

Itec KZN Enables Business Continuity with Reliable Connectivity Solution

Gus Panelbeaters is a well-known and trusted automotive body repair and spray shop in Kwa-Zulu Natal. The shop recently transitioned from traditional Telkom copper and LTE to a more reliable fibre solution with a hosted PBX over the past 18 months.

Recognising the critical need for consistent and reliable connectivity, Gus Panelbeaters faced challenges with the initial fibre installation due to frequent disruptions.

To address this, the Itec KZN team embarked on a project to implement a redundant fibre link, ensuring true business continuity by utilising two different fibre providers with separate backhaul routes.



"We knew we had to partner with a supplier that would find a reliable solution and keep our business running smoothly,"

said Gus Hoareau, Founder of Gus Panelbeaters.

Itec KZN needed to get creative to effectively assist with the best solution possible and proposed a new setup which included two different fibre providers. Strategic planning was critical to ensure that services did not overlap, and despite delays and setbacks, Itec KZN remained innovative and transparent, introducing SDWAN technology to offer a modern and effective solution.

"Our customers rely on us, and we rely on our connectivity. With the new fibre solution, we can continue to provide the high-quality service our customers expect, without interruption",

says Gus Hoareau.

The project, which took approximately six months to complete, initially considered a microwave link for redundancy. However, it was discovered that the microwave high site was also unreliable, prompting a shift in strategy. Itec KZN secured the necessary infrastructure to offer a stable and robust connectivity solution.

Ultimately a successful and reliable installation was achieved, where business continuity was obtained, and Gus Panelbeaters can now operate smoothly and efficiently with uninterrupted connectivity.