

*Voice & Video*

**Com/tek**

*Your Communications Partner*

## **VOICE & VIDEO**

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We help you to make the most of convergence.  
You succeed.

## We help you to make the most of convergence. **You succeed.**

The rapid convergence of data, voice and video technologies are assisting organisations to rapidly transform the way they work, the way they interact and engage with customers and the tools available to streamline business processes and to reduce cost.

With a dedicated business unit focused on delivering the technology solutions to support the convergence of voice and video technologies, Comztek is well positioned to assist customers to transform the way customers work and operate.

The Comztek Voice & Video Business Unit work closely with Vendor Partners to design, supply, integrate and support voice and video technologies into existing data networks.

### **Training**

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

The Voice & Video 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 to integrate voice & video technologies.

### **Support offerings include:**

#### **Integration Design:**

The product specialists of the Voice & Video Business Unit are able to provide resellers and their customers with analysis, consultation and resultant designs for the best possible integration of voice and video technologies into their data network.

#### **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 technologies 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.

New from Comztek

Comztek now distributes the unified communications contact centre and related services from Avaya - the global leader in enterprise communications systems. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

**SMB Market**

Avaya's small and medium Enterprise Communications unit focus on enterprises with up to 250 employees. The company offers telephony, messaging, networking, conferencing and customer management.

**Contact Centres**

Avaya is the global leader in the contact centre market and offers highly reliable, scalable communications solutions that improve customer service and help companies compete more effectively. This includes intelligent routing, self-service and proactive contact applications that drive effective communications and transactions with customers. Avaya IQ provides companies with detailed customer information that improves profitability and customer retention.

**Data Networking Solution**

Avaya's diverse data portfolio is committed to delivering innovative technology, energy-efficient hardware and improving the effectiveness

of business by creating a simpler and more effective network. Organisations should never be constrained by their networks and Avaya's proven data solutions ensure the network is accepted and valued as a genuine real-time communications enabler.

**Avaya Global Services**

Avaya Global Services evaluate, design, implement and manage enterprise communications networks. Worldwide consultation and implementation are backed by approximately 8 700 employees, 26 network operations and support centres and uniquely patented design and management tools, all to ensure superior business results.

Voice & Video



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

	Avaya	Cisco	Dialogic
Angola <sup>5</sup>	●	●	
Botswana <sup>5</sup>	●	●	
Burundi <sup>3</sup>	●		
Comores <sup>5</sup>	●	●	
Eritrea <sup>3</sup>	●		
Ethiopia <sup>3</sup>	●		
Kenya <sup>3</sup>	●		
Lesotho <sup>5</sup>	●	●	
Madagascar <sup>5</sup>	●	●	
Malawi <sup>5</sup>	●	●	
Mauritius <sup>5</sup>	●	●	
Mayotte <sup>5</sup>	●	●	
Mozambique <sup>5</sup>	●	●	
Namibia <sup>2</sup>	●	●	●
Reunion Island <sup>5</sup>	●	●	
Rwanda <sup>3</sup>	●		
South Africa <sup>1</sup>	●	●	●
Swaziland <sup>5</sup>	●	●	
Tanzania <sup>3</sup>	●		
Uganda <sup>3</sup>	●		
Zambia <sup>4</sup>	●	●	●
Zimbabwe <sup>5</sup>	●	●	●

Accredited supplier of the world's best technologies, in Consumer Electronics, Data Center, Networks, Security & Storage, Software Infrastructure and Voice & Video technologies.

0800 600 557 / [www.comztek.com](http://www.comztek.com)