

## Itec launches solution suite for SMEs

Enabling SMEs to focus more on their core activities and less on their technology infrastructure.

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SMEs make up roughly 91% of the formal business entities in South Africa, contributing between 52% and 57% to the GDP. Yet, many of these organisations are still faced with massive challenges, particularly relating to access to the infrastructure they need.

In light of this, Itec Communications has launched an SME product suite to meet the growing demand among SMEs for access to world-class solutions.

"Clients are increasingly looking for a more centralised approach to their technology needs," says **Rodney Taylor**, managing director of Itec Communications. "What often happens is that smaller companies are forced to deal with multiple suppliers, which costs more and makes their technology environment more complex to manage." With **Itec One**, companies with between five and 25 users will have access to a product suite to meet their office automation and communications requirements. "Itec One is a product suite designed to make technology simpler and more affordable for SMEs," says Taylor. The product includes a high-volume multi-task printer, a device which could be a notebook, desktop or tablet and an IP desktop handset. "All calls made via the IP desktop handset will be done across the Itec network, which immediately leads to an up to 40% reduction on call rates and allows for the user to get a detailed phone management report," he says. "A key benefit of this system is that it also allows for all calls to be recorded and backed up to the cloud for up to 15 years, which is an absolute game-changer, particularly for smaller financial services providers."

Itec, in partnership with Silicon Sky, is also providing these clients with software in the cloud, giving them access to Office 365 and one ERM package, with unlimited backups to the cloud. "This is an additional saving for the client as they now no longer need a server on site," Taylor adds. "This means that clients can have the peace of mind that their data is secure and, in the event of an issue, they have full disaster recovery."

Through the Itec Shared Services model, clients have access to maintenance on their product nationally. "As part of our commitment to these smaller clients, we offer a following day service and support on site," says Taylor. "At R1 399 per user per month, this provides SMEs not only with world-class technology, but the support they need to focus less on their infrastructure and more on their revenue-generating activities," he concludes.

### **Itec**

Itec is southern Africa's fastest growing and third-largest office automation, production printing and telecommunications solutions provider – with annual revenue of nearly one billion rand. Through its 46 South African branches and an international footprint that includes the United Kingdom, the company implements total office solutions based on imported, industry-leading, and award-winning products.

Itec serves medium-sized and large businesses in sectors as diverse as financial services and retail – supporting its innovative solutions with proactive service delivery. Some of its 18 000 customers include Value Logistics, Implats, Department of Housing, Business Connexion, ADT, Rand Refinery, First National Bank, Anglogold Ashanti, National Health Laboratory Services and Advtech.

Itec management rebranded the company in 2004 following a merger of the separate copier, printer, and fax business units initially established in 1987.

For more information, please see [www.itecgroup.com](http://www.itecgroup.com).

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