designed to fit any business

Whether a company needs a complete outsourced solution or collaboration with its internal IT teams, ITEC staff and processes have it covered.

Telephony platform services allow for more direct control over budgets instead of a massive spend to acquire telephony infrastructure.



Direct control over spend and ROI

A company can adjust its communications needs on a proactive basis with services offer solutions fast, efficiently and with a full view of the ROI.

As data becomes a driving force of the modern world, communications will be broadly impacted as it is a touchpoint with customers and their personal data, which presents an attack surface for criminals.



Security without the headaches

Partnering with a service provider such as ITEC to deliver security blended with business-enhancing services is the new way forward.

Preempting customer needs is a competitive advantage and creating a consistent experience for customers is key to retaining their patronage.



Creating the omni channel

Whether a customer makes contact via email, a phone call or a site visit, modernising communication services by integrating voice & data as part of the business backend means a company is always prepared.

Modern communications have changed the paradigm of collaboration within a business. By deploying an effective voice & data platform, companies are able to expand into a variety of collaboration tools.



Encourage collaboration

OTHER MANAGED BUSINESS SERVICES



Security

We can integrate security into every part of your business so that you are more prepared for disaster recovery, business continuity, more aware of your employee activities and have a solid operational awareness of your technology.



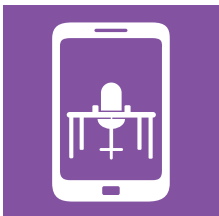
Cloud

We can help you to run your business applications and hardware on the cloud. Since everything in the cloud is more connected, you can securely cross reference and share information across different applications.



IDMS

We can seamlessly integrate cloud-based digital services with your in-house ERP systems, saving a lot of time and money. This way you get all the benefits of systems that can talk to each other, without changing what you already have.



Mobility

Business now happens on the move, whether as the core or an enhancement to your solutions. We can help you see how best to use mobile technology so you can do your business best.