



### **Outsource Telecoms:**



Outsource Telecoms focuses on complete PABX and digital telephones, Voice and Data Solutions and is a Platinum Samsung reseller for PABX. In a fast moving world the speed and efficiency of business communications are vital to the success and productivity of every small, medium and large business. Enterprise networks based on the Internet Protocol technology are at the forefront of delivering these requirements.

Outsource Telecoms is the leader in partnering to deliver the systems and expertise needed by many companies in this area by offering a wide range of high quality and affordable solutions. We have an outstanding record in helping companies identify affordable solutions to their communication needs while presenting extremely high cost savings that amortize the investment over a very short period of time, often showing immediate payback.

We are pleased to announce that Desire de Beer has joined Outsource Telecoms as a Director.

Desire is an extremely dynamic executive with many years of experience in this field. She was most recently with Mia Samsung as National Channel Manager; there she was responsible for the voice and data division, as well as PABX and tender support to the dealers. Prior to that she was with FaxFX where she was National Operations Manager, responsible for infrastructure and channel development.

Outsource Telecoms is looking forward to the major contributions Desire will make, thus taking the company to new heights.

You can reach Desire on [desire@outsourcetelecoms.co.za](mailto:desire@outsourcetelecoms.co.za)

## Introducing our Technical Experts:



This month we are proud to introduce some of the super stars of our Technical Team, led by Chris Barnardt.

Outsource Digital Customer Support and Service has extensive market coverage and reach across Southern Africa including: South Africa, Botswana, Namibia, Mozambique, Zimbabwe, Lesotho and Swaziland. We offer superior service and support

through our team of on-site, highly qualified technical experts.

Training on delivery is done on a one-to-one basis with each employees designed as the key operators, thereafter an Outsource Digital staff member will liaise on a frequent basis for the remainder of the contract, interacting with users, training new employees and attending to any queries.

Our unique "One Touch Point" customer service approach is a key point of difference in the industry; customers deal with one person, one company for all services and centralized billing across all their business solutions. The Outsource Digital Technical Team is extremely motivated with an unparalleled dedication to customer excellence.

## Outsource Digital KZN:



Outsource Digital is proud to announce that we are consolidating our offices in Kwa-Zulu Natal and actively growing our share in that region. The office will be located in Umhlanga and will be run by locally based entrepreneur Edwin Soonius.

"We thought it would make great business sense to consolidate our efforts to offer clients better services across the region. Edwin is a key partner for us in this goal and we look forward to an extremely successful partnership" says Ryan Pickford, Outsource Digital Managing Director.

The branch will continue to offer a wide spectrum of products and services by working with the best brands Toshiba and Samsung, thus enabling Outsource Digital to deliver turnkey solutions. Through Outsource Digital, consumers and clients alike will gain access to systems that are easily incorporated into their current and future business processes. "Outsource Digital is a dynamic brand and a highly successful business, we look forward to representing them in KZN," says Edwin Soonius.

Edwin is an entrepreneur who started his career as a sales agent in the property sector and later ventured into construction with two other partners where he became the head of Sale and Marketing. He then bought a Kodak express photographic store in KZN and in 2009 ventured into the print industry by buying a Jetline franchise. Together with Tristan Jenkins (Sales Manager) and a very motivated team of Solutions Consultants, they are dedicated to the growth of Outsource Digital KZN.

