

## Overview of Interconnect Systems

Established in 1986, we are a black economically empowered private company that has earned a reputation for being South Africa's leading solution-based service provider for connectivity and infrastructure solutions.

We create a sustainable business model by delivery quality standards on innovative solutions provided to our clients.

We achieve this by focusing on three critical areas of delivery:

- Installing quality products,
- Properly documented test results and
- detailed CAD drawings to adhere the product warrantee requirements.

We retain our clients based on understanding their growing needs and our ability to adapt to their diverse requirements.

Our company has an excellent track record, not only with end-users, but also with the country's leading consultants, architects and system integrators.

Our extensive and established customer base is our best advertisement. Many of our customers have continued to

support us since we first started out.

We have a diverse customer base emphasizing our commitment and ability to adopt to environment challenges faced in order to satisfy our customer requirements.

It is our vision to cultivate and grow a strong Health and Safety awareness culture. Most of our branches are OHSAS 18001 certified.

Our service level agreements are customized to fit our clients business models.

We dedicate key account managers to our business partners ensuring business growth.

Our electrical division pride themselves in providing the highest standard and quality workmanship. Our skilled staff are motivated and determined on providing the best possible customer service available. Our dedicated relationship with our renound UPS and generator suppliers guarantee outstanding products and trusted after sales support.

## Company Highlights

- Established 1986
  - Internationally trained BICSI RCDD's in-house.
  - SA's leaders in infrastructure systems
  - Compliant to the national B-BBEE empowerment Bill: Level 4 Contributor (100% procurement rating)
  - National footprint
  - Certified to offer warranties on all leading cabling systems brands
  - Fibre Optic specialists - single and multimode, blown fibre and conventional fibre
  - Health and Safety policy OSHAS 18001
- Certification - Projects undertaken throughout Africa.

## Our Services

Structured Voice & Data Cabling

Fibre Optic Links

Facilities, Turnkey Projects

Specialised Electrical Services

Customisation: Design and manufacture of unique components

Service Level Agreements On-site & Off-site

Network & Cable plant analyzing Audits / Fault-finding / Reporting / Fixes

Wireless Solutions

## Our Customer Profile

The 'typical' Interconnect Systems customer is virtually impossible to define, but the following list indicates the business sectors that are currently supported:

### Banking & Financial

Banks & Insurance Houses - SA's giants: Corporate head office, national data centres, call centres, branches nationally, brokerages  
Auditors - Large national firms, SMME's

### Mining

Individual mines, leading mining groups and huge petrochemical parts

### Industrial

National corporations, plant environments

### Information Technology

SA 's leading system integrators and outsource companies, small, medium, large and nationally based PABX and Networking solution providers

**Education, Retail, Entertainment, Medical & Pharmaceutical, Military, Commercial, Legal... The list goes on.**

## A universal standard for the group

Interconnect Systems has fifteen branches and three satellite branches in South Africa.

From the time that we first started out, our philosophy has been to offer customers exceptional service and we are committed to upholding this principle. This is how we live up to what we promise:

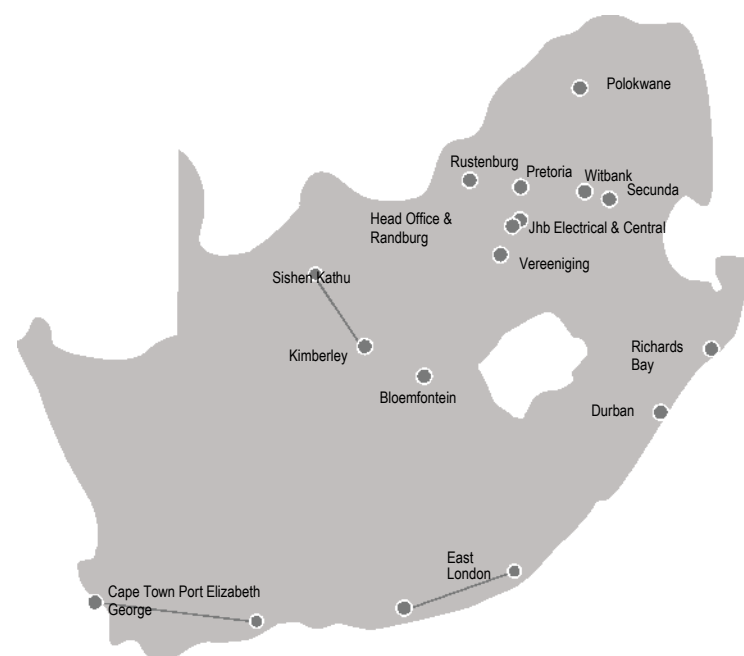
All our branches are fully equipped to install and maintain the connectivity and infrastructure solutions this guarantees that customers in all areas receive a prompt response to call-outs.

We've adopted a universal standard for best practices. In order to achieve this, our people continuously attend international and local training seminars.

There is ongoing communication between our staff, the branch managers and the group management team. We encourage our people in all regions to put forward our suggestions for improving the service that we provide and innovations. Being around for such a long time Interconnect Systems have established a reputation of availability to assist. The entire Interconnect group, with all of its resources, stands behind each individual regional Interconnect office and is able to offer additional backup if and when required. We also have a national 24-hour service desk.

## National Footprint

- Enables us to service our Corporate Clients nationwide, and
- Scale according to Customer needs
- Comprises of Head Office and 15 Branches, and 3 Satellite Offices
- Offers services in neighboring Countries (Botswana, Mozambique, Namibia, Zimbabwe, Angola etc.)



## Our Competitive Edge

As management we firmly believe in an effective Health and Safety policy. Our Branches are OSHAS18001 certified, and audited on a regular basis.

With our new Business Process Integration Software, we are working towards the ISO 9001 Quality Management System. With this, we will enhance Customer satisfaction.

Our 24/7 Service Desk enables us to:

- Have a centralized point of contact
- Manage our S L A's
- Offer efficient after sales service

As Interconnect, we are privileged to have 521 (May 2012) valued employees, most of whom are always ready to:

- Go the extra mile, and
- Are committed to our Code of Conduct
- Trained and qualified.

Our philosophy to invest in our people, through training, is key to our success.

Our Centralized Distribution Centre enables us to:

- Pre-manufacture and label
- Lower stock holding at Branch level
- Improve Client response

## Our Business Model

- Customer logs a call with our service desk.
- We source products from the industry's leading manufactures / suppliers.
- Products installed correctly, then system tested by trained technicians. (Procedures comply with international standards).
- All workmanship quality checked by experienced team leaders / project mangers.
- Complete installations supported by test results and detailed OEM documentation and drawings.
- Result – Quality installations that are backed by solid guarantees from:
  - Ourselves – a reputable installation company
  - The industry's leading manufacturer(s) Ongoing relationship in accordance with Service Level Agreements (SLA's)

# Contact details

## Head Office

Physical Address: 344 Surrey Avenue,  
Ferndale, Randburg, 2125, South Africa

Postal Address: PO Box 887, Randpark Ridge,  
Randburg, 2156, South Africa

Tel: +27 11 521 2300  
Fax: + 27 11 886 9076  
Toll Free Number: 0800 111 933 Email:  
[info@interconnect.co.za](mailto:info@interconnect.co.za)

## 24-Hours Service Desk

Tel: +27 11 521 2345  
Email: [servicedesk@interconnect.co.za](mailto:servicedesk@interconnect.co.za)

## Branch Network

Bloemfontein  
Tel No: (051) 446 4063  
Branch Manager: Christo Kleynhans

Cape Town  
Tel No: (021) 979 3094  
Branch Manager: Marnus Rossouw

Durban  
Tel No: (031) 266 9903 Branch Acting  
Manager: DJ Grundlingh

Specialised Electrical Services Tel No: (011)  
614 8468  
Branch Manager: Gary Chittenden

JHB Central  
Tel No: (011) 614 8468  
Branch Manager: Harry Meintjies

Randburg  
Tel No: (011) 521 2300  
Branch Manager: Willie Reyneke

Kimberley  
Tel No: (053) 861 2373  
Branch Manager: Adriaan Collen

Polokwane  
Tel No: (015) 291 4292  
Branch Manager: Koos Viljoen

Port Elizabeth  
Tel No: (041) 364 2065 Branch Branch  
Manager: Rudi Gouws

Pretoria  
Tel No: (012) 664 1500 Branch Branch  
Manager: Louis Braun

Richards Bay  
Tel No: (035) 751 2470/1 Branch Branch  
Manager: Pine Pienaar

Rustenburg  
Tel No: (014) 534 0906  
Branch Manager: Cor van Niekerk

Secunda  
Tel No: (017) 631 1431  
Branch Manager: Eugene Lamb

Vereeniging  
Tel No: (016) 423 4556  
Branch Manager: Arnout Malherbe

Middelburg  
Tel No: (079) 876 8584  
Branch Manager: Leon Minaar

[www.interconnect.co.za](http://www.interconnect.co.za)

## Our Board of Directors



From left - Joe Monakali, Francois Jordaan, Willie van Aswegen,  
Pierre van Aswegen, Tai van Aswegen

## Our Company Creed

As Interconnect Systems, we pledge our commitment to:

- Conduct business in an ethical, honest and professional manner.
- Remain the leaders in the communications cabling industry
- Consistently offer innovative and creative solutions
- Continue training in order to integrate new and emerging technology
- Recognise the integral role of human resources in our success
- Comply with the Occupational Health and Safety Act

## Accreditations

Interconnect Systems is a corporate member of BICSI and has 3 BICSI RCDD (Registered Communications Distribution Designer) qualified staff members. Our membership ensures that we are constantly updated on developments in the communications cabling industry. Click to view our BICSI Membership Certificate ([Link](#))

Interconnect Systems became a Global Alliance Partner of LanTroVision at the beginning of 2012. This partnership was established to offer our global customers value added services, work along common installation standards, share technologies, installation methodologies and customers. This is the largest global partnership in the communications and cabling industry. Our alliance region is southern Africa.

Interconnect Systems uses premium products inclusive of System Warranties offered by the product manufacturers to guarantee delivery of the specified bandwidth within certain parameters.

We also hold the following additional trade certifications to assure a consistent delivery of the required level of service to our local and international clients:

- Project Management
- Communications Cabling Association of SA – CCASA
- Electrical Certificate of Compliance
- Equipment Calibration Certificate
- SAPS Clearance Certificate

Interconnect is in the process of implementing the ISO 9001.



## An Introduction