



We're here to help!

Want to take the fastest route to resolve your query? Speak to the right person from the get-go.

01.

PRINTER CONSUMABLES CALLS

YOU NEED

- Ink
- Toner
- Paper

WE NEED FROM YOU

- Device Name: i.e. ITEC C300i
- Device Serial Number
- Contact Person
- Contact Number
- Current Meter Reading

086 101 4832

(Press 1)

consumables@itecgroup.co.za

PRINTER SERVICE CALLS

For any issues experienced with your printer/copier.

02.

086 101 4832

(Press 2)

service@itecgroup.co.za

WE NEED FROM YOU

- Device Name: i.e. ITEC C300i
- Device Serial Number
- Contact Person
- Contact Number
- Fault Description



03.

086 101 4832

(Press 3)

helpdesk@itecsupport.co.za

After Hours Support

(Priority 1 only) 010 492 7000

TELECOMMUNICATIONS

YOU HAVE A QUERY ON

- PBX
- Connectivity
- Voice
- Cybersecurity

WE NEED FROM YOU

- Onsite Equipment: i.e. Mitel, Voicegate, Sophos
- Company Name
- Contact Person
- Contact Number
- Fault Description



04.

SECURITY CALLS

YOU HAVE QUERIES ON:

- CCTV
- Access Control
- Alarm System
- Control Room
- Time and Attendance

WE NEED FROM YOU

- Onsite Equipment: i.e. Hikvision, Dahua, Jarrison Time, Ezviz, ZKTeco etc
- Contact Person
- Contact Number
- Fault Description

05.

SOFTWARE CALLS

For any issues experienced with your software.

086 101 4832

(Press 5)

techops@itecgroup.co.za

WE NEED FROM YOU

- Company Name
- Software Type: MFiles, DocNav
- Contact Person
- Contact Number
- Fault Description



PRIORITY 1
1st Response: 45min

CRITICAL
Entire site / all users are down

PRIORITY 2
1st Response: 2 Hrs.

MAJOR
Large % of site / users down

PRIORITY 3
1st Response: 4 Hrs.

MINOR
Small % of users / functions affected

PRIORITY 4
1st Response: 6 Hrs.

LOW
Configuration / feature changes, questions