

Q Who is Itec and who heads up the company?

A The company was established in 1987. In 2004 management rebranded the company to Itec, following a merger of the separate copier, printer, and fax business units.

Itec is southern Africa's fastest growing office automation, production printing and tele-communications solutions provider. Through its 47 southern African branches, the company implements total office solutions based on imported, industry-leading, and award-winning products.

Itec serves medium-sized and large businesses in sectors as diverse as financial services and retail –supporting its innovative solutions with proactive service delivery.

The company is headed up by CEO Philip Perkins with a team of Directors namely, [Gavin Meyer](#) who has been with the company for over 20 years, [Alan Chapman](#), Eddy Shapiro and [Anton Badenhorst](#).

For more information on Itec and our service offering, please visit www.itecgroup.co.za

Q How many partners/resellers does Itec currently have and where?

A Itec currently has over 47 partners across South Africa, Namibia, Zimbabwe, Lesotho, Mozambique, Botswana and Malawi. In addition, we have a number of resellers based in South Africa.

Q What is the difference between an Itec Partner and an Itec Reseller?

A An Itec Partner is an Itec branded company that can only sell products and services within the Itec stable. They sell on a consultative basis.

A reseller is non-Itec branded and can procure from Itec in one of 3 ways:

- Reseller A: Procure our solutions, Itec installs and bills customer on your behalf (Sales Agent).
- Reseller B: The reseller procures Itec hardware and solutions, bills customer directly, but service and installations are seeded to Itec.
- Reseller C: The reseller procures Itec solutions, but bills and services the customer directly.

IMPORTANT TO NOTE: if a reseller wants to sell Itec Integrate services (ie links/voice) and wants to bill their customer themselves, they need to have their own ICASA license or exemption. If they do not have that, Itec will be billing the customer.

Q What are the criteria for choosing a reseller/partner? Do I have to have tech experience?

A Background or technical experience in one of the solution sets that Itec offers is preferable.

Should you be looking to be an Itec reseller who 1) Procures Itec hardware and solutions, bills customer directly, but service and installations are seeded to Itec, Or 2) The reseller procures Itec solutions, but bills and services the customer directly, the person/company would need to submit the following documentation to be considered:

- Copies of the directors'/members'/sole proprietors' ID documents (Certified)
- Original cancelled cheque or Stamped letter from the company's bank, stating banking details; Letter to not be older than 3 months
- Company's registration documents (Full CK Documentation preferred or Form CoR 14.3 or Company Letter stating sole proprietor)
- Proof of physical address (Utility bill preferred) - proof of address to not be older than 3 months. In instances where the business is run from a home, and the bill is in a person's name, an affidavit of confirmation of such is also required.

Q What capital outlay is required and can Itec assist with funding?

A *For Partners:*

No capital outlay is required to become an Itec Partner. When it comes to stock orders, Itec does provide credit based on the security available and the current performance of your entity.

You would however need a capital outlay to cover rebranding and business set up.

This includes:

- Branding (outdoor and indoor)
- Corporate stationary
- Hardware and software requirements
- Payroll
- All other costs to be operational

For Resellers:

No capital outlay is required unless the reseller's payment terms are COD. Please note, initially all resellers will be COD, and then credit will be extended as the relationship grows. For bigger resellers credit can be extended upfront if they qualify and go through the standard vetting process.

Furthermore, Itec will make financing options available on deals, and will extend credit if the reseller passes the vetting process.

Q How much liquid capital will I need to maintain to cover the business until it breaks even?

A There's no hard and fast figure here as it really depends on what you will be selling and on your deal size. One of our business consultants can walk you through the scenarios when meeting with you.

Q What are the areas/regions available?

A There are no restrictions on areas of operation. Resellers and partners can sell anywhere. In our experience there is big market for our products and services, however it's up to our partners and resellers to drive and win business.

For cross-border selling, please note:

- Payment will always be in Rands to Itec.
- No Itec Integrate services can be sold cross-border as we don't have licenses with networks in other countries.

Q What sets you apart from your competitors? Why would clients choose to do business with an Itec reseller?

A Itec has entrenched itself as a leader in our market and a trusted brand with client service at the core of what we do. We have experienced and passionate technical, sales and client service teams and we provide our clients with a tailored managed business services solution to meet their needs.

At Itec we connect our clients to stay one step ahead when it comes to securing data, storing IP and documentation, providing mobility, moving to the cloud, managing business processes – streamlining connectivity – each moment of every day.

We do this in more than 47 branches/resellers across Africa using imported, industry lead, award-winning products to connect our clients with the services that are right for them. Itec has access to a Tier 1 Network, where we import our own products direct from vendors such as Mitel, Hikvision etc.

We also provide flexibility in finance, allowing for simplicity in contracts underpinned by low risk - these are benefitting our client's value in this tight economy.

Furthermore, we are a Level 1 B-BBEE rated organisation, affording our partners an opportunity to penetrate a broader market including the public sector.

Q What support do you offer beyond the initial training?

A Post initial training and onboarding, you would be assigned a dedicated account manager, and if you choose to use Itec to install and service your clients, then you would have access to our entire back-end infrastructure which includes a project team, technicians, RES centre, CSOC, product managers and more.

Q How would you describe the business culture of Itec?

A The culture at Itec is centred around trust, integrity, ambition and innovation. The Itec Way can be summed up as follows:

- Innovation – we are always looking for a better way
- Excellence – operational excellence in products, support and services
- Can Do – we build relationships to build businesses
- Trust – we are accountable and transparent to win our customers’ trust

Q What is Itec’s BEE-rating and will that help me as a reseller?

A Itec Tiyende, a business unit of Itec, is rated a Level 1 B-BBEE EMPOWERING SUPPLIER (135%). Our partners and resellers therefore have access to a broader base of potential customers who require BBEE, which usually are public enterprises and government departments. Itec Tiyende would team up with the relevant partner/reseller to play an integral part in any of the deals you would secure that require BBEE credentials.

47
Offices across
Southern Africa

Tier I
Partnerships with SA's
leading Tier I network
provider

Level 1
BBEE

OUR DNA
4 KEY VALUES



EST. 1996



Trusted by over
16,000 businesses



#1
First solutions
company to offer
a carbon offset
program

