Itec Managed Business Services

COMPANY PROFILE

WHAT **WE CAN ACHIEVE TOGETHER**

A single point of contact for cost-effective, managed technology services.

Itec South Africa is a dedicated leader in business solutions, helping to solve prevailing operational and technology challenges around systems integration and the digital transformation of your business. From Print, Unified Communications, Intelligent & Cybersecurity to Document Management and Software Solutions, Itec can assist you in future-proofing your business by helping prioritise the technology solutions most suited to your requirements and budget, while managing the operational implementation of these solutions as a monthly service with flexible finance options.

Itec Managed Business Services

Communications

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 and connectivity, whatever works for your business to get the message across.

Intelligent Security

We can integrate security solutions 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.

Cybersecurity

Our comprehensive range of cybersecurity solutions caters to both individual users and large enterprises alike. Tailored to meet your specific requirements, we offer highly effective managed detection and response services. Leveraging cutting-edge security technologies, our solutions provide real-time threat prevention across diverse environments including networks, clouds, and data centers.

Cloud

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

Print Solutions

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.

Software

Our network-ready, cloud-based software is secure and easy to integrate with customisable solutions for intelligent information and workflow management, digital filing, archiving and disaster recovery, and auditable cost management.

Finance

Our in-house finance solutions offer customers flexible, affordable and accessible finance, managed by professional consultants who help to structure any deal simply, efficiently and cost effectively.

Our single source capability, together with our innovative, flexible approach and desire to please, are the reasons that our clients entrust their business technology solutions to us.

WHY **CHOOSE ITEC?**

Cutting through the noise: Doing business smarter, cheaper and more efficiently.

If technology isn't your business, why waste time on technology? Studies show that you can spend up to 80% of your time and money keeping your technology going. By paying for services rather than infrastructure, you save money and free up your IT resources so you can grow your business.

Itec's integrated, services-based approach gives you access to us as a single vendor. We provide a single SLA with proactive technical service, a National Resolution Centre to log all calls and one invoice at the end of the month. A dedicated team of experts to keep your whole business secure by reviewing your solution as technology progresses.

✔ Certified Level 1 B-BBEE

🚩 47 offices across Southern Africa

🏆 Partnerships with SA's leading Tier 2 Network Providers

🔁 Importer and distributor of leading technology brands

🌐 First to offer a Certified Carbon-Offset Programme

🎓 National Resolution Centre

Trustworthy
We are honest, transparent, and collaborative with our customers.

Professional
We are service-minded, and display integrity with our respectful and helpful approach.

Passionate
We love what we do and have fun doing it.

Innovative
We are operational experts who apply what we know.

We work smart. We make things simple. **We solve problems.**

❝ The support that Itec SA has offered throughout the project has been unrivalled by any other supplier that we have previously worked with. They made the transition seamless and have greatly improved communication, efficiencies and productivity within the Group. ❞

Gregg Trollip
Project Manager at CAVI Brands

❝ Not only did Itec provide us with an amazing solution that has totally transformed our operations, they continue to go above and beyond when it comes to ongoing support and service. ❞

Natasha Leonard
BZM Transport's office administrator

❝ I would more than recommend Itec for the amount of support and service they provided across the whole transition period. It's not always been easy for the team to put up with the staggered implementation and system management. Itec have really delivered 100 percent for us. ❞

Devendran Naicker
Uniplate MD

LEVEL 1 B-BBEE

TRANSFORMING **MORE THAN BUSINESS**

Making an impact on our community in a lasting way.

As a company, we are committed to redressing inequality and boosting economic growth. We are making a concerted effort to bring about positive social change and transformation through education and skill.

We up-skill people through our learnerships and work readiness programmes.

Staff development is achieved via our bursary initiative. We currently have 16 bursaries granted within Itec SA.

We assist our franchises, affiliates and suppliers, which are 51% black-owned, with enterprise loans/grant funding.

We also work with a black-owned EME to ensure procurement alignment & B-BBEEE compliance of suppliers.

Strategies for Sustainability

To us, sustainability is more than just an aspect of corporate social responsibility - it's good business practice. Sustainability drives innovation, inspires employees and shareholders, and helps companies operate more efficiently.

Our environmental strategy not only focuses on reducing the impact of the equipment we supply to clients, but also supplying an energy solution that mitigates it. We partner with suppliers who share our commitment to the sustainable use of the planet's resources.

For example, we partnered with impactChoice to become the first solutions company in South Africa to offer our clients an audited and recognised carbon-offset programme. Through impactChoice, we are able to offer valid certificates that effectively neutralise the impact of their printing and copying functions in an automated manner.
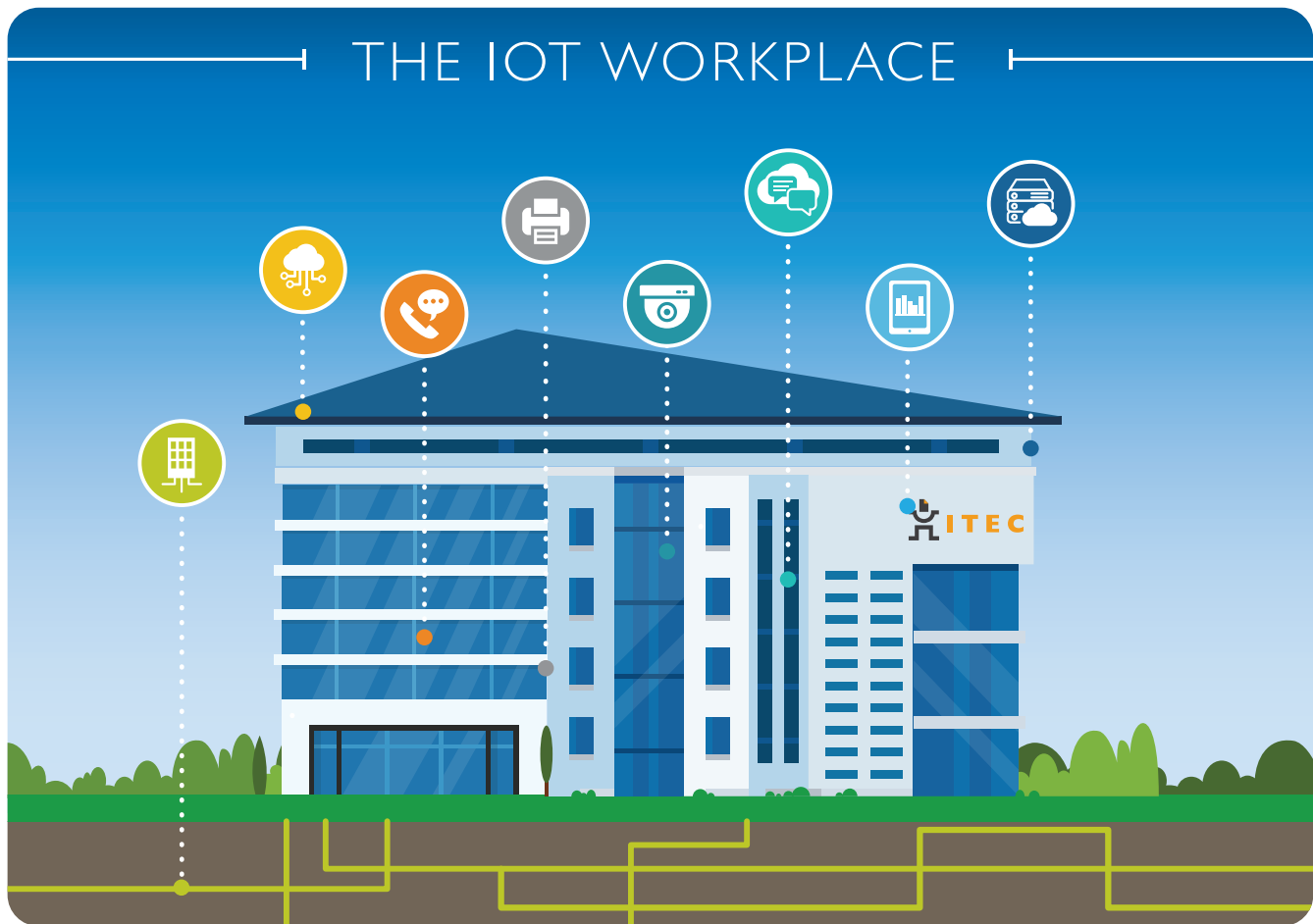
DOING **BUSINESS SMARTER**

Our proactive approach to sustainability, as well as our energy service offering, drives innovation and inspires employees and shareholders, which in turn helps companies to operate more cost-effectively and efficiently.

In our own business, we keep minimising our environmental impact by recycling office waste, disposing of obsolete equipment in an environmentally sound manner and implementing a smart plastic policy to reduce the use of single-use plastic bottles.

THE **IOT WORKPLACE**

THE IOT WORKPLACE

- **Infrastructure**
- **Access & Connectivity**
- **Telephony**
- **Office Automation**
- **Security**
- **Unified Communications**
- **Software Applications**
- **Cloud Solutions**

Itec will complete a comprehensive needs analysis in order to address technology challenges in your business process. Itec can then manage the operational implementation of the solution to solve these challenges. The so-called "Intelligent Workplace" is all about using technology to create organisational efficiency.

To do this, businesses and their service providers consider aspects like convenience, accessibility, personal safety, and secure remote working. Innovation and ROI can now work hand-in-hand, because your investment is in services and not infrastructure such as servers, networks, storage and other assets. With Itec as your single solutions partner we ensure that you access the latest technology to help your business stay ahead of the transformation curve.

OUR **TECHNOLOGY PARTNERS**

Intelligent Security

Dahua

Dahua Technology is a leading video surveillance product and solution provider in IP camera, NVR, HD CCTV camera, Analog, PTZ and other vertical solutions.

BoomGate Systems (PTY) LTD
Engineering Access Control

Boomgate Systems manufactures vehicle and pedestrian access control equipment, high security and anti-terror security products.

Jarrison Time®

A powerful standalone, our time and attendance solution can be upgraded and integrated with additional software and hardware to save time, lower costs, and streamline processes.

timeTec

timeTec Security & Property Management visitor management system automates and streamlines visitor access and customer engagement on your property.

HIKVISION

Hikvision is a world leading IOT solution provider with video as its core competency. Their research and development division advances audio and video encoding, video image processing, and related data storage, cloud computing, big data, and deep learning.

ZKTeco®

ZKTeco is a globally renowned enterprise with biometric verifications, offering hybrid-biometric identity card verification and O2O, enterprise big data solutions, visitor management, car entrance management, and freight management with enterprise hybrid biometric security platform.

AJAX

The Ajax advanced security system ensures reliable protection against threats such as theft, fires, and leaks, safeguarding both property and lives. By integrating cutting-edge technology and scientific innovations into our devices, Ajax operates seamlessly even in extreme conditions.

lytehouse

Lytehouse is changing the face of threat detection with powerful computer vision and machine learning technology that is fast, accurate and live in 5 minutes. Modular platform and proprietary video analytics are fully customisable and deployable in any environment to ensure your sites are effortlessly protected.

Hanwha Vision

Hanwha Vision provides world-class total security solutions tailored to the needs of our customers, such as high-resolution equipment and intelligent technologies that can thwart crimes in advance and effectively respond to the emergence of new technologies.

Genetec™

Enterprise-grade, unified security software as a service that connects your systems, sensors, and data, Genetec is a platform that unifies core physical security products with the capability to add the functionality or data you need from other products.

EZVIZ™

EZVIZ is a proud leader in smart security technology and is constantly innovating to build a wider range of connected devices. Advanced AI, cloud computing and deep learning simplify and automate your home experience.

Cybersecurity

FORTINET®

Fortinet brings together the concepts of convergence and consolidation to provide comprehensive cybersecurity protection for all users, devices, and applications and across all network edges.

SOPHOS

A best-of-breed security system for a better way of handling IT Security. By consolidating your protection under a single, synchronised solution that can protect your company better, keep your data safe and easy to provide better ROI by saving time and money.

Office Automation

Lexmark

We offer our clients the full range of laser printers, multifunction devices and associated consumables, services and solutions from Lexmark.

KONICA MINOLTA

Itec imports, installs and supports the award winning bizhub range of high performance, multi-functional products from Konica Minolta.

ITEC SECURE
PROTECT PRINT SMARTER

Itec Secure and Itec Secure Plus combat cyber attacks and malware via printers with robust and intelligent MFPs and software that add additional layers of security to prevent the spread of viruses and malware.

Cloud

Microsoft 365

At its heart is Microsoft 365 itself the familiar, rich Microsoft applications customers use and love now offered as a cloud service, so it's always up to date.

SILICONSKY

Silicon Sky co-locates in multiple leading carrier-neutral data centres for an enterprise-grade managed cloud platform. They design, build, and manage on-premise and hosted infrastructure solutions for Itec customers across SA.

Software

M-Files

M-Files intelligent information management locates needed documents and automates tedious tasks, saving you time and money to grow your business

doc-IT

Partnering with doc-IT, Itec ensures a digital stress-free document filing system with security and structure. With full audit history on documents your information will always be safe.

printcool
‹ SIMPLE Document Software ›

With Itec Cost Management Software, you can easily track and control your printer, MFP and photocopier fleet from a single central point.

DOCUMENT NAVIGATOR

Itec Document Navigator provides seamless electronic workflows for paper-based documents.

ITEC **INTEGRATE**

COMMUNICATION **TECHNOLOGY PARTNERS**

Itec Integrate is a licensed Tier 3 Service Provider offering customised unified business communication solutions.

Responding to real-world business challenges, we offer consultation to implementation, ongoing maintenance and support, providing our customers with end-to-end connectivity, voice, firewall, hosting, data and cloud solutions. A single point of contact gives our clients peace of mind and the freedom to focus on their core business.

Communications

Mitel

Itec provides a range of #1 Gartner rated solutions incorporating Mitel technology including business telephones with mobility and unified communications for remote working, extending to customer experience management with rich analytics, reporting, messaging, and compliance contact centre integration.

VoiceGate

Voicegate is a managed IP telephony system hosted in the cloud that enables PBX functions and features associated with traditional PBX. Supported by various connectivity types, this cost effective, scalable solution provides competitive call rates that deliver both inbound and outbound voice traffic with Yealink and Fanvil handsets.

NEC

NEC provides a range of communication platforms designed specifically for small and medium sized organisations poised for growth. Each platform is a comprehensive integrated solution designed to meet the unique challenges and communication needs of organisations. Our solutions provide the flexibility, scalability and security that enables business continuity.

DFA OPEN ACCESS NETWORK

DFA is a premier wholesale, open-access fibre-infrastructure and -connectivity provider in South Africa. Together we build, install, manage, and maintain a world-class fibre network to transmit metro and long-haul telecommunications traffic.

Frogfoot
Just connect

Frogfoot Networks was established over 19 years ago and has fast become an industry leader in the telecoms industry. As a licensed open-access Fibre network provider, Frogfoot provides Fibre to the business infrastructure across South Africa.

SEACOM

Seacom owns an extensive ICT data infrastructure – including multiple subsea cables, a resilient, continent-wide IP-MPLS network, and Metro Fibre in major African cities. SEACOM provides industry-leading fibre internet service to businesses with dedicated, high-speed and low latency FTTB.

COMSOL

Comsol is a leading provider of dedicated, high-speed, reliable last mile connectivity and access solutions (Enterprise & Premium Broadband Layer 2 / Layer 3) as well as private networks. Itec and Comsol are committed to enable limitless connectivity for South Africa and beyond.

iLink

iLink services offer a reliable, high speed connectivity platform for the convergence and management of the simplest to the most complex data, voice, and IP-based services Our solutions are future proof, range from 10Mbps to 10Gbps and can be customised to your unique requirements.

Itec Integrate is a licensed Tier 3 Communications Service Provider

VC & AV

poly | hp

Headsets, phones, and video conferencing solutions made to work anywhere and anytime, that integrate seamlessly with the platform and services of your choice. They deliver crystal clear images, vibrant colors, and premium audio with noise cancellation and AI technology.

Hisense

The Hisense interactive digital displays include the latest smart features to improve collaboration and create a leading engaging experience for users. Touch enabled, they allow multiple people to use them at once to present, illustrate and share information.

Yealink

Yealink video conference systems enhance collaboration experiences, whether you're working from home, workspace or any remote location. These include conference cameras, all-in-one video bars, interactive displays, accessories, and management platform.

MuxLab

MuxLab provides a conference room ecosystem with wireless presentation and video conferencing solutions. Share content and presentations, and communicate professionally, with easy-to-use and reliable meeting spaces.

GOGET.

GOGET provides meeting room booking and hot-desking for smooth hybrid work at scale. The solution includes thousands of useful features based on 10 years of customer interactions for effortless usage and a unified interface.

T1V

T1V provides a digital workspace for distributed teams to come together for real-time, flexible collaboration across in-room, hybrid, and virtual meeting environments. Our software ecosystem supports total interoperability with many devices, programs, and platforms of hybrid meeting and learning spaces

logitech

Logitech provides video conferencing products including conference cameras, room solutions, webcams, headsets, collaboration tools, and accessories. From traditional conferencing rooms to more open spaces, the easily video-enable spaces of all shapes and sizes for better hybrid collaboration.

ClearOne

ClearOne's easy-to-use, affordable conferencing, collaboration, and streaming solutions deliver an unequalled user experience with unprecedented levels of functionality, reliability, and scalability. They design, develop, and sell conferencing, collaboration, network streaming & signage solutions.

BLUSTREAM CUSTOM PRO

Blustream is the audiovisual industry's award winning option for advanced HDMI distribution. Through integration of the latest pioneering chipsets, their engineers have developed the world's most innovative range of AV distribution products.

INDUSTRY **EXPERTISE**

Itec has extensive experience across all major industries.

Our solutions uniquely developed to address the needs of that market. Below are just some of the vertical markets where we have deployed our solutions.

Customised Solutions for Your Sector

Legal

The Legal industry has specific needs around compliance, privacy and efficiency within their own firms as representative of juridical persons, but also by extension of their clients whom they represent.

Education

The Itec range of products and services are particularly well suited to maximise efficiencies, safety and communication – three aspects that any teacher and parent will agree are of high value and importance in the Education sector.

Property

Businesses in the Property market must be able to respond instantly to a customer's requirements, regardless of the customer or agent's geographic location. Team members must communicate seamlessly from wherever they are. Communication solutions must be efficient and cost-effective.

Hospitality

The Hospitality industry needs to reinforce their competitive advantage by re-evaluating changing customer expectations as a result of digital transformation impacting all touch points from physical security to facilitation of leisure bookings.

Financial

Financial institutions require stringent security and regulatory compliance across all business processes, while managing costs, streamlining workflows and maintaining optimal productivity.

Agriculture, Mining & Construction

Itec provides outlying locations with high-speed internet connectivity that enables them to connect with their head office or cloud-based system. With mining in particular, we provide sophisticated surveillance tools for some of the most hostile environments in the world.

Retail

With the contemporary consumer busier than ever before, the Retail sector must keep up. This increasingly educated, mobile and self-sufficient consumer demands access to systems that allow agile self-service. If they don't find what they are looking for, these consumers also have instant access to a wealth of alternatives.

Transport and Logistics

The Transportation and Logistics industry is confronted by vast change that brings both risk and opportunity, including the ability to adapt to changing customer expectations, mitigating the threat of new market entrants and increasing operational efficiencies.

Healthcare

The Healthcare sector faces the challenges of increased regulatory compliance requirements, an ageing population, and significant budget cuts. Patient security, information privacy and quality of care must be balanced against operating costs, the flexibility and mobility of healthcare professionals, asset management, and managing multiple systems and locations centrally.

GAUTENG
ITEC ADVANCE

ITEC ASCEND

ITEC BUSINESS SYSTEMS

ITEC CONVERGE

ITEC DIRECT

ITEC EDGE

ITEC INTEGRATE

ITEC JAKARANDA

ITEC SILVER

ITEC SIMUNYE

ITEC TIYENDE

ITEC WEST RAND

KWA-ZULU NATAL
ITEC KZN

ITEC MIDLANDS

ITEC NEWCASTLE

EASTERN CAPE
ITEC EAST CAPE

ITEC NELSON MANDELA BAY

ITEC WILD COAST

MPUMALANGA
ITEC ILANGA

ITEC MPUMALANGA (WITBANK)

ITEC MPUMALANGA (NELSPRUIT)

WESTERN CAPE
ITEC CAPE TOWN

ITEC GARDEN ROUTE

ITEC WELKOM - GEORGE OFFICE

LIMPOPO
ITEC MESO

ITEC POLOKWANE

NORTHWEST
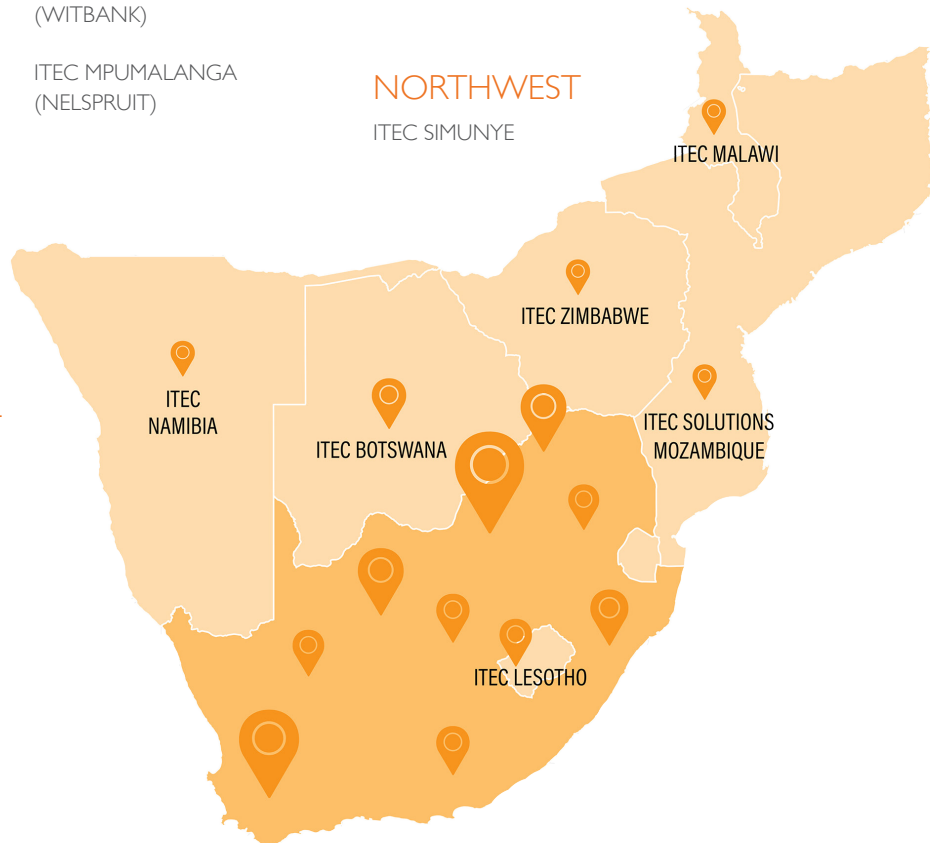ITEC SIMUNYE

NORTHERN CAPE
ITEC NORTHERN CAPE

ITEC UPINGTON

FREE STATE
ITEC BETHLEHEM

ITEC FREE STATE

ITEC WELKOM

ITEC MALAWI

ITEC ZIMBABWE

ITEC NAMIBIA

ITEC BOTSWANA

ITEC SOLUTIONS MOZAMBIQUE

ITEC LESOTHO

ITEC
QUALITY PEOPLE, SMART TECHNOLOGY SOLUTIONS

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MANAGED
BUSINESS SERVICES