

Networks

Com/tek

Your Communications Partner

NETWORKS

We deliver value
through networking.
You connect.

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Networks and networking have been the cornerstones of Comztek's growth over the years.

By specialising in this niche sector of the IT arena, Comztek is well placed to deliver a best-of-breed service to resellers in terms of products, solutions and support for all networks - from complex mission-critical solutions to products specifically tailored to the SMB market.

Comztek recognise that integrated, sophisticated networks can no longer be regarded as the preserve of large public or private sector enterprises.

Demand for quality, stable and converged networks is growing within the so-called SME (small-to-medium enterprise) sector, with its collectively enormous buying power.

Comztek is expanding its product and support offerings to enable resellers to capitalise on this rapidly growing market and provide solutions that deliver real value to their customers.

Training

For resellers to succeed in rolling out complete solutions that deliver value, it is critical for their skills to be constantly updated.

The Networks Business Unit has invested heavily in a number of initiatives designed to educate resellers as well as equip them to provide ongoing support to their customers.

The Unit maintains access to vendor-certified skills sets in all areas, making them available to resellers from pre-sales all the way through to after-sales support.

Services and Support

The Unit's dedicated product experts and technical specialists are certified to provide resellers and their customers with a complete analysis and consultation around their communications requirements.

Support offerings include:

Network Design:

The product specialists of the Networks Business Unit are able to provide resellers and their customers with analysis, consultation and resultant network designs for the best possible communications solution.

Technical Support:

Each technical specialist at Comztek has completed extensive local and international product training and certification, and is an expert in his or her field.

Comztek invests heavily in the training of these professionals, supplementing the need for the reseller to employ the necessary skills to support the products in their customer base.

Due to economies of scale, the costs are far lower than if the reseller were to employ these skills independently.

Prepping:

A plug-and-go configuration service

for resellers that can be extended to implementation of the network at the customer site.

Proof of concept testing:

A test lab has been established in which products can be put through their paces in a live working environment.

It demonstrates to resellers' customers that what is being proposed, is in fact, deliverable.

SLAs

1. Backup Service Agreement

Comztek holds backup stock available at its warehouses in Midrand, KwaZulu-Natal and Cape Town. Backup stock is essential to mission critical networks and is available to resellers on a 24 hour a day basis on 0800 600 557. All backup stock is available to resellers as a full "swap out and keep" or as a "loan while repair," even if the equipment was not procured from Comztek or if the equipment is out of warranty.

2. Skills Service Agreement

The reseller has access to expert advice and technical assistance for installations and configurations through to full project management of a site and after sales support.

3. Support Line

The Support Line is available around the clock to resellers with valid SLA's through a toll-share number. All calls are assessed and, where necessary, a relevant technical specialist is dispatched.

Networks



Contact Details:

Comztek distributes technology solutions throughout Africa, with branch offices in Namibia, Kenya, Zambia and South Africa.

Product availability, promotions and pricing is specific to each country where products distributed by Comztek is available.

For products available in your country refer to the availability grid here and contact your Comztek Office.

1. Comztek Johannesburg
 Mustek Building NW Wing, 322 15th Rd
 Randjespark, Midrand
 Tel: +27 11 848 9000
 Fax: +27 11 848 9001

Durban
 Mustek Building
 57 Underwood Road
 Pinetown
 Tel: +27 31 716 1800
 Fax: +27 31 716 1801

Cape Town
 Suite C, Nautica Building
 The Water Club
 Granger Bay, Cape Town
 Tel: +27 21 405 3700
 Fax: +27 21 405 3701

2. Comztek Namibia
 47C (corner of) Church Street
 and Schmerenbeck Streets,
 Windhoek West
 Windhoek, Namibia
 Tel: +264 61 387900
 Fax: +264 61 228035

3. Comztek East Africa
 2nd Floor, Mecer Place,
 Crescent Road, Parklands
 Nairobi, Kenya
 Tel: +254 20 375 1117/9
 Fax: +254 20 375 1132

4. Comztek Zambia
 Plot 1277, Lubuto Road,
 Rhodes Park, Lusaka
 Tel: +260 21 1 256 414
 Fax: +260 21 1 256 421

5. Comztek Rest of Africa (RoA)
 Johannesburg
 Mustek Building NW Wing, 322 15th Rd
 Randjespark, Midrand
 Tel: +27 11 848 9000
 Fax: +27 11 848 9001

	HP Networking	Cisco	Eaton	Netshield	Expand
Angola ⁵	•			•	
Botswana ⁵	•	•	•		
Burundi ³				•	
Comores ⁵	•			•	
Eritrea ³				•	
Ethiopia ³				•	
Kenya ³				•	
Lesotho ⁵	•	•	•		
Madagascar ⁵	•			•	
Malawi ⁵	•	•	•		
Mauritius ⁵	•			•	
Mayotte ⁵	•			•	
Mozambique ⁵	•	•	•		
Namibia ²	•	•	•		
Reunion Island ⁵	•			•	
Rwanda ³				•	
South Africa ¹	•	•	•	•	•
Swaziland ⁵	•	•	•		
Tanzania ³				•	
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