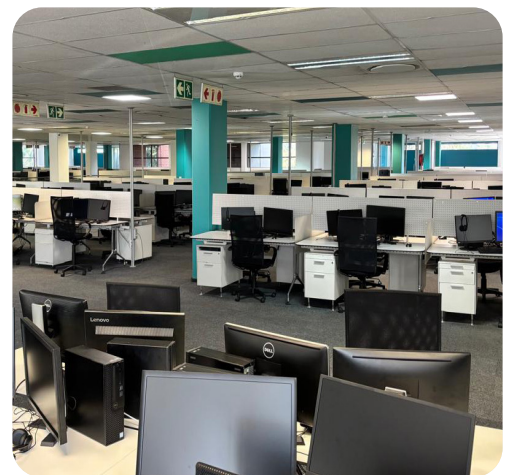


## Itec Converge Partners with Redial BPO to Drive Expansion and Enhance Operational Excellence in South Africa

Redial BPO, an international leader in Business Process Outsourcing (BPO) and Contact Centre services, has partnered with Itec Converge to drive its expansion into South Africa. With four call centres across Mexico and South Africa, Redial has quickly become a multi-award-winning industry player, renowned for its premium telemarketing, technical support, customer service, and inbound/outbound call centre solutions.



### Redial BPO Case Study



To support its growth ambitions and meet the stringent service demands of its global clients, Redial sought a robust tech partner capable of delivering an end-to-end technology solution.

Itec Converge met these requirements by providing a comprehensive infrastructure solution, encompassing everything from network and data infrastructure, security (CCTV Surveillance, Access Control, plus Time & Attendance systems), to advanced cybersecurity measures. Additionally, Itec Converge implemented Audio-Visual systems and Office Automation to streamline Redial's operations.

As part of the office automation and print solution, an initial refurbished C250i printer was installed to support the high-volume printing needs required for onboarding call centre agents and general administrative tasks.

To ensure network security and compliance with U.S. regulations, similar to South Africa's POPIA Act, Itec Converge deployed a firewall and established VPN connections directly linking Redial to its U.S.-based client partners.

Infrastructure enhancements included the installation of over 700 CAT6 data cabling points, with an additional 135 network

points tested and repaired when Redial first moved into the first floor of their building. With the subsequent expansion to a second floor, Itec recommended and implemented a redundant network to support Redial's 24/7 operations. A detailed network diagram and layout were developed to establish full redundancy, now in place with a gigabit OM4 fibre backbone, fibre core switching, and gigabit network switches. Wireless access points (APs) were also strategically positioned throughout both floors, ensuring seamless Wi-Fi handover. Both wired and wireless networks were standardised on the Aruba brand for optimal performance.



Working with Itec Converge has been invaluable to our growth and operational objectives in South Africa. Their commitment to excellence and ability to deliver on complex demands have given us the confidence to focus on scaling our core business.

*Shoana Padayachee, Redial Operations Head – South Africa.*





Security enhancements included a CCTV surveillance system with 65 cameras monitoring common and operational areas, as well as access control and Time & Attendance system with 53 access control readers and anti-pass back functionality.

For training and collaboration, three training rooms and one boardroom were equipped with advanced audio-visual systems. Each training room features two Yealink VC systems integrated with a PC to accommodate different customer-preferred video conferencing platforms.

To ensure uninterrupted connectivity, a dedicated 1000MBPS enterprise link was installed, backed by a Service Level Agreement (SLA) and proactive monitoring for optimal uptime and performance.

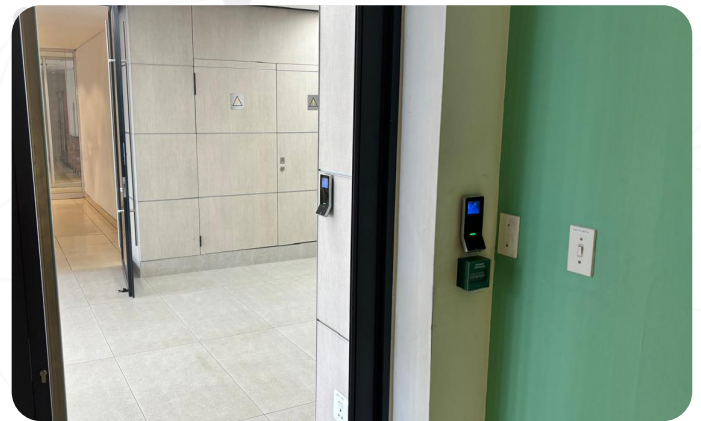
Shoana Padayachee, Redial Operations Head – South Africa, shared her enthusiasm for the collaboration, stating: “Working with Itec Converge has been invaluable to our growth and operational objectives in South Africa. Their commitment to excellence and ability to

deliver on complex demands have given us the confidence to focus on scaling our core business. Together, we are able to meet our clients’ needs with precision, security, and efficiency.”

What began as a three-month project for Itec to establish Redial’s operational base in South Africa has evolved into an ongoing partnership. As Redial continues its rapid expansion, Itec Converge remains a key technology partner, supporting its growing client base and increasing service demands in this high-growth phase.

“The Redial BPO project has been an exciting and rewarding challenge. We’re proud to be their trusted technology partner, helping them scale and succeed on a global stage.” Ross Petty, Managing Director of Itec Converge.

This partnership highlights Redial’s commitment to delivering world-class outsourcing services backed by top-tier IT infrastructure, with Itec Converge as a reliable partner on this ambitious journey.



+27 011 285 2255 • [ross.petty@itecgroup.co.za](mailto:ross.petty@itecgroup.co.za) • [www.itecgroup.co.za](http://www.itecgroup.co.za)



## MANAGED BUSINESS SERVICES

