

Reseller / Partner FAQ

1. Who is Itec and who heads up the company?

At Itec SA, we help South African companies run more efficiently by providing simple, smart, and cost-effective managed business services that help them meet their business objectives and transform their businesses for the digital age. While we were born as a print services business, today we're a fully-fledged managed business services company that provides office automation, telecommunications, connectivity, security, cybersecurity, cloud, software, smart energy and outsourced IT services and solutions.

Our value lies in understanding the needs of our clients, providing the support they need to transform their business operations, and helping them deliver on their core business objectives.

Itec SA is a level 1 B-BBEE accredited vendor and is owned by financial services market leader, Investec.

Meet the Itec Executive Team:



PHILIP PERKINS
Executive Chairman



GAVIN MEYER
Executive Director



ALAN CHAPMAN
Chief Financial Officer



ANTON BADENHORST
Chief Operating Officer



EDDY SHAPIRO
Executive Director



MIKE MURRAY
Business Development
Director

2. What are the benefits of becoming an Itec partner?

- Owned and backed by Investec.
- Accredited Level 1 B-BBEE contributor.
- Proudly Green with carbon neutral initiatives.
- Flexible and affordable finance options.
- Access to the best product team, internal training and certifications.
- Partnerships with top vendors globally.
- Innovation technology solutions.
- Dedicated front line and back-end support.
- Tier 3 network provider with mobile and cloud-based solutions.

3. What types of partnerships does Itec offer?

We currently have a network of partners and resellers across the country. Our partners are Itec-branded companies that sell our products and services, while our resellers procure from Itec and service our customers in a range of ways. Going forward, we're looking to develop existing Itec businesses, and rapidly grow the channel by bringing on new Itec partners and resellers.

Interested in finding out more or becoming an Itec partner?

Visit our [Partner Page](#) or contact Mike Murray:



MIKE MURRAY

Business Development
Director

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in <https://www.linkedin.com/in/mike-murray-a630776/>

4. What regions does Itec operate in? Are partnership opportunities available in neighbouring countries?

GAUTENG

ITEC ADVANCE
ITEC BUSINESS SYSTEMS
ITEC CONVERGE
ITEC DIRECT
ITEC EDGE
ITEC EVOLVE
ITEC INTEGRATE
ITEC JAKARANDA
ITEC SIMUNYE
ITEC TIYENDE

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 WELKOM - GEORGE OFFICE
ITEC GARDEN ROUTE

LIMPOPO

ITEC MESO

NORTHWEST

ITEC SIMUNYE

NORTHERN CAPE

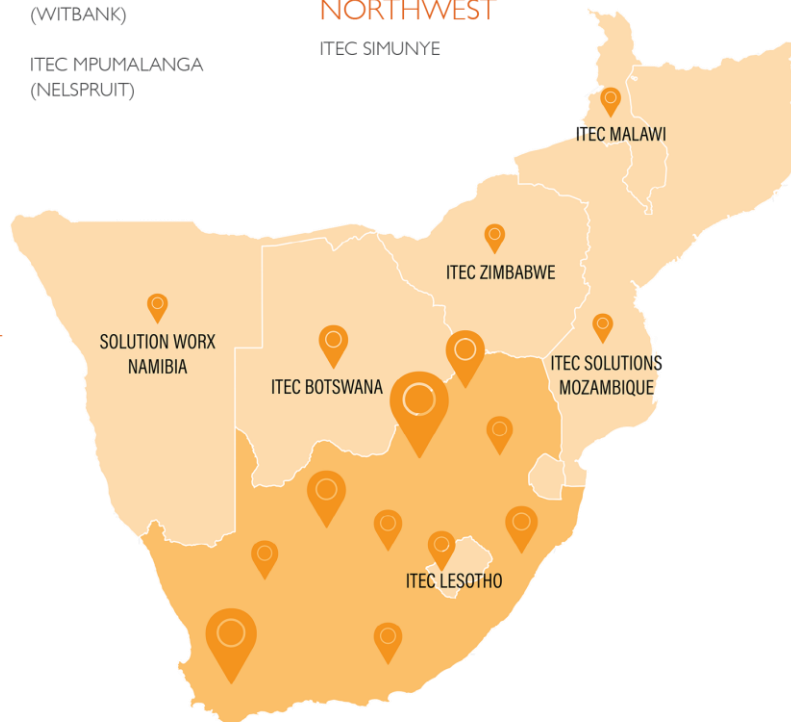
ITEC NORTHERN CAPE
ITEC UPINGTON

FREE STATE

ITEC FREE STATE
ITEC BETHLEHEM
ITEC WELKOM

KWA-ZULU NATAL

ITEC KZN
ITEC MIDLANDS
ITEC NEWCASTLE



5. Can you provide an overview of Itec's core products and solutions in the technology and telecoms industry?

We are focusing on the fundamentals of print and document management, unified communications, and intelligent security, and bringing together the worlds of office automation, technology, and IT better. We give our channel partners the skills and ability to sell and deliver these three product streams.

6. How does Itec support its partners in terms of training and resources?

At Itec, we are committed to empowering our partners with the knowledge and resources they need to excel in the industry. Our comprehensive support includes a range of training options and resources to ensure our partners have the skills and tools required to succeed:

- **iVolution Academy:** Our internal Learning Management System (LMS), the iVolution Academy, serves as a hub for sales, product, and technical training. This platform is designed to provide partners with easy access to educational content that covers a wide spectrum of topics, enabling them to stay up-to-date with the latest industry trends and technologies.
- **Face-to-Face Training:** We offer in-person training sessions at our head office in Rivonia. These sessions are tailored to provide hands-on learning experiences and foster meaningful interactions between our experts and partners.
- **Online Training:** Recognising the importance of flexibility, we provide online training modules that partners can access from any location at their convenience. This approach ensures that partners can enhance their skills without the constraints of geographical limitations.
- **National Roadshows:** We have strong partnerships with leading vendors and Original Equipment Manufacturers (OEMs). These partners often collaborate with us to deliver on-site training, sharing their expertise and insights directly with our partners.
- **Comprehensive Support:** Our commitment to supporting partners goes beyond training. We provide assistance with various back-end processes, including Human Resources, Marketing, and IT services. This holistic support ensures that partners can focus on their core strengths while relying on us for additional resources.

Through these various training avenues and resources, we strive to create a collaborative and knowledge-rich environment where our partners can thrive. We believe that by equipping our partners with the right skills and tools, we contribute to their growth and success in the industry.

7. What criteria does Itec look for in potential partners?

There's a perception that the print and office automation market is declining, but nothing could be further from the truth. Unfortunately, the managed services industry has a lot of one-man businesses – or one-owner businesses – that don't have a succession plan, and therefore aren't growing.

Itec SA is looking for small businesses in South Africa to partner with to diversify their range of product offerings and services. This will help partners create new revenue streams and add more value to mutual customers, ultimately growing the industry.

If you are interested, contact Mike Murray, Group Executive Business Development via [LinkedIn](#) or on [email](#).

8. Can you share success stories or case studies or current partners who have benefited from their collaboration with Itec?

<https://itecgroup.co.za/become-a-partner/>

9. What is the process for application and approval as a partner?

At Itec, we take an open and flexible approach to partnership, recognizing that each opportunity is unique and should be tailored to benefit both parties involved. Our partnership process is designed to ensure a personalized experience that meets your specific needs and aligns with our shared goals. Here's how you can take the first steps towards becoming an Itec partner:

Submit Your Details: To initiate the partnership journey, we invite you to share your details with us. Please visit our dedicated landing page for partnership inquiries at <https://itecgroup.co.za/become-a-partner-update-20/> and provide the requested information.

Customised Consultation: Once we receive your details, Mike Murray, our dedicated contact for partnership inquiries, will reach out to you. Mike will take the time to understand your business goals, aspirations, and areas of interest. This personalised consultation allows us to tailor the partnership arrangement to suit both your needs and our capabilities.

Mutual Alignment: During the consultation, we'll work together to ensure that our partnership aligns with your business objectives and values. We'll discuss the potential benefits of partnering with Itec and how we can collaborate effectively to achieve mutual success.

Tailored Proposal: Based on the insights gained from our consultation, we'll craft a customised partnership proposal that outlines the terms, benefits, and resources that will be available to you as an Itec partner.

Collaboration Begins: Once the proposal is agreed upon, we'll move forward with the necessary documentation and onboarding processes. You'll gain access to our training resources, support network, and the vast array of solutions and services that Itec offers.

Our partnership journey is built on open communication, mutual understanding, and a commitment to driving collective growth. We believe in fostering long-term relationships that are both rewarding and impactful.

10. Are there any partnership fees or investments required to join the program?

No. If you are a business owner with a dynamic personality and are highly motivated to explore partnership opportunities to diversify your offering, and build new revenue streams, then we are ready for you.

11. What differentiates Itec from other technology and telecoms companies in the industry?

At Itec, we help South African companies run more efficiently by providing simple, smart, and cost-effective managed business services that help them meet their business objectives and transform their businesses for the digital age.

We are a fully-fledged managed business services company that provides office automation, telecommunications, connectivity, security, cybersecurity, cloud, software, smart energy and outsourced IT services and solutions. We listen to our customers. We understand their needs. We help them run better businesses.

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12. How can I get in touch with the partnership team at Itec to discuss collaboration opportunities?

Visit <https://itecgroup.co.za/become-a-partner/> fill in your details and Mike Murray will get back to you within 24 business hours.