

Itec Software SOLUTIONS

2019/20



COST-EFFECTIVE DOCUMENT OUTPUT

Itec SyncPLUS is an online health and status monitoring solution that reduces the need for user intervention and boosts system uptime by automating key processes and tasks for your print fleet.

Printer downtime is a massive headache in any office environment. A multifunctional printer (MFP) that unexpectedly experiences a fault or runs out of toner can cost hours of productivity and disrupt workflow for days in a busy office. What's more, out-of-order document output devices are a massive drain on the IT department's time, accounting for an estimated 30-40% of helpdesk calls in an average organisation. "That is why companies need to put tools such as Itec SyncPLUS in place to stay on top of service and maintenance issues in their document output infrastructure" says Greg Lock, Senior Solutions Architect at Itec SA.

Itec SyncPLUS resolves three core problems that cause strain on office efficiencies:

REMOTE PRINT MONITORING

Itec SyncPLUS was developed by Itec to automate the reporting of common service and maintenance issues of document output devices for reliable performance and accurate billing. This powerful technology allows Itec to manage your infrastructure from a distance as effectively as it could if it had a technician on-site monitoring your devices 24 hours a day.

AUTOMATIC COMMUNICATION

If one of your print devices is about to run out of toner or experiences a technical fault, Itec SyncPLUS enables automatic communication to our support centre allowing us to take action quickly with the minimum amount of interruptions to your workflow or IT resources, since we have the information needed at hand to diagnose and repair.

FLEET OPTIMISATION

The device usage data collected by Itec SyncPLUS provides you with everything you need to manage and optimise your print fleet. Powerful analytics presented in human language allow you to understand the behavioral patterns in the data and know where to focus to avoid costly mistakes and control costs.

Benefits of Itec SyncPLUS



EASY PRINT MANAGEMENT

At a glance overview of your print management that saves time while growing your business.

AUTOMATED SUPPLIES ORDERING

Create automated supplies ordering and track existing and potential business, using the supplies replacement features.



SAFE AND SECURE COMMUNICATIONS

Secure and encrypted transfer of non-user, technical-only data between devices and our cloud SyncPLUS servers, offers peace of mind to any security concerns.

ORGANIZE PRINTERS

Organise your printers by mapping them to departments, floors, tags, and location, based on best utilisation trends.



DOWNTIME TRACKING

Track how many hours a device is down using the event logging ability.

AUTOMATIC COUNTER READING

Get reports on a scheduled basis with all counters needed for your internal processing. Counters are automatically and accurately collected daily from each device for auditing, billing and reporting purposes.



GOING GREEN

By monitoring power consumption, SyncPLUS offers potential electricity costs savings by suggesting changes to device settings.

ALERTS

Get notified when devices reports any warning or critical alerts including paper jams and supplies low.



REMOTE VALUE ADDED CAPABILITIES

Remote panel access, diagnostics and firmware updates allow our service teams to offer proactive service. Centralised deployment of settings and applications to devices is fully managed to improve the value offering to our customers.





PRINT DIRECTOR

Manage printer and copy usage with Print Director. Print Director software has all the features to help you easily optimise printer access and track printer and copy usage throughout your organisation. An excellent reporting system makes internal billing a breeze.

Print Director resolves these core problems:

FLEXIBLE ENVIRONMENTS

Supports all printing environments including print servers (spooled printing), desktop printers, direct-to-IP printing and Google Cloud printing.

EXTENSIVE GRAPHICAL REPORTING

- Summary and detailed information with usage analysis.
- Automatic, scheduled emailing of reports in Excel, PDF or Word formats.
- Up to 3 levels of grouping by any attribute (User, Device, Department, Region).

NO EXTRA HARDWARE FOR "FOLLOW ME" PRINTING

- Embeds onto ITEC and Lexmark devices.
- Print then release on any device.
- Secure print release and follow card.

GOOGLE CLOUD PRINT INTEGRATION

- Print from Android, iOS, Windows, Chrome from anywhere in the world and have your documents routed to your corporate 'Follow Me' system.

RULE BASED PRINTING AND ALERTS

- Limit users and/or devices when certain thresholds are met per month, week, day or any calendar period.
- Educate users via popups or emails with advice on duplex or black & white printing.
- Alert management via email when certain user or device, total or colour thresholds are met.
- Automatically change email print jobs to black & white or large print jobs to duplex.
- Extensive rules enforcement on a per user basis (access to devices, colour printing, max pages).

Benefits of Print Director



EASY PAPER MANAGEMENT

Control paper output on printers, photocopiers and multifunction devices.

BILLING

Conveniently recover costs and conduct internal billing.



WASTE MANAGEMENT

Reduce waste from uncollected documents.

SUPPLIES MANAGEMENT

Benefit from better supplies management.



TRACKING

Discover optimal deployment of office equipment.

SECURITY

Control access to office equipment.



INFRASTRUCTURE MANAGEMENT

Centralise management of printing infrastructure.

ADMINISTRATION AUTOMATION

- Integration with Active Directory.
- User defaults (Rules, software access) automatically inherited from their Department.
- Send user PINs directly from software.
- Auto-load user email address for Scan-to-Me. No need to manually load device and address books.
- Offline operation if connection to central database is lost (very effective in WAN environments).
- Reports can be automatically emailed to a number of recipients at user-specified intervals.





ELECTRONIC DOCUMENT SOLUTIONS

Transforming the management, security and sharing of information by organising and processing content based on what it is rather than where it resides.

doc-IT is a document management system that integrates with printers and MFPs to enable the intelligent capturing and managing of an organisation's data.

It enables existing mobile devices and multifunction printers to feed all data sources into a central intelligence bank, including integration with ERP and CRM systems, to create a single view of customer and business information that is compliant and safe.

doc-IT addresses these challenges

Compliance

- ✓ Support GDPR and POPI compliance through automated controls
- ✓ Audit-proof business with easy records management

Document Access and Sharing

- ✓ Never lose another document by implementing strict access rights
- ✓ Always access the correct document with version controlled, digital copies that display its full history
- ✓ Shared documents are available to all users at the same time, greatly reducing error and overlap
- ✓ Find any document within seconds, no matter who filed it, when

Intelligent, Connected Data

- ✓ Automate document processes and workflows, saving time and increasing productivity
- ✓ Keep track of every bit of customer information in one place by connecting doc-IT to your legacy, cloud-based, CRM, accounting and email systems

What documents can doc-IT process and store?

1. Physical Paper: Scanned to PDF, TIFF, JPEG, etc.
2. Electronic Documents: Word, Excel, PowerPoint, Video, etc.
3. Emails
4. Business Process Management: Workflows and Process Flows



What can you do with doc-IT?



COMPLETE DOCUMENT MANAGEMENT

Leverage a reliable document management system with strict access rights that are active from the first implementation.

AUTOMATE WORKFLOWS

Save employees' valuable time of by automating basic document tasks from change control and training to expense claims.



POWERFUL SEARCH

Find any document in under 30 seconds, including words and phrases inside documents, filtered with extensive options.

FULL COMPLIANCE

doc-IT's solutions make compliance easy, fully supporting POPI, GDPR and several ISO standards.



SOLID INTEGRATION

Combine the power of the information in your documents with your CRM system through seamless integration.

KEEP TRACK OF DOCUMENTS

All digital copies in doc-IT are version-controlled, with a full history for each document. This includes enforcing retention policies for tax compliance purposes.



RELIABLE SECURITY

Document rights are managed on a per document, per person basis.

COMPLETE MOBILE AND MFP SUPPORT

Your employees can safely and easily access documents on their mobile devices, as well as use mobile devices and multi-function printers to easily capture information into the document management ecosystem.



SIMPLE COLLABORATION

Independent annotations, controlled sharing and intuitive electronic approval make document collaboration empowering.

CHOICE IN STORAGE:

Keep your documents on-premise, in the cloud or a combination thereof for the most efficient, accessible and cost-effective model that fits your business.



Document Navigator



DOCUMENT NAVIGATOR



INTELLIGENT DOCUMENT PROCESSING

Offering intelligent document capture, processing and delivery, the Itec Document Navigator provides seamless electronic workflows for paper-based documents.

This simple and flexible capture solution manages document-based processes easily and with absolute reliability, letting office workers concentrate on the essentials of their business.

Document Navigator Key Features:

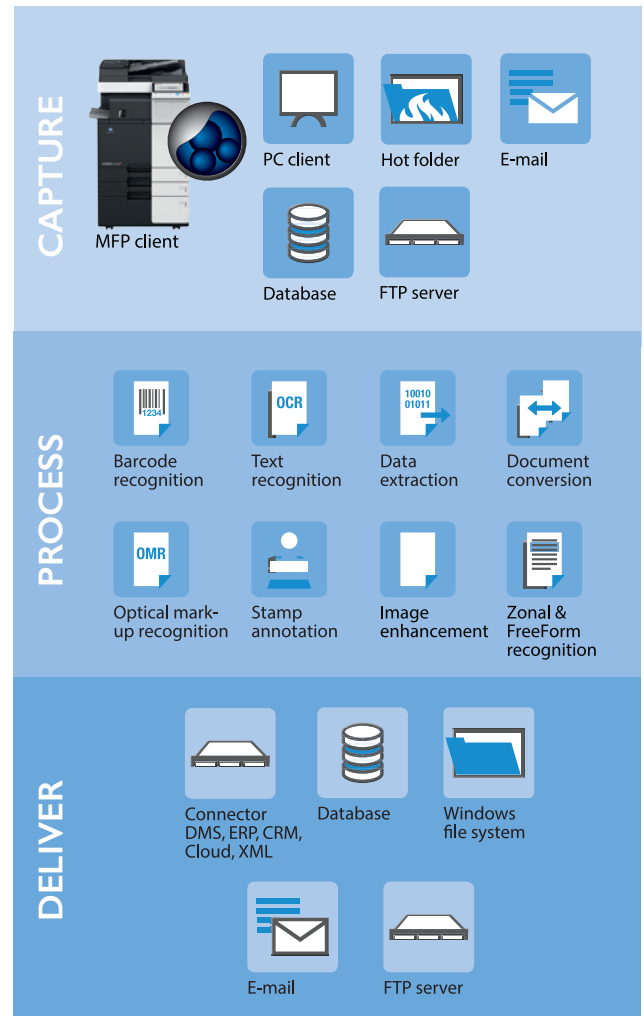
DOCUMENT CAPTURE

- Various sources: Data can be captured from various sources, including Itec devices with OpenAPI, desktop computers via the desktop client, e-mails received by a registered e-mail server, databases, FTP servers, and Windows folders monitored by Document Navigator.
- MFP-embedded: Workflows start directly on the panel of the multifunctional device (MFP). This provides a convenient means to enter additional workflow information if required.
- Secure capturing: Secured Document Navigator workflows require a user login. In addition, the administrator can allocate individual workflows to specific users or user groups.
- Limitation of scanning options: The administrator can assign scan settings to specific workflows in order to control characteristics such as the file size for storage and quality.

DOCUMENT PROCESSING

- Reliable OCR text recognition: Textual content is reliably recognised in electronic and paper documents and transformed into editable, extractable or searchable content.
- Popular file formats: Automatic conversion into the most popular electronic formats is supported.
- Barcode recognition: This facilitates separating documents and routing them in line with the information contained in the barcode.
- Optical mark-up recognition: The OMR functionality facilitates reading out surveys helping to analyse, process or distribute the content, depending on the mark-up.
- Image improvement: The application automatically enhances and improves the captured document.
- FreeForm and zone recognition: This enables recognition according to rules, zones and artificial intelligence. Documents are processed individually according to their recognised content.

Benefits of Document Navigator



DOCUMENT DISTRIBUTION

- Network location: Scanned documents are delivered directly into the desired network folders.
- Connectors to most popular solutions: Documents can be stored in several ERP/DMS/CRM/databases or Cloud environments, including SharePoint, Google Drive, DocuWare, OneDrive, M-Files and doc-IT.
- E-mail address: The forwarding of digital documents to any internal or external e-mail address is easy, with the address either pre-set or selectable in the MFP panel.
- E-mail addresses can also be retrieved via the company's Active Directory or LDAP address book.
- FTP server & database: Documents can be uploaded directly to an FTP server or a database, such as SQL.



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Cloud



Communications



Security



Mobility



Document Management





CLOUD SOLUTIONS

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

But Microsoft 365 is also so much more. It's about bringing enterprise-grade services to organisations of all sizes, from online meetings to sharing documents to business-class email.

Microsoft 365 & the cloud changes how work is done and how companies consume IT

GET WORK DONE FROM ANYWHERE

Wherever your people are, online or offline, they can get to—and work with—the most up-to-date versions of the files and tools they need to get things done. And they can do it on virtually any device.

WORK BETTER TOGETHER - SIMPLY

Microsoft 365 offers business-class email, shared calendars, IM, web conferencing, and access to the most up-to-date documents stored in the cloud. You can work together in real time without compromising security.

REDUCE YOUR CAPITAL EXPENDITURE

Microsoft 365 is available as a simple monthly subscription. Avoid large up-front costs for new software while moving the cost of IT from capital to operating expense.

CUT HARDWARE AND ENERGY COSTS

Without servers to run for email, websites and document storage, you can reduce energy costs and save by no longer purchasing new server hardware.

LICENSE PER USER AND WHAT YOU NEED

Simplify licensing while providing each user access to business-critical technology on 5 PCs/Macs and 5 mobile devices. Save money when compared to traditional, per device licensing. Microsoft 365 provides many plans to fit the right capability needs and price points for each user in an organisation.

SCALE YOUR BUSINESS QUICKLY

Microsoft 365 grows with you - adding a new user is as simple as buying an additional license.

Benefits of Microsoft 365



BUSINESS-CLASS EMAIL

Large, 50GB mailboxes that can send messages up to 25MB in size, with contacts, shared calendars, spam & malware protection that stays up to date. Built with Exchange email technology, the leading email solution for business. Use your own custom domain for your email address, connect with Outlook for fully featured offline support, and access the web through any modern browser. Available on your PC or Mac, Windows Phone, iPhone, Android and Blackberry devices.

ONLINE MEETING

Hold scheduled or ad-hoc online meetings for up to 250 participants, with screen sharing, audio & video, virtual whiteboards, polls and shared notes. Partners and customers can fully participate through any HTML-5 browser.



ONLINE DOCUMENT STORAGE AND FILE SHARING

25GB of space in the cloud to store, backup and easily share files. Files are accessible from almost any device, also synchronised offline and available without an internet connection.

PRIVATE SOCIAL NETWORKING AND COLLABORATION

A social network that helps your company stay connected, share information across teams and make faster, more informed decisions.



TECHNICAL SUPPORT

Telephone support for setup and deployment issues, as well as online answers, how-to resources, and connections with the Microsoft 365 customer community for additional help.

SIMPLIFIED IT MANAGEMENT

Reduce headaches by reducing your IT infrastructure. Content lives safely in globally distributed datacenters with continuous backup & disaster recovery abilities.



FINANCIALLY BACKED SLA

Get peace of mind knowing your services are available with a financially-backed 99.9% uptime service level agreement.

Applications



Word



Excel



PowerPoint



OneNote



Access



Publisher



InfoPath



Skype for Business



Outlook



OneDrive for Business



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Communications



Security



Cloud



Document
Management



Mobility



Finance

