Itec Product Catalogue

MANAGED BUSINESS SERVICES

WHAT **WE CAN ACHIEVE TOGETHER**

A single point of contact for cost-effective, managed technology services.

Itec South Africa is a dedicated leader in business solutions, helping to solve prevailing operational and technology challenges around systems integration and the digital transformation of your business. From Print, Unified Communications, Intelligent & Cybersecurity to Document Management and Software Solutions, Itec can assist you in future-proofing your business by helping prioritise the technology solutions most suited to your requirements and budget, while managing the operational implementation of these solutions as a monthly service with flexible finance options.

Itec Managed Business Services

Communications

The message is more important than the medium, especially when we have assessed your business to give you access to all the tools of communication you need. PABX, mobile, video conferencing, data calling and connectivity, whatever works for your business to get the message across.

Intelligent Security

We can integrate security solutions into every part of your business so that you are more prepared for disaster recovery, business continuity, more aware of your employee activities and have a solid operational awareness of your technology.

Cybersecurity

Our comprehensive range of cybersecurity solutions caters to both individual users and large enterprises alike. Tailored to meet your specific requirements, we offer highly effective managed detection and response services. Leveraging cutting-edge security technologies, our solutions provide real-time threat prevention across diverse environments including networks, clouds, and data centers.

Cloud

We can help you to run your business applications and hardware in the cloud. Since everything in the cloud is more connected, you can securely cross-reference and share information across different applications from any device, anywhere.

Print Solutions

We can seamlessly integrate cloud-based digital services with your in-house ERP systems, saving a lot of time and money. This way you get all the benefits of systems that can talk to each other, without changing what you already have.

Software

Our network-ready, cloud-based software is secure and easy to integrate with customisable solutions for intelligent information and workflow management, digital filing, archiving and disaster recovery, and auditable cost management.

Finance

Our in-house finance solutions offer customers flexible, affordable and accessible finance, managed by professional consultants who help to structure any deal simply, efficiently and cost effectively.

Our single source capability, together with our innovative, flexible approach and desire to please, are the reasons that our clients entrust their business technology solutions to us.

PRODUCT **CATALOGUE INDEX**

COMMUNICATIONS

The ability to stay in contact with colleagues and customers across all devices.

The message is more important than the medium, especially when we have assessed your business to give you access to all the tools of communication you need. PABX, mobile, video conferencing, data calling and connectivity, whatever works for your business to get the message across.

More Than Just a Call

We have worked with businesses of every size and complexity to find the right fit for their connectivity and communications requirements.

Whether it is enterprise PBX or SME VoIP, we use our experience to make sure everyone in your business is connected and online, no matter where they are.

The best part is that no matter whether you connect through mobile, VoIP, video call or chat, customers can reach you on a single number.

We have an expert team of technicians who will not only install your Itec connectivity solution but ensure maximum uptime in accordance with your service level agreement.

HOW **IT WORKS**

We will work with you to assess your connectivity and voice requirements, and use that evaluation to propose a solution that is customised and scalable, limiting unnecessary costs. We fully manage the implementation and handover of the installation, which is supported by our technical experts as a service.

Fast, Affordable Connectivity

Communication as a Service for any Size Business

Secure, Collaborative Omni-channel Communications

Control Spend for Better ROI with Cloud & Hybrid Services

CONNECTIVITY

Our connectivity solutions can be customised to your unique requirements and include:

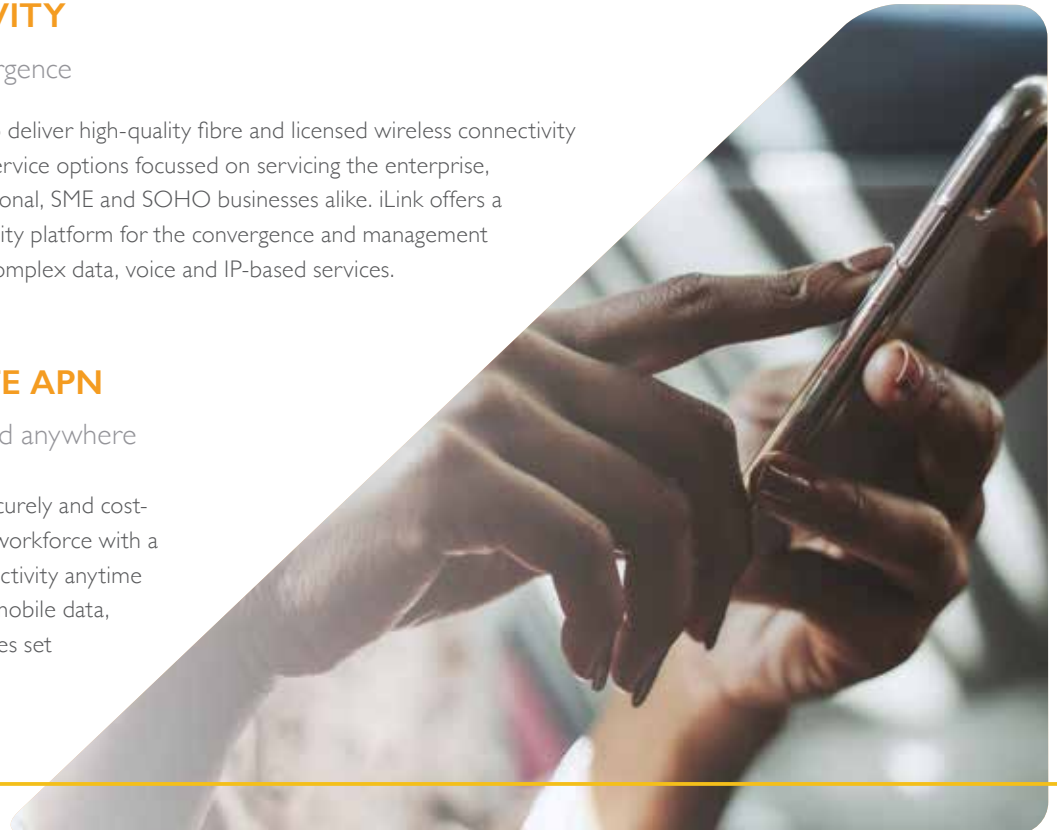## iLink Connectivity

iLINK **CONNECTIVITY**

Your platform for convergence

Itec Integrate is committed to deliver high-quality fibre and licensed wireless connectivity solutions in a range of iLink service options focussed on servicing the enterprise, corporate multi-site, international, SME and SOHO businesses alike. iLink offers a reliable, high-speed connectivity platform for the convergence and management of the simplest to the most complex data, voice and IP-based services.

SHARED **& PRIVATE APN**

Connectivity anytime and anywhere

Ensure business continuity securely and cost-effectively by providing your workforce with a solution that allows for connectivity anytime and anywhere based on the mobile data, content allowance and confines set by your organisation.

APN **CONNECTIVITY**

Secure gateway for connection to the internet

APN is short for **Access Point Name,** which facilitates a secure gateway between mobile networks and other computer networks as well as the public internet. An APN solution allows for multiple SIM cards across various mobile networks (Vodacom, MTN and Telkom), connecting to the Internet via the Itec network, utilising a shared data bundle governed by a Hosted and/ Onsite Firewall that further enhances the management and security of your users and your organisation.

Itec APN Solutions consist of two options:

Shared APN

A Shared APN, allows for direct access to the internet and includes a Hosted Firewall that will allow for general limitations to be set by SIM or user.

Private APN

A Private APN allocates a unique Access Point Name (identifier), that allows mobile devices to connect to an organisation. Hosted or On-site Firewall options allow for customised rulesets and internet access routed over an existing Itec Corporate Network (MPLS).

VOICE

Designed with seamless communication in mind, Voicegate brings you a feature rich platform which offers ease of use, flexibility and scalability, advanced unfired communications, and enhanced productivity at every level. Whether opting for a cloud or on-premise solution, it offers a comprehensive, all-in-one platform to meet your unique needs.

COMMUNICATIONS

MAKE **THAT CALL**

Itec will design a tailored telephony solution that aligns with your business size, location, and infrastructure requirements. By thoroughly assessing your communication needs, business challenges, and existing systems, we will provide a solution that best addresses all of your objectives. Whether you require a solution for a small, medium, or enterprise-level organisation, we offer both cloud and on-premise options, each accompanied by flexible financing plans to ensure we meet your budgetary needs.

Voicegate 2.0, Flex & On-Prem Options

VOICEGATE 2.0

Voicegate's cloud solution offers your business all the features and functions of a traditional PBX system, without the hassle of physical infrastructure. With our cloud-based managed IP telephony system, you can unlock the full potential of PBX capabilities and enjoy seamless communication like never before.

VOICEGATE FLEX

With Voicegate Flex, we have revolutionised the way you purchase our communication solution by offering it as a month-to-month model that provides unparalleled flexibility and affordability. Say goodbye to long-term commitments and hello to a seamless Communication solution that adapts to your evolving needs.

VOICEGATE ON-PREM

Our on-premise Voicegate solution combines reliability, flexibility, and security to deliver a feature-rich IP PBX system tailored for SMBs. It enables seamless integration of voice, video, messaging, and customer experience management into a single platform, providing a unified solution for both business communication and customer engagement.

VoiceGate

VOICEGATE 2.0

| X303G Entry Level IP Phone | X4U Enterprise Level IP Phone | X210 Enterprise IP Phone | W610W Portable Wi-Fi Phone |

X303G
- 4 SIP lines
- HD Audio
- 2.4'' Colour Display
- 6-way Audio Conference

X4U
- Crystal-Clear Audio
- 3 Line Key with LED
- Colour Screens: 2.8'' (Main), 2.4'' (Side)
- 12 SIP Lines
- 30 DSS Keys

X210
- Crystal-Clear Audio
- Colour Screen 2.4'' Graphic LCD
- 20 SIP Lines
- 3x Colour screens
- 6-way audio conference
- 106DSS Keys (Perfect for Reception, no extension module required)

W610W
- Crystal-Clear Audio
- Large Capacity Battery
- Colour Screen 2.4'' Graphic LCD
- Push-to-Talk (PTT) Button
- 16 DSS Keys & 4 SIP Lines
- Water, Dustproof, Drop-Safe (1.8m)
- 2.0'' Colour screen
- Drop safe up to 1.8m

VOICEGATE ON-PREM

| Yealink T33G | Yealink T44W | Yealink T46U & EXP43 | Yealink W73P | Yealink AH83H |

ENTRY
- HD Voice
- 2.4'' 320 × 240-pixel colour display with back-light
- Dual-port Gigabit Ethernet
- PoE support
- Up to 4 SIP accounts
- Local 5-way conferencing
- Unified Firmware
- Support YDMP/YMCS
- Wall mountable
- Handset with hall switch

EXEC
- 2.8'' 320x240-pixel color LCD with backlight
- Dual USB ports
- Up to 12 SIP accounts
- PoE support
- EHS and EXP support
- Wall mountable

OPERATOR/RECEPTION
- 4.3'' color screen with backlight
- Optima HD voice with Acoustic Shield and Smart Noise Filtering
- Up to 16 SIP accounts
- PoE support
- Wall mountable
- Support USB recording
- Dual USB ports, dual-port Gigabit Ethernet
- EHS and EXP support

EXP43 Addon Module:
- 4.3'' 272 x 480-pixel color screen
- Color icons for rich visual experience
- 20x physical keys on each page
- 3x control keys with LED
- Supports up to 3 modules daisy-chain
- Stand with 2 adjustable angles

DECT BUNDLE CORDLESS
- 1.8'' 128x160 TFT color screen
- Up to 20 simultaneous calls per base station
- Up to 10 DECT cordless handsets per base station
- Up to 10 SIP accounts
- DECT radio coverage Indoors: up to 50m
- Outdoors: up to 300m
- FNR (Flexible Noise Reduction)
- Up to 35-hours talk time (in ideal conditions)
- Up to 400-hour standby time (in ideal conditions)
- Headset 3.5 mm jack

WI-FI CORDLESS
- 2.4'' 240 × 320 TFT color screen
- 9-hour talk, 200-hour standby
- Vibration function
- Keypad backlight
- Proximity sensor
- 3.5mm headset jack
- Wall mountable
- HD Audio Quality
- Full-duplex
- Smart Noise Filtering

Value-Add Solutions

Telephone Management System (TMS):

Voicegate's Telephony Management System (TMS) is a powerful solution designed to centralise management, monitor live call traffic, and provide access to detailed dashboards with ease. User-friendly and secure, our Advanced TMS delivers valuable business intelligence to enhance operational efficiency, accessible anytime, anywhere.

iRecall – Compliant Call Recording:

iReCall is a modern, compliant call recording solution designed to meet the needs of today's businesses. It ensures regulatory compliance, secure data access, Simplicity and affordability. Featuring robust Agent Quality Management, iReCall provides a seamless and reliable choice for all your call recording requirements.

VOICE

 COMMUNICATIONS

Elevate the Customer Experience with VoiceGate
Contact Centre

VOICEGATE **CONTACT CENTRE**

Are you operating an existing Contact Centre with multiple campaigns or planning to start one? Contact Centres vary widely in their needs. Itec understands this diversity and offers high-quality tools that are effective to enhance efficiency in small to medium professional Contact Centres. We understand that workflow structure and staff positioning are crucial for success.
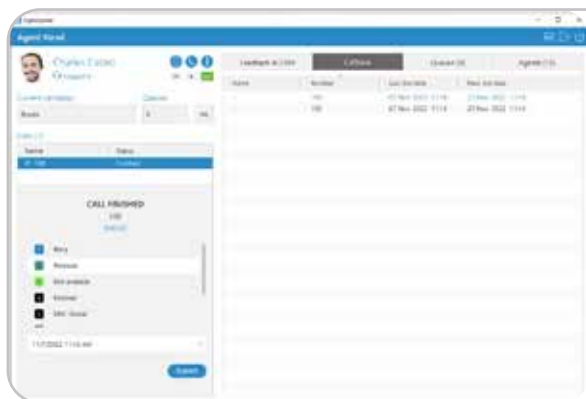
AGENT EDITION

VoiceGate's Contact Centre Agent Edition is a desktop Contact Centre Unified Communications application dedicated to boosting Contact Center Agents' day-to-day efficiency.

SUPERVISOR EDITION

VoiceGate's Contact Centre – Supervisor edition is a desktop Contact Center Unified Communications application enabling Real Time monitoring of Agents and Queues, tracking Agents' performance and generating comprehensive Statistics Reports.

| Dialer | Unlimited Queues (ACD) | Monitor Pages |

This feature allows lists of data to be loaded to a database, after which an application runs and dials these numbers based on the algorithm or settings entered by the Administrator.

Automatic Call Distribution system helps keep customers on the line by routing incoming calls to the agent with the most suitable skill-set who can address the caller's needs properly.

Allows users to see a full list of all existing Campaigns on the system and access further information regarding important Real-Time data.

VOICE

Mitel SME to Enterprise

Also Available on CAPEX, OPEX & Subscription (Mitel Flex)

COMMUNICATIONS

MiVoice 6920w IP Phone	MiVoice 6930w IP Phone	MiVoice 6940w IP Phone

(optional)

The MiVoice 6920w IP Phone is designed from the ground up for the enterprise user who requires an exceptional HD audio experience via its unique voice optimized handset. It offers a large colour LCD display, dual GigE, programmable personal keys and context-sensitive soft keys, support for both USB & Analog headsets. The wireless functionality offers WiFi 802.11 a/b/g/n, enables hotdesking, and has a MiNet / SIP operation mode.

The MiVoice 6930w IP Phone commands the desktop with its large 4.3'' colour display, powerful crystal clear HD audio through the voice optimised handset, programmable personal keys, Bluetooth 4.1 with Mobile Integration, mobile phone USB charging point and choice of expansion modules. The wireless functionality offers WiFi 802.11 a/b/g/n, enables hotdesking, and has a MiNet / SIP operation mode.

The MiVoice 6940w IP Phone offers a large 7'' touch display, powerful crystal clear HD audio through a unique cordless Bluetooth voice optimised handset and programmable personal keys. Mobile Integration, Dual Gigabit Ethernet ports and the full-duplex speakerphone ensures a robust, productivity-enhancing executive desktop communication tool. The wireless functionality offers WiFi 802.11 a/b/g/n, enables hotdesking, and has a MiNet / SIP operation mode.

MiVoice 6905 IP Phone	MiVoice 6910 IP Phone	MiVoice 6915 IP Phone	MiVoice M695 PKM Expansion Module

- 2.75'' Non-Backlit Display
- 3x Programmable Keys
- 4-Way Navigation Key
- HD Wideband Audio
- Dual Ethernet 10/100 Ports
- PoE Class 1
- Hotdesking
- MiNet / SIP Operation Mode
- Headset Support

- 3.4'' LCD Backlight Display
- HD Wideband Audio
- 8x Programmable LED Keys
- 4-Way Navigation Key
- Dual Gigabit Ethernet Ports
- EHS/DHSG Headset Support
- PoE Class 2
- Hotdesking
- MiNet / SIP Operation Mode

- Colour 3.5''QVGA Display
- 4 Context Sensitive Keys
- 6 Programmable Physical Keys
- USB Headset Support
- 1 x Type A USB Charging Port
- Power-over-Ethernet Class 2
- 2 x Gig Ethernet Ports

- Supported: 6920, 6930, 6940
- 28x Programmable Keys
- 4.3'' Color Backlit LCD Display
- Daisy-Chained Total of 3x Modules
- All attached PKM's powered by the phone – no separate power adapter required.

6900 Series Accessories

- Bluetooth Wireless Handset (6930, 6940)
- Bluetooth USB-Dongle (6920)
- WLAN Adapter (PoE Ethernet Mitel handset)
- Integrated DECT Headset (6930, 6940)

VOICE

Mitel SME to Enterprise

Mitel 6970 Conference Phone | Mitel 112 DECT Handset & Base | Mitel VoWifi 5634 Handset

Mitel 6970 Conference Phone

- 7" 800x400 Colour Touch Display
- 96 Programmable Keys
- 6 Context-Sensitive Soft Keys
- PoE Power (802.3af)
- Bluetooth 4.1 Enabled
- MobileLink Feature
- One-touch Join Meeting
- 8x 360° Microphone Pickups
- Mitel Hi-Q Audio Technology
- 2 USB Ports
- Hotdesking

Mitel 112 DECT Handset & Base

- Colour, Illuminated Display
- 7x Hours Talk / 75x Hours Standby
- Wideband Audio Support (G.722) Handset, Headset & Speakerphone
- 5x Ringtones
- Up to 20 Mitel 112 DECT Phones per base
- DECT Encryption

Mitel VoWifi 5634 Handset

- Colour TFT Display
- Phonebook 1000 Entries
- 14x Ringtones Including Vibrating
- Hands-free with Duplex Loudspeaker
- Bluetooth for Headset
- Standard 3.5 mm Headset Connector
- 3 Soft Keys, 4-Way Navigation Key
- Illuminated display for incoming calls & charging

Mitel Business Console (PC) | Mitel 1560 Operator Console (PC) | Hospitality Manager (PC)

Mitel Business Console (PC)

- MVB Enterprise Attendant Management
- Dual Install Licensing for Redundancy
- MiCollab Presence, Email & Instant Messaging
- InAttend Alternative for Blind Operator
- Multi-Tenancy Management
- Barge-in Capable
- Call History on all Activity
- Microsoft Integration

Mitel 1560 Operator Console (PC)

- MVO Integrated Operator Management
- Call History on all Activity
- Microsoft Outlook Integration
- Powerful Computer Telephony Integration (CTI) Tools

Hospitality Manager (PC)

- Check-in & Check-out
- Room-to-Room Communication
- Cost Control & VAT Rate
- International Call Surcharge Calculator
- Guest Name & Language
- Detailed Charge Information
- 10x Different Cleaning Statuses
- Control of Message Waiting Indicator
- Compatible with Mini Bar Codes
- Billing Services (bar, restaurant, gym, spa) to the guest's hotel bill.

VOICE

Mitel Handsets & Base-Stations

COMMUNICATIONS

712dt Entry Level	722dt Business	732d Industrial	742d ATEX

- **712dt Entry Level**
  - Antimicrobial Treated
  - Handset Location Tracking
  - Loudspeaker
  - USB-C Charging Port
  - Battery (mAH)
  - IP44

- **722dt Business**
  - Antimicrobial Treated
  - Alarm Button
  - Handset Location Tracking
  - Loudspeaker
  - USB-C Charging Port
  - Battery (mAH)
  - IP44

- **732d Industrial**
  - Alarm Button
  - Motion Sensors
  - Handset Location Tracking
  - Loudspeaker
  - USB-C Charging Port
  - Battery (mAH)
  - IP65

- **742d ATEX**
  - Ex Protection
  - Motion Sensors
  - Handset Location Tracking
  - Loudspeaker
  - USB-C Charging Port
  - Battery (mAH)
  - IP465

Mitel RFP 44 Base	Mitel RFP 45 Base	Mitel RFP 47 Base	Mitel RFP 48 WiFi Base

- **Mitel RFP 44 Base**
  - 4x Simultaneous Voice Channels
  - DECT Encryption
  - Centralised DECT Open Mobility Manager
  - DECT XQ Technology
  - DSAA Authentication
  - MTBF Rate: 40x years
  - 802.3af Power-over-Ethernet (Class 2)
  - Supports up to 256 RFPs & 512 Handsets / Users
  - Ingress Protection: IP 20
  - Adaptive Jitter Compensation
  - Echo Cancellation / Suppression
  - Voice Activity Detection
  - Comfort Noise Generation

- **Mitel RFP 45 Base**
  - 8x Simultaneous Voice Channels
  - DECT Encryption
  - Centralised DECT Open Mobility Manager
  - DECT XQ Technology
  - MTBF Rate: 40x years
  - 802.3af Power-over-Ethernet (Class 2)
  - Supports up to 256 RFPs & 512 Handsets / Users
  - Adaptive Jitter Compensation
  - Echo Cancellation / Suppression
  - Voice Activity Detection
  - Comfort Noise Generation

- **Mitel RFP 47 Base**
  - 8x Simultaneous Voice Channels
  - DECT Encryption
  - 2x External Antenna Ports (directional / omni-directional)
  - DECT XQ Technology
  - Centralized DECT Open Mobility Manager
  - MTBF Rate: 40x Years
  - Supports up to 256 RFPs & 512 Handsets / Users
  - Adaptive Jitter Compensation
  - Echo Cancellation / Suppression
  - Voice Activity Detection
  - Comfort Noise Generation

- **Mitel RFP 48 WiFi Base**
  - 12x Channel Base Station with support for 8x simultaneous voice channels per RFP & 4x data channels for switching purposes
  - DECT Encryption
  - IEEE 802.11abg/n/ac Support WiFi
  - DECT XQ Technology
  - Centralised DECT & WIFI Management with the Open Mobility Manager (OMM)
  - Supports Over-the-Air DECT Handset Software Upgrades
  - Supports Over-the-Air Synchronisation
  - MIMO Support
  - MTBF Rate: 40x years
  - Powered via IEEE 802.3af (Class 3)

VOICE

Mitel Unified Communications

COMMUNICATIONS

| Mitel MiCollab UCC Application | Mitel One UC Application | Mitel & Microsoft Teams |

- Enterprise Application
- MVB Enterprise 128-bit AES Secure Encryption & Compliance
- Secure Softphone, Chat, Presence, Phonebook
- Secure Video Point-To-Point & Conferencing
- Unified User Experience between Secure Softphone Voice-Logging (CRE)
- Secure Remote Working & Mobility
- Enterprise Integration (MS Teams and alike)
- MiTeam Stream & Meetings (add-on options)

- MVO400 Feature-Rich UC Functionality
- Softphone, Chat, Presence, Phonebook
- Cost-effective remote working & Mobility
- Integration (MS Teams and alike)
- MiTeam Stream & Meetings (addon options)

- Flexible Phones: desk, softphone mobile options for the same number.
- Visual Advanced Voicemail
- Real-Time, Rich Presence & Availability, Ring-Group Control
- Active-Directory Sync / SSO & Calendar Sync

Enterprise Contact Centre Integration, including :

Microsoft Teams
- Video (Personal, Room, Internal / External)
- Document Sharing and Collaboration (particularly if they are M365)
- Non-Real-Time Chat (1:1 / 1 : Many)

Microsoft Outlook
- Email
- Calendar
- Directory (Personal, Corporate)
- Calendar Sync

Mitel Contact Centre

- Customer Experience (CX) Management
- Voice, E-mail, WhatsApp, SMS & social Media Blending
- Dashboards & Reporting
- Enterprise Remote-Working Agent Operation & Management
- Enterprise REST-API Integration
- Native Connectors for CRM / ERP
- AI-Automation with Virtual-Agent Assist
- Text-to-Speech (TTS)
- Automatic-Speech-Recognition (ASR)
- IVR Call-backs & Self-Service Portal
- 999x Automatic-Call-Distribution (ACD) Queues
- Shift-Based-Working Workforce Management
- Compliance & Quality Management

Self-Service

Outbound

Omnichannel Routing

Workforce Management

Real-Time Dashboards

Quality Management

Analytics

Interaction Recording

VOICE

Supporting Peripheral Solutions

VOICE **LOGGING**

A tool required for call-centres to be compliant with legal regulations and to enhance customer service:

- Secure Encryption: 512bit AES legal compliant GDPR, POPIA, FICA, FAIS, SOX, PCI DSS, NCA & CPA)
- Extension-Side Recording
- Agent Quality Management Module (optional)
- Secure Web-Based Management Interface
- Enterprise Integration Ready

Managing Groups on... Amethyst² ™ Call Recording Solution

TELEPHONE **MANAGEMENT**

Billing & usage management for your telephone solution:

- Secure Web-Based Management-Interface
- Reporting (auto / on-demand)
- Cost Recovery
- Budget-Barring Capability
- Enterprise Telephone Management
- Tenant Billing & Reporting

SPEECH **ANALYTICS**

Unique to Itec, South African Language Speech Analytics:

- 4x South African Local Languages Transcriptions
- Reporting
- Dashboards
- Insights
- Word Clouds
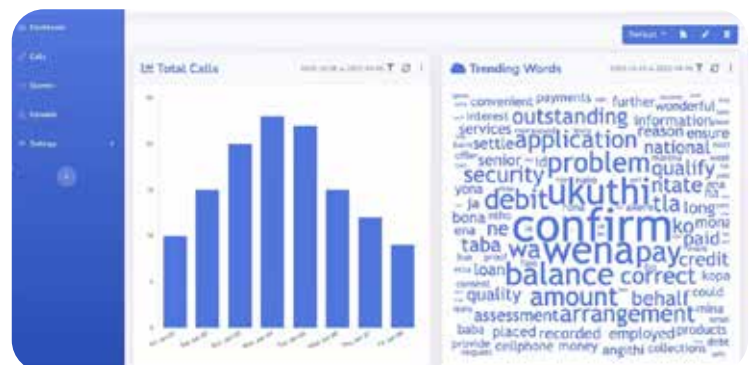
INTELLIGENT SECURITY

Transform your operations with intelligent security.

Our advanced security solutions go beyond protection. With AI-driven technology and analytics, we elevate your security infrastructure into a powerful business management tool. From CCTV Surveillance, Access Control to Intelligent Data Analysis, we help you make informed decisions, boost productivity, and streamline processes. With our intelligent security solutions, you not only safeguard your company, employees, and customers, but also unlock the full potential of your operations.

HOW **IT WORKS**

During our onsite visits to assess your physical infrastructure and requirements, we prioritise your needs. We don't just focus on enhancing safety; we bring innovation and efficiency to the table, aiming to provide solutions that not only bolster security but also boost productivity, **all while ensuring adherence to industry standards.**

ELEVATE YOUR SECURITY & BUSINESS PERFORMANCE

Ensuring the safety and security of everyone and everything is paramount for every company. At Itec, we recognise the daily challenges you face in maintaining on-site security and specialise in providing tailored solutions across diverse industries.

Beyond traditional safety measures, our solutions offer powerful business management tools driven by AI and analytics. By tracking behaviours, analysing patterns, proactively predicting incidents, and more, we empower you to make informed decisions that go beyond protecting staff, goods, and customers. From optimising operations to shaping product strategies, our advanced capabilities elevate your business performance to new heights.

CCTV Surveillance   **Access Control and Time & Attendance**   **Security Software Solutions**   **Visitor, Traffic & Parking Management**   **Pedestrian Access Control**   **Alarm Systems & Control Rooms**

CCTV SURVEILLANCE

 INTELLIGENT SECURITY

IP Network Cameras   **Network Video Recorders (NVRs)**   **HD/Analogue Cameras**   **Digital Video Recorders (DVRs)**

- High-Quality Video and Audio: Offers superior resolution and sound for clearer footage.
- Remote Accessibility: Allows live video access from anywhere via internet-enabled devices.
- Scalability and Flexibility: Easily expandable and integrates with other network systems.
- Advanced Features and Analytics: Includes motion detection, facial recognition, and video analytics.
- Cost-Effective and Efficient: Uses existing network infrastructure and supports PoE, reducing installation costs

Product Range:

- Pro & Lite Series
- Panoramic & Special Series

- High-Definition Recording: Provides clear, detailed footage for better identification.
- Remote Access: View live or recorded footage from any internet-connected device.
- Advanced Management: Supports motion detection, event recording, and analytics.
- Efficient Storage: Offers data compression, and easy footage retrieval.
- Backup and Storage Options: Various solutions for preserving important footage.

Product Range:

- Ultra, Pro & Lite Series

- Cost-Effective: Budget-friendly surveillance option.
- Simple installation and reliable performance
- Real-Time Video: Zero-latency live footage.

Product Range:

- Pro & Lite Series
- Panorama & Special
- HDCVI Accessories

- High-Quality Recording: Captures clear, detailed footage.
- Scheduled/Motion Recording: Efficient storage use by recording only as needed.
- Remote Access: View footage from any internet-connected device.
- User-Friendly Interface: Easy operation and management.
- Backup and Storage Options: Various solutions for preserving important footage.

Product Range:

- Ultra, Pro & Lite Series

Wireless Wi-Fi & 4G Cameras   **Advanced Technology & Applications**

- Remote Access: View footage from any internet-connected device.
- Flexible Power Options: Use batteries or solar panels for remote areas.
- 4G Support: Operates in locations without Wi-Fi.
- Easy Setup and Scalability: Quick to install and expand.
- Cost-effective: Lower install costs and no requirement for head-end equipment

Product Range:

- Wireless Battery-Operated Cameras
- Indoor Wi-Fi Cameras
- Outdoor Wi-Fi Cameras

- Do not require a light source.
- Provide enhanced coverage in diverse environments with harsh conditions or extreme darkness.
- Long-range detection and temperature measurement for all-weather monitoring and comprehensive surveillance.

Product Range:

- Anti-Corrosion Series
- Lite, Pro & Ultra Series
- Thermography & Outdoor Series

- Powered by AI chip and deep learning algorithm.
- Provides human-oriented solutions including face recognition, privacy protection, human video metadata, people counting, stereo analysis and more.
- More precise and effective AI search to locate targets and human-based data for business analysis.
- Project-oriented products including thermal imaging devices, and software platform, delivering precise, reliable and comprehensive AI solutions.

ALARM SYSTEMS & CONTROL ROOMS

Alarm Systems

- Smoke, water leak and displacement detection (for important objects).
- Wired or wireless alarm system based on available infrastructures and budgets.
- Magnetic contact for doors and windows, dual-tech detector for pets.

Product Range:

- Wireless Intrusion Alarm
- Emergency Alarm

Control Room Displays

- Tiny bezel screen splicing, uniform colour and brightness, and an industrial grade hardware design.
- Signal transmission without delay and loss, flexible control modes, and multiple signal and resolution.

Product Range:

- Digital Signage
- LED Displays
- Interactive Flat Panels
- LCD Video Walls
- Monitors

Controllers

- Easy-to-operate yet powerful video walls render clear, vivid images and videos so they can appear seamlessly on screens.
- Keyboards and controllers enable you to find the right details at the right time.
- Video feed that security professionals need for a safe, well-monitored environment.

Product Range:

- Video Wall Controllers
- Keyboards
- Decoders

SECURITY SOFTWARE SOLUTIONS

INTELLIGENT SECURITY

lytehouse

Video intelligence software turning CCTV streams into data-driven insights for any security need.

Lytehouse - Smarter Security From Detection To Dispatch

- Ensure that you can harness the full power of advanced analytics without being hindered by bandwidth limitations, camera brands or legacy infrastructure.
- Seamlessly integrate Lytehouse onto any site for proactive security, health and safety and operational risk mitigation.
- Create instant reports across any site, camera or control room with easy-to-digest graphics.
- In a control room environment, improve the camera-to-operator ratio by pulling the Operator Efficiency Report which enables users to track performance and make better hiring decisions to scale their business.
- 20% of cameras make up 80% of the alarms. Use our Configuration Audit to locate problem cameras generating too many or too few alerts.
- Run he Daily Drill Down reports and Alert Summaries for a bird's eye view of your detections, people/vehicle counting, and busiest hours to offer security and business value to your customers.

Various deployment methods make Lytehouse effective in any environment.
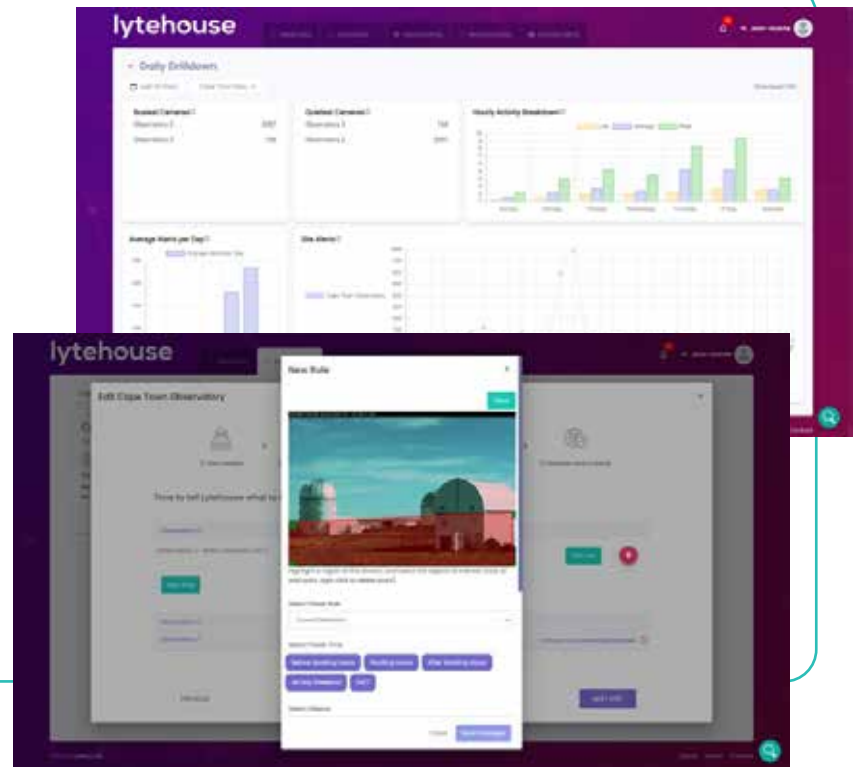
timeTec

Platform for real-time visitation records to generate extensive reports captured by the representative who checked visitors in or out.

timeTec - Cloud hosted visitor management system

- Instant in-app notification of arrival and departure.
- Instant notification and authorisation of unannounced visitors via the platform and scanner. Pre-register or invite visitor to receive a QR or pin code.
- Restrict unwanted visitors.
- Capture and verify visitor information.
- Trigger barrier gate after successful verification.

ACCESS CONTROL

 INTELLIGENT SECURITY

Facial Recognition	Fingerprint Readers	Smart Lock (Biometrics)

- **Enhanced Security:** Accurately identifies individuals with 99% accuracy using facial recognition and other biometric options.
- **Convenience:** Hands-free access without keycards or PINs.
- **Recognition Speed:** Lightning-fast authentication with a recognition speed of 0.2 seconds.
- **Audit Trails:** Records entry/exit times for comprehensive security logs.
- **Scalability:** Easily scales for large user bases without physical credentials

Product Range:

- Value, Pro & Ultra Series
- Face Recognition for Turnstiles

- **Biometric Security:** Highly secure access based on unique fingerprints.
- **Accuracy:** High accuracy in identification for minimised unauthorised access.
- **Fast Authentication:** Quick access with fast fingerprint recognition.
- **Audit Trails:** Records entry/exit times for accountability.

Product Range:

- Card, Fingerprint & Reader Terminals

- Electronic mechanical lock that allows you to open and lock your doors with a virtual key of fingerprint, face, password, RFID.
- Cutting-edge biometric technology provides security and convenience.

Product Range:

- Home Locks
- Hotel Locks

TIME & ATTENDANCE

JT Manager	JT Clock Myself	JT Clock Team	JT Monitor	JT Lite

- Automated and reliable time and attendance with access control, job costing, leave management and mobile applications.
- JT Manager is a versatile tool intended to make installation of Jarrison Time simple and convenient.
- Includes options for .net framework and Microsoft Redistributable packages.

- Use your own smartphone to clock yourself wherever you are.
- Ideal for sales representatives, drivers or people working from home.
- Smart, Mobile, Geofencing and real-time clockings.
- Job costing option available, which caters for starting and stopping jobs on your own device.

- Clock the entire team using a single device.
- External biometric options available.
- Ideal for construction sites or any other work requiring a mobile team.
- Geofencing with area schedule and real-time clocking for those working out of the office.
- The JT Clock solution can run completely offline.

- The JT monitor can be configured to monitor your Jarrison Time engine, automatically start it if it is not running, and notify you via email.
- Optional utility available.
- Different alerts can be configured depending on your requirements.

- Practical and feature-rich access control software.
- Easily navigable system.
- Up-to-date on-screen 'In/Out' Register to help keep track of who is on-site.
- Employees can easily be added in bulk and managed as individuals, or as groups by using filters.

Intelligent Traffic & Parking Management Solutions

ANPR Camera	Bollards	Barriers	Spike Barriers

- ANPR solutions automatically capture license plates in real-time.
- Rely on big image data and well trained deep-learning models.
- Multilingual Recognition (English, Arabic, Chinese, Cyrillic, Thai etc.)
- High Recognition Rate of 95-98% with alphanumeric number plates.
- Fast Recognition of around 100 milliseconds.
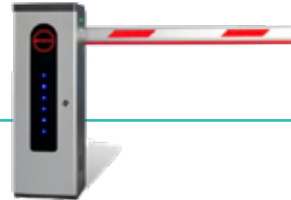- Cost-effective.

- Quality Bollards control vehicle access while ensuring there still is regular pedestrian flow.
- Static or removable options.

Product Range:

- Bollards
- Anti-Ram Posts
- Static & Removable

- Automated & manual barriers with boom arms.
- Manual options are ideal for Ideal for road closures and upervised access control.
- Automated options are designed to handle a high volume of traffic and have a motor with battery back-up.

Product Range:

- Automated Barriers with advertising and battery backup options.
- Manual Boom & Swing Barriers
- Concertina Barrier
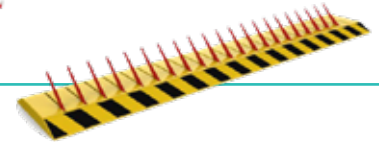
Product Range:

- High Security Spike Barrier – Flush Mount
- High Security Spike Barrier – Surface Mount
- Single Direction Traffic Flow Spike Barrier – Flush Mount
- Single Direction Traffic Flow Spike Barrier – Surface Mount

Pedestrian Access Control

Turnstiles	Speedstiles	Security Booths	Pedestrian Access

Product Range:

- Turnstile Container Conversion
- Glass Full & Half Height Turnstiles
- Industrial Mantrap Turnstile
- Industrial Full & Half Height Turnstiles
- Portable 3 Arm Waist Height Turnstiles
- Waist Height Turnstile Slimline

Product Range:

- Flap Barrier
- Retractable Barrier
- Swing Barrier

- Locally Manufactured to International Standards.
- Only Top-Quality Graded Material & Suppliers are used.
- Extruded Anodised Aluminium.
- Dorma Pin & Bearing Adjustable Hinges for Long-Lasting Durability.

Product Range:

- Security Booths
- Mantraps

Product Range:

- Motorised Swing Gates Round
- Motorised Swing Gates Square
- Special Need Gates

TOP-TIER PARTNERS

Transform your operations with intelligent security.

Under the umbrella of Intelligent Security, we pride ourselves on partnering with top-tier brands to deliver unparalleled security solutions. Our longstanding relationships with these vendors ensure that we provide you with the best-in-class products and services. With multiple accolades and awards under our belt, you can trust in our commitment to excellence.

Together with our trusted and reputable partners and vendors, we are dedicated to optimising your business processes and enhancing productivity for better strategic decision making and in the end contributing directly to your bottom line.

Explore our range of brand logos below to see the quality and reliability that we bring to every implementation.

CYBERSECURITY

Protect your confidential information & manage emplyee data access from anywhere.

Our comprehensive range of cybersecurity solutions caters to both individual users and large enterprises alike. Tailored to meet your specific requirements, we offer highly effective managed detection and response services. Leveraging cutting-edge security technologies, our solutions provide real-time threat prevention across diverse environments including networks, clouds, and data centers.

HOW **IT WORKS**

We consider security during all stages of our consultative process in order to to meet compliance regulations and keep information secure, no matter where your employees are. Our solutions partners are at the cutting edge of this important technology.

End-point & network protection

Itec's integrated and cutting-edge cybersecurity solutions protect all connected devices. Advanced AI, cloud computing, and deep learning simplify and automate convergence and consolidation to provide comprehensive protection for all users, devices, and applications across all network edges.

By consolidating your protection under a single, synchronised solution

we can protect your company better, keep your data safe and provide better ROI by saving your business time and money. Our solutions include firewalls, intrusion prevention systems, secure SD-WAN and ethernet, and zero trust network access. We secure endpoints, networks, servers, email and provide cloud protection. Our solutions are all centrally managed for ease of access and efficiency.

Firewalls, IPS & Zero Trust Network Access

SD-WAN, LAN Switching & Wireless

Email Security & Central Network Security Management

Endpoint, Network, Cloud & Server Protection

Comprehensive cybersecurity protection for all users, devices and applications across all network edges.

Next Generation Firewall (NGFW)   Intrusion Prevention System (IPS)   Secure SD-WAN

- Ultra-fast security, end-to-end.
- Consistent real-time defence with FortiGuard Services.
- Excellent user experience with security processing units.
- Operational efficiency and automated workflows.

- Network-based virtual patching for business applications that are hard to patch or can't be patched.
- Accelerated FortiGuard IPS capabilities from the purpose-built content processor (CP9).
- Extended IPS to additional capabilities like SSL inspection (including TLS 1.3) to detect hidden Malware, Ransomware, and other HTTPS-borne attacks.
- End-to-end updates for dedicated IPS administration enabling migration from separate hardware to NGFW while preserving operations and compliance practices.

- Deliver superior quality of experience at any scale.
- Accelerate network and security convergence, and simplify WAN architecture.
- Orchestrate consistent network and security policies.
- Achieve operational efficiencies through automation, deep analytics, and self-healing.

LAN Switching & Wireless   Zero Trust Network Access (ZTNA)

Secure Ethernet Switches:

- Rather than asking how to secure traditional Ethernet LANs, Fortinet takes a security-driven networking approach offering Ethernet as an extension of the security infrastructure through FortiSwitch and FortiLink. Features such as NAC are included with no additional licensing.

Wireless Lan (WLAN):

- Network IT demands more capability and reliable security from fewer components to save on cost and simplify the environment. Fortinet's Wireless LAN equipment leverages Security-driven Networking to provide secure wireless access for the enterprise LAN edge.

- Fortinet ZTNA improves secure access to applications anywhere, for remote users.
- ZTNA is a capability within Zero Trust Access (ZTA) that controls access to applications. It extends the principles of ZTA to verify users and devices before every application session. ZTNA confirms that they meet the organisation's policy to access that application.

SOPHOS

Cloud-native and AI-enhanced solutions that secure endpoints and networks against cybercriminal tactics and techniques.

Endpoint Protection	Network Protection	Cloud Protection

Endpoint Protection
- Managed Threat Response
- Endpoint Detection & Responses
- Stop Ransomware in its Tracks
- Deep learning Neural Network
- Disk Encryption
- Intuitive
- Compliance
- Single Console

Network Protection
- Expose Hidden Risks & Stop Unknown Threats
- Isolate Infected Systems & Threat Discovery
- Secure Remote Workers
- All-In-One Protection
- Logging & Reporting
- Flexible Deployment & Easy Management
- Synchronised Connectivity
- Lightning Performance
- Instant Visibility
- Granular Controls

Cloud Protection
- Multi-Cloud Visibility
- Identify & Respond to Cloud Security Incidents
- Manage Permissions
- Optimise Costs & Improve Security

Server Protection	Central Management	Email

Server Protection
- Stop Advanced Malware
- Catch Evasive Threats
- Deny Hackers
- Block Server Exploits

Central Management
- Manage all your Products
- Intuitive Dashboard
- Finds Threats Faster
- Simplify Investigation
- Minimise Threat Impact

Email
- Protection from Spam & Malware
- Responds to Cyber Threats Faster
- Compromised Mailbox Detection
- Prevents Data Loss
- Block Phishing Imposters

CLOUD

Hardware and software as a service, securely in the cloud.

We can help you to run your business applications and hardware in the cloud. Since everything in the cloud is more connected, you can securely cross-reference and share information across different applications from any device, anywhere.

Own the Information, not the Infrastructure

Cloud services have evolved from off-site data storage into a technology that gives you the applications, services and information management you need at an affordable monthly cost.

Without the hassle of costly hardware investment, the need for internal IT maintenance, and with the predictability of a set monthly payment, Itec's cloud

services remove the burden from your IT and procurement departments while keeping your systems running on cutting-edge and well-maintained technology.

Integrated into our other service offerings, our cloud systems make your processes and applications run better with technology that serves your business directly.

HOW **IT WORKS**

When evaluating your existing business systems and proposing an Itec solution, we consider integrating cloud-based offerings where possible for more efficient and cost-effective technology.

We can incorporate cloud-based options into our communications, document management, security and IT solutions, making your business more mobile and productive.

Choose what to own or rent with hybrid options.

Cost-effective disaster recovery and business continuity.

Enable mobile working with access-controlled technology.

Take control of your business costs.

CLOUD SERVICES

CLOUD

Private, Public & Hybrid Business Cloud Solutions

Managed Cloud	Private OPC	Cloud Services

- Avoid IT hardware costs / maintenance.
- Simpler, quicker and easier.
- Predictable availability.
- Always updated and upgraded.
- Back-end always functioning & available.

- On-premise cloud (OPC).
- Retain full control.
- Ideal for the security-conscious
- Dedicated hardware.
- All hardware and software provided.
- On-demand payment model.
- Scale up or down on demand.
- Cloud benefits without CPX outlay.

- Up or downscale and keep your business lean.
- Increase on-site storage capacity by saving backups and email archives in a secure off-site environment.
- Protection of digital assets to avoid crippling downtime or data loss.
- Automatic updates with next-generation technology.
- Reduced capital expenditure (CapEx).
- Work from anywhere, at any time, and enjoy seamless team collaboration.
- Reduce your energy consumption and carbon footprint.

Microsoft 365

- Microsoft Office for Business
- Email Management
- Data Storage
- Video Conferencing
- Digital Whiteboarding
- Remote Administration & Management
- Data Protection
- Cyber Threat Protection

PRINT **SOLUTIONS**

Print and store information intelligently for easy access and collaboration.

We can seamlessly integrate cloud-based digital services with your in-house ERP systems, saving a lot of time and money. You can digitise documents using your multifunction printer which enables you to transform your business with a good data management system.

Streamline your Printing Operations

Document Management oversees the intelligent capturing and management of your organisation's data and information. A good data management system will transform your business, helping you find great efficiencies as you treat your data smartly.

A hybrid approach of paper and digital documentation allows for the seamless flow of information through an organisation. Intelligent indexing and well-designed archival systems reduce costs and time searching for information, and give your employees mobile access to securely encrypted business information when they need it.

Smart document management is also essential for risk management, disaster recovery and business continuity.

HOW **IT WORKS**

Itec document management specialists evaluate the flow of information into, through, and out of your business, with special focus on security, compliance and redundancies.

With a clear picture of your current systems, we build a document management strategy that gives your employees secure and quick access to information, with a risk management plan that ensures business continuity should a disaster occur.

Feed data into CRM and EPS systems.

Integrate systems data for a single truth.

Ensure data compliance with current regulations.

Automate core business functions.

DOCUMENT & PRINT MANAGEMENT

| A4 Mono Single Function | A4 Mono MFP | A4 Colour Single Function | A4 Colour MFP |

Up to 66 ppm

The Lexmark Mono Single Function range of devices is ideal for midsize to large workgroups offering rich features including multiple finishing options.

Up to 66 ppm

The A4 Mono MFP range of devices brings powerful productivity tools, cost-saving workflow solutions and a large, intuitive colour touchscreen interface for amazingly simple access to a rich range of features. This includes duplex scanning, advanced copying and easy user authorisation for enhanced security.

Up to 47 ppm

The Lexmark Colour Laser Printers are machines that combine the functions of a workgroup printer with the simplicity of a personal output device. They have integrated advanced security settings and can print up to 47 pages per minute in both black and white, as well as colour. They also come with the function of duplex (2-sided) printing.

Up to 47 ppm

For high-quality, cost-effective colour that never slows you down, the Itec colour multifunction printer combines, standard wireless connectivity, web browser and touch-and-swipe control convenience in compact dimensions to fit any office space. Simple networking for mixed multifunction printing and desktop environments.

| A3 Mono MFP | A3 Colour MFP | Production Printers |

Up to 95 ppm

Offering a smart combination of features, technologies and investment for a competitive edge in business production printing. A modular system starting with entry-level hardware costs plus it features energy star awarded green technology.

Up to 75 ppm

The Itec A3 Colour MFP range offers high-speed output printing and scanning to help improve your productivity. It also features advanced system integration options and a built-in print system with a "touch and swipe" interface for customisable operation.

Up to 136 ppm

Adds power, performance and simplicity to any production print application -- up to 136 ppm print/copy output, real-time image density and colour density control sensors, and digital colour imaging to rival offset printers at a fraction of the cost.

SOFTWARE

doc-IT	M-Files	Document Navigator

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

M-Files® is a powerful, metadata-powered enterprise content management (ECM) and document management solution that solves the problems of managing, finding, and tracking information in companies of all sizes.

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

PRINT DIRECTOR

MANAGE **PRINT BETTER**

Print Director (PD) is the most widely used South African developed Print Management Software designed for Companies, Colleges, Legal Firms, and Government Departments. PD can help your business secure printers and Multi-Functional Printers, reduce print costs, allocate printing costs to departments, improve productivity, and support multiple print environments.

By using Print Director, organisations can improve the security of their documents and printers. This can help to protect sensitive information from unauthorised access and prevent data breaches.

Print Director Manager	Print Director Pro
Reduce your print costs and increase print security, allocating print costs and enabling mobile printing. Save IT support time with automation.	Full print and telephone cost disbursement software with on-billing, Pay-for-Print or Cost Recovery, saving time and money, improving billing accuracy.

Secure Print
Authentication (access card, pin codes or biometrics).

Allocate Print Costs
Detailed reports on print and copy usage allow you to identify where costs can be reduced, for example, by eliminating unnecessary printing in colour or by encouraging users to print double-sided.

Follow Me Print
Helps you allocate printing costs to departments for simple internal cost allocations. This information can be used to track printing costs per department for budgetary purposes.

Mobile Printing
Available for Andriod and IOS to further improve user productivity.

Saves IT Support Time
PD automates the deployment of print queues and updating of driver settings.

Cost Recovery:
Track and manage print and telephone costs, billing clients by project or by matter.

Automated Disbursements
Automatically bill your clients via a drop-drown menu, saving time and effort, and reducing human error.

POPIA Compliance
Fully compliant with the Protection of Personal Information Act (POPIA), meaning your clients data is safe and secure.

Full Audit Trail
Track down unauthorised printing or calls, ensuring accurate billing.

Integration with Legal Account Software
PD Pro can be integrated with a number of legal accounting software packages, including Winlaw, Lexpro, and Practice Manager for simplified billing.

Student
Pre-paid printing with additional MOPRI, credit loading self-help module.

PIAS

Outsource your print infrastructure, save costs and reduce the burden on IT. Professionals solve print challenges with dedicated support.

Reduced IT Costs
PIAS can help businesses reduce IT costs by offloading the responsibility of managing print infrastructure to a third-party provider.

Improved Print Performance
PIAS provides features such as print driver updates and print queue management.

Improved Security
PIAS uses various security measures to protect print data, such as encryption and authentication.

Professionals Resolve Print Challenges
Printsol has over 15 years of experience in resolving print issues that may arise.

Print Infrastructure As a Service (PIAS) is a cloud-based print management service that can help businesses reduce IT costs and improve print performance.

FINANCIAL SERVICES

Finance your business services easily, with
one contact person.

Our in-house finance solutions, offer customers flexible, affordable
and accessible finance, managed by professional consultants who help
to structure any deal simply, efficiently and cost effectively.

Finance to Fit Your Business

We don't believe in one-size-fits-all financing. It's why our
first job is to listen. Get to know you, your business and your
goals. Because your technology goals deserve a perfectly
tailored solution.

Our rental finance specifically designed and available for
any Itec product or service is widely regarded as the best
in the industry due to its flexibility, affordability and ease of
access. We provide relationship-centric, personalised service
combined with years of experience to get you exactly
what you need for your business.

The technology industry is ever-changing and rapidly
evolving. We continuously focus on providing your
business with simple and innovative finance and rental
solutions that help you achieve the most from your
business investments. We are invested in creating a
seamless customer experience.

HOW **IT WORKS**

From security to connectivity, cloud, software and unified
communications, our specialists devise solutions that
adapt to your rapidly changing technology requirements,
allowing your business to grow and succeed with the right
technology and finance solutions. Along with providing
options for hardware rentals, we also offer comprehensive
programs for financing and renting of software solutions.

ITEC Finance Benefits

- Customised Finance Solutions
- Flexible Rental Options
- Upfront Funding Facilities Available
- Easy-to-Complete Forms
- Electronic Contracting
- Prompt Credit Decision
- Dedicated Support Team
- Service That Delivers
- One Point of Contact

- Funding Available from Sole props, SME's to large JSE Listed Companies
- Cash Flow Benefit - No upfront capital expenditure required
- Deferred Payment Options
- Reserve Capital for Business Growth
- Tax Deductible Rentals
- Full Comprehensive Insurance Cover Available
- Flexible Payment Terms and Structures (ranging from 12 - 60 months to align with your business requirements and or asset lifecycle)
- Preferential Upgrades with Itec

Contact Us

Let us assess your business processes and document workflow.

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.

ITEC
QUALITY PEOPLE, SMART TECHNOLOGY SOLUTIONS

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MANAGED
BUSINESS SERVICES