

Itec Converge clinches Dealer of the Year award

Issued by: [Headlines](#)

[Johannesburg, 30 April 2014]

Office automation and communications group Itec has awarded its Dealer of the Year accolade for the sub-Saharan Africa region to West Rand-based Itec Converge.

The award places Itec Converge at the forefront of 47 highly competitive dealers that vied for top spot. After finishing in 18th position in 2013, **Reiner Vollmer**, business development sales director at Itec Converge, says they have put tremendous effort into re-energising the business. "This is a tremendous milestone for us at Itec Converge," says Vollmer. "It has taken a lot of hard work and perseverance to achieve this goal."

Vollmer adds that this would not have been possible without the involvement of the Group as a whole. "We thank our customers, employees, suppliers, and our colleagues in the Itec Group for their role in this achievement. Their unwavering support has played a massive role in our success."

Itec runs the Dealer of the Year Award on an annual basis, to encourage and reward commitment and teamwork within the Group. The competition takes into account multiple criteria in order for Itec to measure which dealer has consistently performed, not only in core sales, but also in other important areas, such as client satisfaction, financial ratios, management performance, sales of value added solutions, and ability to drive the dealership performance in line with Itec's strategic goals. A healthy balance is therefore created in the competition between achievements of annual goals and longer term strategic goals.

Itec Group has also invested substantially in ensuring that they have the infrastructure in place to support their dealers on the ground. "Through our Itec Shared Services model we take a lot of the operational issues away from them, allowing them to focus on developing and growing their business while staying ahead of industry trends," says **Ryan Miles**, executive director of Itec Shared Services.

This is a very unique model in South Africa as the independent dealer retains the core relationship with their clients, but now adds the additional value of centrally driven world-class service delivery. "I think the biggest advantage for our dealers and clients is the value Itec brings in providing a world-class service, coupled with the expertise to manage this, regardless of where the dealer or client is based," he adds. "Through Itec Shared Services we are again driving innovation, staying ahead of the curve in bringing this to market."

Editorial contacts

Headlines

Lizelle McDermott

(+27) 11 887 3422

lizelle@headlinespr.co.za