

Empowering GNC Steel & Fabrication with **Uninterrupted Connectivity**

GNC Steel & Fabrication, a leading bespoke manufacturing and supply business specialising in piping and valves for reservoir facilities, successfully overcame significant connectivity challenges through a strategic collaboration with Itec KZN.



GNC Steel & Fabrication Case Study

Situated in a light industrial area with decommissioned telephony and data infrastructure, GNC found themselves without services for several months, due to an incumbent supplier leaving the business without services, as well as no traditional mobile network covering the area. Recognising the urgency, Itec KZN acted swiftly and proposed a comprehensive solution. This included the implementation of fibre infrastructure, as well as a hosted VoiceGate 2.0 PABX solution.

"After the initial site visit, we realised that this really was the 'Bermuda Triangle' of mobile connectivity. There was no network coverage at all, meaning that GNC staff had to often resort to working remotely to execute their daily tasks. **We saw the urgency and acted fast,**" says Damien Bridge, Sales Manager at Itec KZN.

The proposed solution not only addressed the immediate connectivity issues but also provided GNC with

reliable business-grade connectivity for voice and data services. Reticulation and WiFi services were also introduced, allowing for connectivity at their offices.

The project was not short of challenges however, with the main concern being the termination of fibre and further delays caused by an alternative fibre route required. Despite these hurdles, effective communication, feedback, and commitment to timelines ensured a prompt and professional installation. "Itec promptly consulted with us and **provided professional and**

transparent advice around the solutions they suggested, the pricing models, and the project time frames", says Graham Joyce, Owner of GNC Steel & Fabrication. The success of the collaboration was marked by a seamless transition from the project start date to completion in under three months.

"Customers want peace of mind that they are dealing with a professional organisation that deliver the technology their business needs to thrive. Itec ticks all the boxes", says Damien Bridge, Sales Manager at Itec KZN.

