



CENTRAVOICE
powering mobility



Company Profile

Sep 2021

“We are the exclusive national partner to Vodacom and operate as an extension of their business. We deliver a dedicated, professional customer experience which occurs effortlessly to us. We offer our client’s a single contact, providing an entire solution, irrespective of the task that may be presented always ensuring continuous uptime”

Over 120 Dealers

*Vodacom CEO Award
Best Enterprise Channel 2016*

*Vodacom CEO Award
Best Enterprise Channel 2019*

*Vodacom Mobile
Dealer of the Year 2020*

*Vodacom Mobile
Dealer of the Year 2019*

*Vodacom Mobile
Dealer of the Year 2016*





Vision

Our people are our biggest asset and with the strive for constant improvement and a service-driven culture, we are building a company for generations to come

Mission

Intdev's mission is to maximise the returns of all its stakeholders through the execution of its vision, which will be achieved by focusing on:

- being an equal opportunity company and developing staff to their full potential through the
- implementation of training and development programmes;
- continuous innovation and improvement in supply-chain management, services and solutions;
- growth opportunities;
- being a preferred provider of superior products;
- continued expansion of product and service offerings to promote growth, penetrate new sectors and
- contribute to the development of infrastructure;
- expansion of its geographical footprint into markets which offer growth opportunities;
- delivering above average returns to all stakeholders;
- proactive participation in B-BBEE; and
- subscribing to the principles of sustainable development through identification, management and
- measurement of integrated economic, social, environmental and business performance.





Core Values

Integrity

We do the right thing, regardless of the consequence. We value openness and honesty.

Accountability

We set high expectations taking accountable for the quality of our service.

Efficiency

We'll manage your IT department smartly and create value

Entrepreneurship

We encourage non-traditional thinking and calculated risk-taking. Which will enable us to learn as individuals and business.

Relationships

The strength of our relationships with our clients is reflected in the lasting connections that we create.

Exemplary Service

Regardless of size or scope, we strive to provide service that exceeds expectations and delights our clients.





| Our Products



Connectivity



Business Mobility



Hosted Services



Unified Communications



Support



Connectivity

On-site Service

- Unified Communications
- Independent 3rd Party Consulting
- Borderless Networks and Networking Consulting

Wireless

- Microwave Technology
- Satellite Access Service
- Satellite Connect from Vodacom

Network

- Dedicated Internet Access
- Broadband Internet Access
- iXchange

Fixed

- Metro E IP Connect
- ADSL
- IPLC

Mobile

- Access Point Name (APNs)
- Mobile Data





Business Mobility



Managed Mobility

- Customer Self Service and Reporting
- Vodacom Spend Manager
- Vodacom Secure Device Manager
- Multi-Data SIM

Mobile Voice & data

- Unified Communications
- Independent 3rd Party Consulting
- Borderless Networks and Networking Consulting



Software as a Service (SAAS)

- Managed Business Applications
- Hosted Exchanged
- Microsoft Office 365
- Microsoft Dynamics CRM
- Hosted SharePoint 2010
- Microsoft Lync
- Vodacom Email Archiving

Infrastructure as a Service (IAAS)

- Hosting Infrastructure
- Vodacom Business' Hosting X-press Services
- Dedicated Hosting
- Vodacom Virtual Hosting
- Vodacom Disaster Recovery Hosting Services
- Vodacom's Tiered Managed Storage Service
- Vodacom's Managed Backup Service
- Vodacom Cloud Backup Solution
- Office in the Cloud
- Vodacom Managed Hosting

On site Services

- Private Cloud
- Information Life Cycle
- Managed Services





Platform as a Service (PAAS)

- Trading Bridge
- Mhealth
- Community Care Support System
- Assessment
- Workforce Management
- Stock Management

On site Services

- Perimeter Security
- Perimeter Firewall
- Dedicated Firewall
- Secure Remote Access
- Anti-Spam
- Mail Content Filter
- E-mail Security
- Vodacom Endpoint
- Anti-Virus Services

Unified Communications

Voice

- IP Talk
- One Net Connect (SIP Trunking)
- Hosted IP PBX
- Dedicated Premise-Based IP PBX
- Hosted Call Centre
- IP Convert
- One Net Express
- Geographic Number Allocation and Porting (GNA and GNP)
- Voice Only DSL

Messaging and Collaboration

- Microsoft® Office 365 from Vodacom

Video

Managed Communications



Support

Service Management

- Management of the resolution of high impact incidents and the CUSTOMER communications in this regard.
- Co-ordinating the resolution of incidents and requests where multiple support teams are involved.
- Represent this service in meetings between CUSTOMER and SERVICE PROVIDER.
- Assist the CUSTOMER with the content of business requirement statements (BRS) where additional or changed services are required.
- Ensure accurate service billing and act as the point of contact for the resolution of any billing queries.
- Check daily operational reports and escalate to management where necessary
- Where requested thereto, represent the CUSTOMER IN SERVICE PROVIDER Change Control meetings.
- Co-ordinate the implementation of IMACDs



Support



Configuration Management

- Maintain all configuration on routers.
- Implement QoS as per the agreed QoS Document.
- Maintain router configuration backups and store them offsite centrally at SERVICE PROVIDER's premises.
- Ensure that secure and auditable remote access is managed to the devices.

Hardware Support Service

- Provide the CUSTOMER with on-site diagnostics and verification of problems, in the event that remote diagnostics are inadequate.
- Provide the CUSTOMER with in-version software updates and bug fixes, as and when the OEM releases these updates, subject to the hardware capabilities and licensing conditions of the software.
- Report and communicate configuration changes to the CUSTOMER via the SERVICE PROVIDER Change Management process.



Brands and Partners





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