

Company Profile

Idea Tec Ltd.

Your Complete IT and AV Solution Provider

Introduction to Idea Tec Ltd.

Overview

Idea Tec Ltd is an IT and AV driven business specializing in solutions, the supply and support of computer equipment, software, cabling and other IT and AV related functions. These functions and solutions are designed specifically to help clients with the management and maintenance of their IT and AV related functions and equipment. **Idea Tec Ltd** assist clients with the implementation and planning of new projects and help to design the best solutions for the clients needs.

One of the main factors contributing to the loss of money is the lack of proper planning. This as an integral part of any business and the management of equipment can be very expensive if not done properly. Our main function is to ensure the best solution to help clients manage and maintain their TCO (Total Cost of Ownership). This means, "What the equipment costs, from date of purchase, till the day it is written of". Some companies believe in buying goods at the lowest possible price, but tent to ignore or forget the hidden cost that is still to come.

Our Vision

To be known as a leader in the supply and support of IT and AV equipment, the selling of solutions and the development of further businesses for our client. TCS is truly your complete IT and AV solutions provider

Our Mission

To provide end-to-end solutions at the most cost effective way available in the industry today. To help define client business processes and prioritize IT and AV related infrastructure within business divisions

Our Values

We believe in Integrity, Honesty, Quality and Commitment to our clients. After all, the biggest asset of any business lies in their clients and people.

We also believe that any successful transaction consist of a view crucial elements. "Service, Quality of Products and Price".

Our Service :

Hardware & Software Sales & Support

Purchasing computer hardware and software is an important investment. **Idea Tec Ltd** will help you get the most value from your investment by performing upgrades, repairs, and installations to your hardware and software. **Idea Tec Ltd** is also a full-service reseller of computer hardware and software. We provide computer hardware and software at a much lower price than normal, thereby reducing your costs. We are authorized resellers for IBM, DELL, HP, ACER, MSI, SAMSUNG, LG, LEXMARK, INTEL and Microsoft Products/Software among other third party manufacturers.

Network Installation & Support

With years of experience installing and supporting Novell, Windows NT, and Unix networks, **Idea Tec Ltd** will tailor a networking solution to your company's specific needs. In addition, our service to you does not end after the network is installed. **Idea Tec Ltd** provides a complete suite of network support options to ensure that your investment is constantly protected, optimized, and improved

Internet Services

The Internet is one of the best and most challenging marketing and communications medium that we have ever seen. **Idea Tec Ltd** is poised to meet those challenges with a thorough understanding of this new and evolving technology. **Idea Tec Ltd** can quickly and easily set up and maintain your Web site, allowing you to provide information and services to your customers in an entertaining and speedy manner. We are experienced Web designers that use the best aspects of the Internet to provide maximum impact for your Web site. **Idea Tec Ltd** can also help you navigate the Internet by showing you where and how to get the information you need, when you need it.

Computer Hardware Maintenance

- On Going Maintenance: upon request we will structure an ongoing maintenance program for any hardware installed from different contractors. We further provide emergency services to minimize hardware downtime with our fast responsive service. All calls are returned within 24 hours and our qualified staff is available on call.
- Carry-in-repair services: We accept carry in repair items at our workshop representing a cross section of brand manufacturers.
- Out-call repair service: We carry out on site repair for both hardware and software problems at client premises.
- Equipment Return Shipment: When equipment needs to be returned to the manufacturer for repair, we can arrange for the shipment whether the equipment is in or out of warranty.
- Diagnostics: We offer services to ensure peak performance and help you to detect the cause of any problems you are having with your equipment.

Software Development

All software development is done on Microsoft platform. This allows for integration on existing and new platforms. The following products are used:

MS-Visual Basic / VB.Net / MS-Visual Studio MS Access

MS-Visual C++

MS-Visual J++ / Java

MS-FrontPage / MS-Expression Web C / C++

.NET Framework

ASP / ASPA / ASP.Net MS-SQL / MY-SQL / PHP

Programmers are also available for in-house and onsite development

Hardware Supply and Support

All equipment is sold with the OEM (Original Equipment Manufacturer) warranty.

Acer Desktops and Notebooks

Intel (3 Year Hardware Warranty) Desktop and Server HP /

Compaq

Sony IBM

LG

Other

Extended warranties can be bought from OEM's

Software Supply and Support

All software is supported by **Idea Tec Ltd** and the respective vendors

Microsoft

Linux

Adobe

Corel

Other (All available in South Africa)

TCS will assist clients with licensing, renewal and upgrades of software products. Training also available

Repair and Service Centre

All equipment repaired or upgraded carries a workshop warranty.

PC Repairs PC

Upgrades Server

Repairs Sever

Upgrades

Onsite Repairs and SLA's

General Repairs and Upgrades of other equipment (UPS's, Network Equipment ...)

Standby units also available on request.

Networking and SLA's (Service Level Agreements)

Implementations done on international standards. (Molex, Motab, Crone ...)

Network Troubleshooting and Implementations

Supply of Network equipment and Infrastructure

Cabling and Wireless Infrastructure

LAN and WAN Implementations (National)

Onsite Support and Training

Server Solution (Hardware and Software Implementations)

Backup Solutions (Disaster Recovery, Backup Equipment ...)

All installations are certified on completion.

Internet Solutions (M-Web Business partner)

Idea Tec Ltd is a M-Web business partner and can offer a full and comprehensive solution from web hosting to secure networking and VPN's.

- Server hosting with M-Web
- Automated Backup Solutions
- Dialup / ADSL / Diginet / I-Burst / Wireless Web hosting
- Web development
- E-Commerce solutions 24
- Hour tech support

Reading Excellence

TCS is responsible for all installations and tech support for "Reading Excellence".

- Technical Support
- All Installations on National Level

Business Process

TCS has spent a lot of time in developing its business process to allow for the proper management, control and support of its infrastructure. These functions consist of three parts.

Solution Elements

- Call and Support***
- Centre Support***
- Model***

Solution Elements (Delivery Model)

Idea Tec Ltd undertakes to deliver all goods ordered to the client ASAP, depending on availability and quantities. This is because some goods are directly imported. The equipment will be properly packed and sealed for shipment where by all delivery cost will be included in the initial price quoted by **Idea Tec Ltd**. The client will be responsible for unpacking of all goods and the setting up they're off unless otherwise required. All units are pre-configured and will be ready for use by the clients. If **Idea Tec Ltd** is responsible for the installation of equipment, it must be coordinated with the appropriate account manager at **Idea Tec Ltd** head office.

Scheduled meetings will be held between the client and **Idea Tec Ltd** to ensure quality control. Any party reserves the right to request a meeting if so required.

In the case of serious problems / shortcomings, the OEM will be requested to attend and assist with problems.

Call and Support Centre

It remains the responsibility of the client to communicate any problems whatsoever to the **Idea Tec Ltd** helpdesk head office, Pretoria (See section on “**Contact Information**”).

Telephonic support will be available to any client that makes use of our products and services. The cost for the helpdesk support will be determined by the type of transaction done with the client and this will be pre-determined and clarified with the client beforehand.

All goods received from the client whereby information is involved (PC's with user data), will be strictly confidential. PS (It is strongly recommended that regular backups be done by the client).

Support Model

TCS believes in having proper support models in place. It allows for proper management of goods sold to clients and asset tracking for warranty purposes. We believe that the components of “After sale service and Warranties” are as important as the initial sale itself.

A system was developed to control and manage all hard and software sold by **Idea Tec Ltd**. This system was developed on a Microsoft platform to ensure universal integration on existing platforms and systems.

The management system has a complete tracking facility built in for easy use by means of barcode labels, which are then labelled on to the components or items. These labels are printed with two values. A random number in barcode format and numeric value (number) for user purposes. This allows the user to be able to read the number on the label and use a barcode scanner for easy input on to their stock control system.

This number is used to track and control all historical information of a specific item. This number would also be used to identify the item for warranty purposes to the client and us. In the event of a fault been reported to the helpdesk, the client would quote this number. This number will then be linked to the initial invoice for easy tracking and support. The client will then be issued a job card number and this number would be used as a reference for all related queries regarding this item.

This number must **not** be removed from the item. It lives and dies with the item. If the item must be replaced or swapped by the manufacturer, a new number for the replacement item would be issued and used for future reference.

Contact Information

**8, Segun Bagicha
Sarika Tower
Suit # 105, Dhaka
1000**

Idea Tec Ltd.

**Tel. +8802-9575118-9
Fax. +8802-9575117
E-mail : info@ideatecltd.com
Web. <http://www.ideatecltd.com>**