



## **Company Profile**

### **Primary Company Details**

- Integrated Digital Networks Pty LTD
- ITC and General Communications
- Registration Number 2016/246296/07

### **Address**

- Unit 38
- Sunbird Estates
- 1 Meteor Road
- Northriding
- 2162

### **Company Communication**

- Telephone (010) 110 1398
- Web Site: [www.integrateddigitalnetworks.co.za](http://www.integrateddigitalnetworks.co.za)

## Business Description

Integrated Digital Networks provides information and communication technologies solutions for enterprises throughout South Africa. Founded in 2016 and based in Northriding, South Africa, IDN is dedicated to continuous improvement of its products and services. The whole team strongly believes in the core values of the company; to deliver simple innovative, cost effective products and services with the standard of support that exceeds customer expectation.

Our emphasis on long term client relationships allows us to align solutions to changing business needs, resulting in continuous improvements that deliver on going value. With our solutions at work, you can focus your energy on running your business.

Our goal is to provide a professional service to the Commercial industries of Africa. The company focuses its strength on quality of service.

Integrated Digital Networks delivers an end-to-end range of solutions, combining industry-leading expertise and sophisticated technologies to support companies in meeting today's complex business demands, and prepare them for tomorrow's challenges. Our holistic, solutions-driven approach has made us a preferred solutions provider with strategic partners throughout South Africa. We're striving to be the first choice for communications solutions through:

- Nurturing a culture of innovation and entrepreneurship.
- Hiring the most talented, skilled and energetic staff.
- Forging close relationships with vendors and channel partners.

Building world-class support structures and systems to benefit our customers and partners. Solutions Warehouse delivers strategic business solutions that help our clients save money and enhance productivity

Our communications expertise ranges from standard telephony to the delivery, implementation and support of the entire business.

We take a consultative approach to our clients' communications needs, working closely with them to create solutions that address their requirements for productivity, reliability and availability.

# Communication Solutions

## Volte- Voice over LTE (also known as VOIP)

**Replace your copper landline with Voice over LTE (VoLTE) means better sounding voice calls and the ability to use voice and data at the same time, among other things**

Simply put, VoLTE is a way to route voice traffic over the 4G LTE /and DSL, Fibre networks carriers use to transmit data.

Unlike many buzzwords, VoLTE refers to something wireless customers should actually care about and will probably appreciate:

- **Simultaneous Voice and Data Calls**

Say you're on the phone with a friend while you're out and about, and you decide to take in a movie. If you're not sure what's playing, you'll want to check the listings while you talk.

- **Better Quality Voice Calls**

VoLTE enables what's called high definition (HD) voice calling. It's hard to quantify the higher quality of these calls, but they are a significant improvement over traditional calls

- **Low voice call tariffs**
- **We will port your existing number**, or allocate a new number, if you wish

## Voice Logging

\_In order to operate voice logging and voice recording software services as effectively and efficiently as possible the correct voice logging and voice recording software service is required to be implemented and installed

Voice logging software equipment and voice logging service is essential for the accurate functioning of voice recorders and therefore it must be stated that without the presence of the correct voice recording software, a typical voice recorder would turn out to be useless as functioning is impossible without the much needed voice recording software.

A key use of voice logging and voice recording software service is its' use in the recording of phone conversations enabling the listener to make a voice recording of the phone call by means of the implementation of a voice recorder

## **TMS- Telephone Management System**

Traditional Telephone Management Solution, that provides administrators with key tools. Enables proper tracking of telecommunication activities and usage on PBX solutions, managing costs, reducing phone-related excessive use and improves user productivity.

IDN, TMS has an easy-to-operate user interface to assist the administrators to optimally manage the Telephone call usage

## **PABX and Printer Leasing/Rental**

Infrastructure with an easy monthly payment plan, we now offer leasing and payment plans

# **Our Products and Services**

## **Cost savings analysis**

If you are interested in having one of our analysts' take a look at your telecommunications bill for savings opportunities, please send your telecommunications bill along with relevant information to us.

## **G-Suit for Business**

We provide Google Apps for Business deployment, migration and training to large and small enterprises in South Africa. Google Apps use cloud computing. (The practices of using a network of remote servers hosted on the Internet to store, manage, and process data, rather than a local server.)

## **Voice and Data Solutions**

Voice and data service provider allows for control over your communications expenditure and the way in which your telephones and data are used. That also means one point of contact for all support. We offer a full portfolio of voice and data services. We mainly work to reduce monthly telecommunications costs while improving the quality and reliability of your telecoms, pinpointing usage down to an individual staff member.

We're dedicated to providing cost-effective telephony and voice solutions that allow your business to gain the competitive edge.

## **Network Solutions**

Our networking team have the experience, expertise, and knowledge to design, install, test and maintain these business critical infrastructures

## Hardware

We continually evaluate new products and technologies' guaranteeing our supply is at the cutting edge of technology. Solutions Warehouse has forged strong relationships with some of the industry's leading manufacturers allowing us to identify and source the right product for your business.

## Telephone

We are able to implement and support high specification telephony systems providing an array of options and cost savings for your telephone system. We integrate our vast experience across industry sectors with world-class technology and state-of-the-art infrastructure to offer business-friendly solutions across industry verticals.

## CRM-Customer Relationship Management Solutions

CRM can track all kinds of information specific to your business, be it maintenance contracts, assets, customer support cases, productivity logs, product suites – the list is endless since the underlying infrastructure of a CRM allows you to build information databases that are specific to your business.

### Advantages

- Every lead, quote or opportunity is followed up ensuring you generate more sales.
- A complete history of dealings with that customer allows all employees to have a transparent view of all customer interactions.
- Sales Reps activities, targets and results are viewed in real-time, allowing decisions/commissions/incentives to be calculated instantly without waiting for daily/weekly/monthly reports.
- Cross-sell and up-sell opportunities are identified sooner, increasing the potential for generating more margins.
- Lapsed customers are identified before they are lost.
- Identify your most valuable customers and handle them accordingly

## Overview

Integrated Digital Networks is dedicated to continuous improvement of its products and services. The whole team strongly believes in the core values of the company; to deliver simple innovative, cost effective products and services with the standard of support that exceeds customer expectation.

IDN offers a variety of great communication products and services to homes businesses throughout South Africa. For more information on our range of products, please call us on 010 110 1398 /or alternatively email us

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