



# Itec Tiyende Product Catalogue

COMMUNICATION SOLUTIONS



# WHAT WE CAN ACHIEVE TOGETHER

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

Itec Tiyende 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.



### 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.



### 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.



### 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.



### 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.



### 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



## 1. Communications \_\_\_\_\_ pg 4

### CONNECTIVITY

- iLink Connectivity
- APN Connectivity

### VOICE

- VoiceGate & VoiceGate Flex
- VoiceGate Contact Centre
- Mitel SME to Enterprise
- Mitel Handsets & Base-Station
- Mitel Unified Communications
- Supporting Peripheral Solutions



## 2. Intelligent Security \_\_\_\_\_ pg 13

- CCTV Surveillance
- Alarm Systems & Control Rooms
- Security Software Solutions
  - Lytehouse
  - timeTec
- Access Control and Time & Attendance
- Visitor Parking & Traffic Management
- Pedestrian Access Control



## 3. Cybersecurity \_\_\_\_\_ pg 20

- Fortinet
- Sophos



## 4. Cloud \_\_\_\_\_ pg 23

- Private, Public & Hybrid Business Cloud Solutions



## 5. Print Solutions \_\_\_\_\_ pg 25

- Printer Solutions



## 6. Software \_\_\_\_\_ pg 27

- Software
- Print Director



## 7. Finance \_\_\_\_\_ pg 29

- In-House Financing Solutions



# 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



## COMMUNICATIONS

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

Depending on your connectivity, business size, location and infrastructure, Itec will customise a voice solution that is service-based, reducing your investment in hardware.



## COMMUNICATIONS

### MAKE THAT CALL

After assessing your communication needs, business challenges and existing systems we will propose either a small, medium or enterprise PABX solution that can be financed over 24, 36, 48 or 60 months.

We offer voice products from the Fanvil, MiCloud, MiVoice and MiContact Centre ranges.



## VoiceGate & VoiceGate Flex

Your business can enjoy all the functions and features of a traditional PBX without the need for landlines, at a rate you can afford.

Voicegate is a managed IP telephony system hosted in the cloud that enables functions and features associated with traditional PBX. Supported by various connectivity types, this cost-effective and scalable solution allows customers to further benefit from competitive call rates from our range of

Voice over IP services that deliver inbound and outbound voice traffic.

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.

### X3S Entry Level IP Phone



- Colour Screen 2.4" Graphic LCD
- Crystal-Clear Audio
- 2 Line Keys with LED
- 2 SIP Lines

### X4U Enterprise IP Phone



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

### X210 Enterprise IP Phone



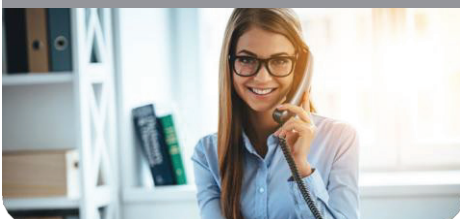
- Crystal-Clear Audio
- Video Call
- Colour Screen 2.4" Graphic LCD
- 20 SIP Lines
- 106 DSS Keys

### W611 W



- 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)

### Value-Add Solutions



### Telephone Management System (TMS):

Discover VoiceGate 2.0 TMS: a cloud-based telephony powerhouse. Centralise management, monitor live call traffic, and access detailed dashboards effortlessly. User-friendly and secure, it offers multiple user access and automatic call data backups, redefining telephony management.

### iRecall - Compliant Call Recording:

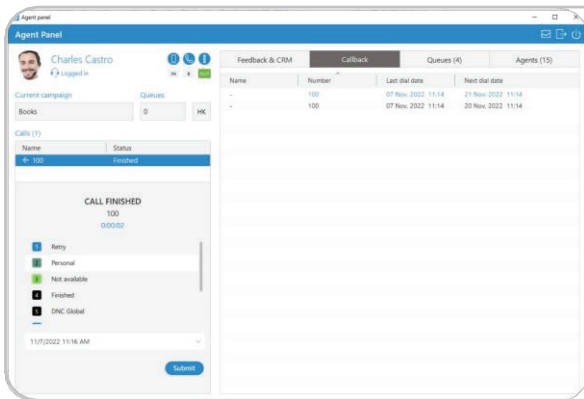
Your modern, compliant call-recording solution. Designed for today's cloud-based businesses, it ensures regulatory compliance, secure data access, and continuous software updates. With robust Agent Quality Management, iRecall is your seamless choice for reliable call recording.



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.

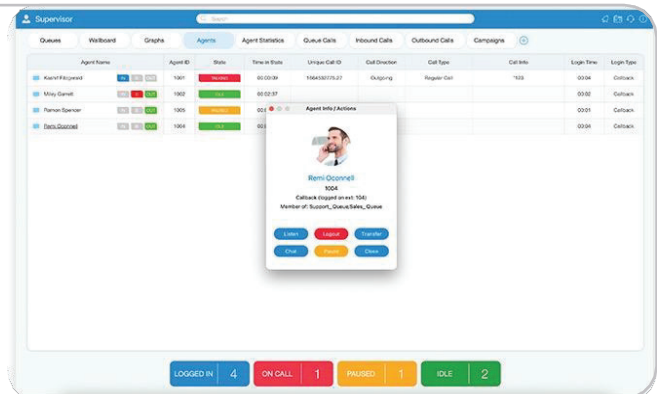


## AGENT EDITION

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.



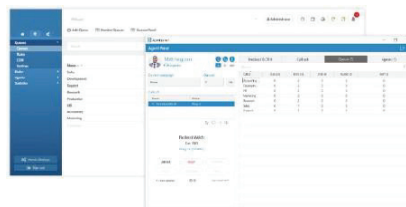
### Dialer

### Unlimited Queues (ACD)

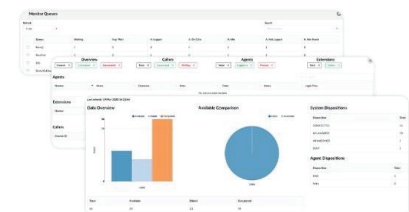
### Monitor Pages



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.



### Mitel SME to Enterprise

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

MiVoice 6920w IP Phone



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.

MiVoice 6930w IP Phone



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.

MiVoice 6940w IP Phone



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



- 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

MiVoice 6910 IP Phone



- 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

MiVoice 6915 IP Phone



- 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

MiVoice M695 PKM Expansion Module



- Supported: 6920, 6930, 6940
- 28x Programmable Keys
- 4.3" Color Backlit LCD Display
- Daisy-Chain 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)

## Mitel SME to Enterprise



Mitel 6970 Conference Phone

Mitel 112 DECT Handset & Base

Mitel VoWifi 5634 Handset



- 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

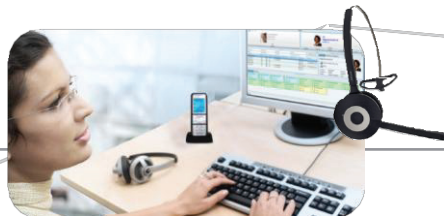
- Colour, Illuminated Display
- 7x Hours Talk / 75x Hours Standby
- Wideband Audio Support (G.722) Handset, Headset & Speakerphone
- 5x Ringtones
- Up to 20 Mitel 112 DECT Phones per base
- DECT Encryption

- 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)



- 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

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

- 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.



### 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



- 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 44 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 :

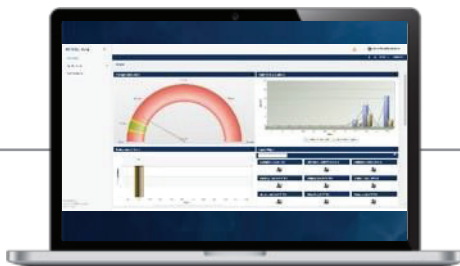
#### Microsoft Teams

- 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

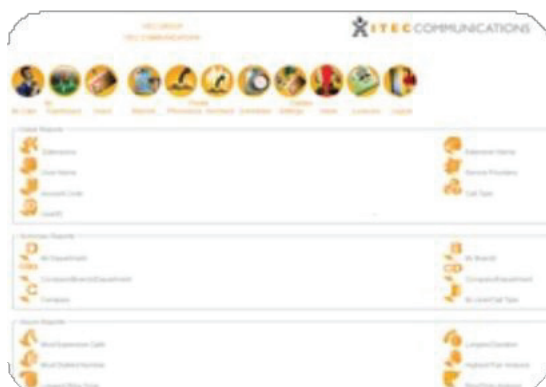




### VOICE LOGGING

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



### 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

