



*NORTHERN TELECOM / ENTERPRISES*



## FOR ALL YOUR TECHNOLOGY NEEDS.....

**NORTHERN TELECOM WILL TAKE YOUR COMPANY INTO THE FUTURE •**

### PRODUCTS & SOLUTIONS

- Small and Large Enterprise Call Managers
- Multimedia Contact Centres
- Comprehensive Range of Terminals
- Automatic Call Distribution and Interactive Voice Response
- Centralised or Distributed Architecture
- Video Conferencing and Collaboration

### HOW DO YOU BENEFIT

- Reduced Total Cost of Ownership
- Streamlined Support and Maintenance
- Ease of Integration (Open Standards Support)
- Future Proof and Scalable Investment
- Reduced IT Infrastructure Complexity

**As the markets and technologies continue to evolve, Northern Telecom will ensure the appropriate evolution at all times. Therefore we can guarantee that in an ever-changing environment, Northern Telecom's commitment to service excellence remains constant.**

#### NORTHERN TELECOM POLOKWANE

22a Rissik Street  
c/o Hans v. Rensburg Street  
POLOKWANE  
LIMPOPO PROVINCE

0699

admin@nortel.co.za  
Tel: 015 297 4376  
Fax:015 297 0049

#### NORTHERN TELECOM BELLVILLE

13 Old Paarl Road  
BELLVILLE  
WESTERN CAPE  
7600

sales@nortel.co.za  
Tel: 086 166 7835  
Fax:015 297 0049

#### NORTHERN TELECOM STELLENBOSCH

JATAN ESTATE  
R44 Stellenbosch High Way  
STELLENBOSCH  
7600

mark@nortel.co.za  
Tel: 086 166 7835  
Fax:015 297 0049

#### NORTHERN TELECOM ENTERPRISES

22a Rissik Street  
POLOKWANE  
LIMPOPO PROVINCE

13 Old Paarl Road  
BELLVILLE

WESTERN CAPE  
elsie@nortel.co.za  
Tel: 015 297 4430  
Fax:015 297 0380

## **Our Motto: We believe that the installation of a PABX is the beginning of a long and trusting relationship**

### **Establishment**

Northern Telecom was established in 1981 as a PABX and Telecommunication Company and was one of the first independent PABX resellers to receive a license allowing us to install and maintain privately owned PABX's in South Africa.

Right from the start, it was our ambition to supply our clients with the highest level of support and professionalism. In order to achieve this, Northern Telecom only aligned itself with leading brands, in this way the products we brought to market were guaranteed to offer the best possible solutions. For this reason, Northern Telecom decided to join the Plessey reseller network and on more than one occasion was honored by Plessey for our outstanding success.

Having successfully dominated the private PABX industry in the Northern Province (Limpopo) area, we remain the dominant supplier in this region.

### **Company Growth**

Due to our over whelming sales and after sales success in the private PABX industry, we made the decision to spread our wings and open offices in the Western Cape during 1994. We now have two offices operating in this region: Northern Telecom CC in Bellville and in Stellenbosch. Northern Telecom CC, which is centrally based in Bellville, houses a sales and marketing team and is home to our technical support crew for the Western Cape.

In 1998 Dimension Data purchased the voice telecommunications division from Plessey, and in doing so acquired their reseller network. This immediately gave Northern Telecom access to not just the PABX equipment we traditionally supplied, but also access to Dimension Data's traditional products, which in this new age of converged communications has become essential.

The strength of belonging to a powerful reseller network allowed us to leverage the volume purchasing discounts from our suppliers. This ensured the best prices all around, and also gave us the ability to have a product that we could sell and support, not just anywhere in South Africa, but in fact, across most of the African Continent.

To date, Northern Telecom CC has installed in excess of 7 000 fully equipped PABX systems, which we support from our offices in Polokwane (Limpopo Province) and Bellville (Western Cape), and employ a staff compliment of more than one hundred staff members.

Many of our customers are within the Government sector, in order to continue providing these customers with excellent service and products, the need arose to establish our Sister Company Northern Telecom Enterprises in September 2004 which has a Level 3 B-BEE Status.

Northern Telecom Enterprises is a Black owned company and complies with all the regulations and legislation as required.

By establishing Northern Telecom Enterprises we are now able to participate in Government Tenders for new PABX equipment as well as upgrades of existing systems. A written agreement with Northern Telecom CC was signed to supply Northern Telecom Enterprises with the necessary Technical Support and Training, and all Northern Telecom's existing Government Entities were transferred to Northern Telecom Enterprises for future upgrades and assistance. Since doing this, Northern Telecom Enterprises has expanded into a fully self-supporting Telecommunication Company.

<b>Ownership</b>	<b>Percentage</b>
Black Equity Ownership	<b>54 %</b>
Woman Equity Ownership	<b>46 %</b>

Northern Telecom Polokwane, Northern Telecom CC and Northern Telecom Enterprises are locally situated in the Limpopo Province (Polokwane) and in the Western Cape Province (Bellville and Stellenbosch). Our Technical Support includes a 24 hour standby 7 days a week, 365 days a year.

We support a wide product range which has evolved over the many years we have traded, these products include:

DISA Plan Systems / Plessey: Gemini, Signet, ISX, ISDX, K2 / Siemens Realitis / Logitel Express / Aristel / NEC / Nitsuko / Ericsson and AASTRA.

However many of these products are now obsolete therefore our main focus is on the well-known NEC and Aastra PBX range.

In order to maintain all these systems it's imperative that sufficient stock is available for maintenance purposes as well as for new orders to ensure optimum services to our customers at all times.

### **Solution Set**

It is always been our intension to offer to our clients the best service possible and to always strive to keep these service levels in line with the high standards set by our product range and vendors.

As voice communication integrates more and more with data networks, we have adapted to meet these challenges and have embraced the other products made available to us. In this way we have been able to include technologies such as IP Telephony and Voice over Data into our Solution Set. This not only allows us to offer the correct solution, but also allows us to plan a migration strategy for your business so that you may derive maximum investment protection whilst being able to build on your communications platforms as your business dictates.

The ranges of products we support are designed to offer a complete communications infrastructure no matter how diverse or specialized your requirements are. We not only sell PABX's but also have a host of messaging and fax products, including full Unified Messaging solutions, Production Fax solutions, Voice mail Solutions, Dect, Least Cost Routing, VoIP, IP Telephony, Networking, Voice Logging, Management Systems and so much more. (Please refer to the product information brochure for full capability.) We not only support the integrated solutions from our PABX vendors but also the best of breed industry leaders in these technologies.

In our endeavor to make sure that our clients are always offered the correct solution to their communications requirements, we have exclusively contracted a solution architect whose sole function is to evaluate the needs of our corporate clients (or any client requiring a specialized solution). This is to ensure that we process not just a solution that fulfills our client practical short term needs but also embraces our client long term strategic plans. In this way maximum investment protection is achieved with regards to our client's communications infrastructure needs.

By using the same technology we sell, our technical call centers are designed to allow us to log and then monitor all service calls through to completion. This means that at all times we are providing the best possible service to keep our clients communications platforms operational. Despite the challenges presented to us by the geographical area we cover (lightning areas, long distance – provinces, rural area's to name a few) Northern Telecom have always offered the very highest standards in delivering top class service and will continue to do so in the future.

As the markets and technologies continue to evolve, Northern Telecom will evolve with them, this way we are able to guarantee that in an ever-changing environment Northern Telecom's commitment to service excellence remains constant.

***"We would rather Risk Losing a Customer than Compromising their Needs" thus, we Ensure that the Right Product is installed for your specific Telecommunications needs - Therefore protecting the initial investment for future add-on's / upgrades***

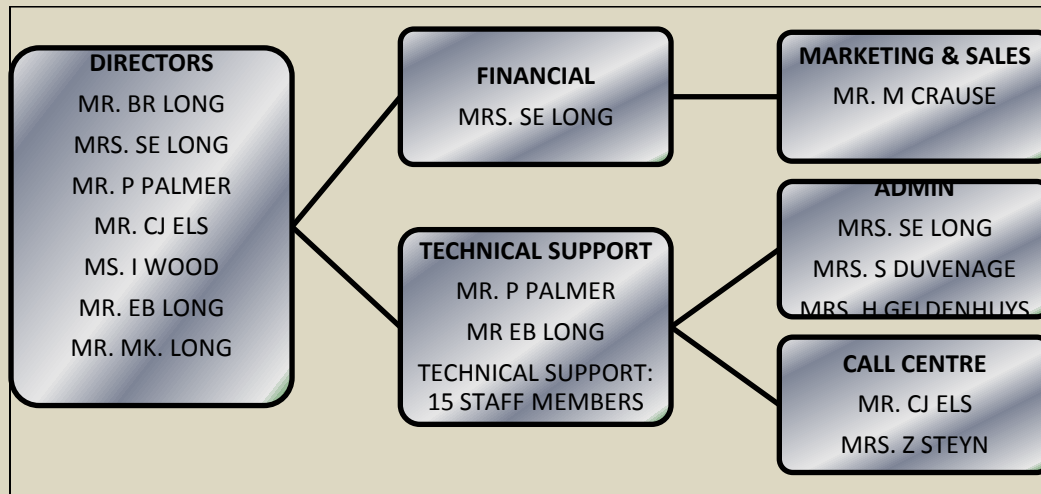
# Achievements and Awards

- Plessey Dealer of the Year – 4 Times
- Aristel Dealer of the Year – 2000
- Aristel Technical & Customer Support – 2001
- Dimension Data Voice Solutions Runner Up Dealer of the Year – 2002
- Aristel Dealer of the Year – 2003
- Dimension Data Voice Solutions: Dealer of the Year – 2003
- Dimension Data Partner of the Year : Compromising of 26 Companies in 26 Countries across Southern and Sub Saharan Africa – 2003
- Ericsson Enterprise Authorized Re-seller and Dealer of the Year – 2003
- Dimension Data Gold Partner – 2003
- Dimension Data Voice Solutions Dealer of the Year – 2004
- Dimension Data Premium Partner of Ericsson – 2004
- Premium Partner : Dimension Data – 2005
- Aristel Best Sales Turn Over – 2005
- Dimension Data Voice Solutions Dealer of the Year – 2005
- Ericsson MD110 – Outstanding Contribution Winner – 2005
- Ericsson Business Phone – Outstanding Contribution Winner – 2005
- Dimension Data – Dealer of the Year – 2006
- Dimension Data – Dealer of the Year – 2007
- Dimension Data – Dealer of the Year – 2008
- JATAN (Northern Telecom's Sister Company) became the importer of the Aastra / Mitel Equipment for South-Africa - 2010
- NEC – Achievement of Excellence - 2011
- NEC – Authorized Gold Partner Award - 2013
- NEC – Gold Partner Award - 2014

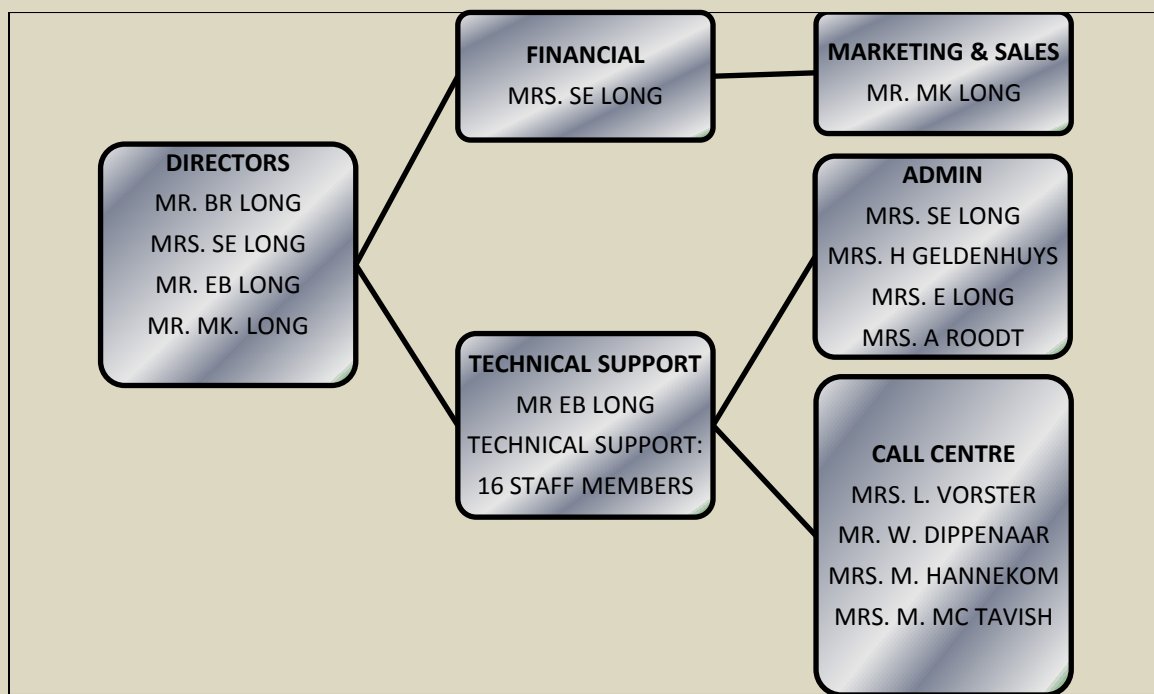


# Company Structure

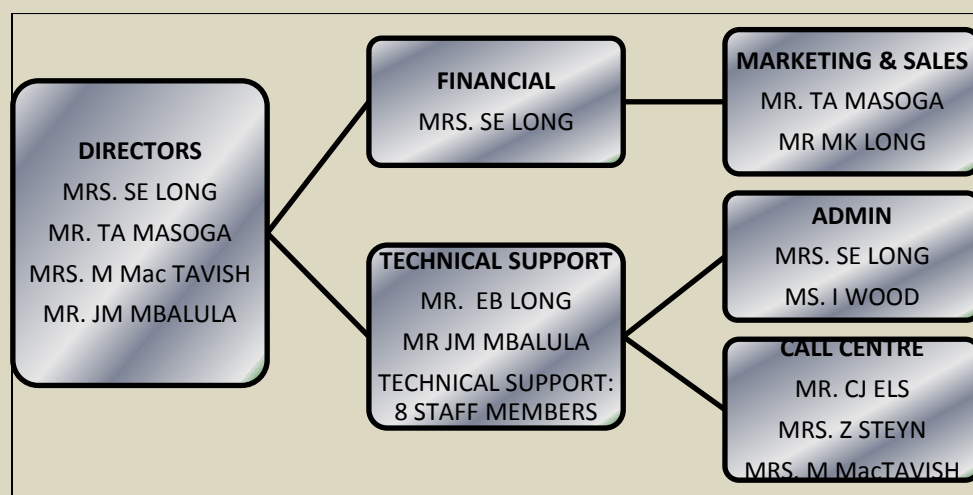
## Northern Telecom Polokwane



## Northern Telecom cc



## Northern Telecom Enterprises



# PRODUCT LIST

## Introduction

We strive to supply our customers with optimum solutions to their Company to not only give them an immediate solution, but a long term investment to take them into the future – protecting the initial investment.

## Complete Systems

### NEC SL1000

The NEC SL1000 provides a powerful communication tool which is built for business. This is a unique platform and the ideal solution for any small business.

The high spec built-in voice response system provides Auto Attendant and auto-routing functionality at no extra cost, ideal for small companies with limited budgets. With a choice of either IP or digital technologies, the SL1000 is a truly versatile solution.

#### Benefits:

- Advanced Technology
- Standard Music on Hold
- Least Cost Routing
- Standard Equipped with Auto Attendant
- Can be equipped with Voice Mail



### Mitel A470 / A430

Mitel offer a unified platform system which makes the system THE ALL-IN-ONE Solution for Companies and Enterprises. The system is fully modular and consists of a number of integrated modules. Together they provide a wide range of advantages which will reduce your Communication Cost, improving employee efficiency and raise customer satisfaction levels.

It is one of the few PBX's that is in the market, which is a fully Hybrid System. The system can be configured as an analogue, digital or a fully IP System or any configuration in between. This makes the system very unique and is a huge demand all over the world for Tenders and contracts.

#### Benefits:

- Advanced Technology
- Future growth from 100 to 100,000 ports
- Includes Voice Mail
- Includes Auto Attendant
- Voice Recording
- Includes Unified Messaging
- Includes Mobile Extensions
- Digital Music on Hold
- Un-interrupted Power Supply
- Least Cost Routing
- VoIP Compliant





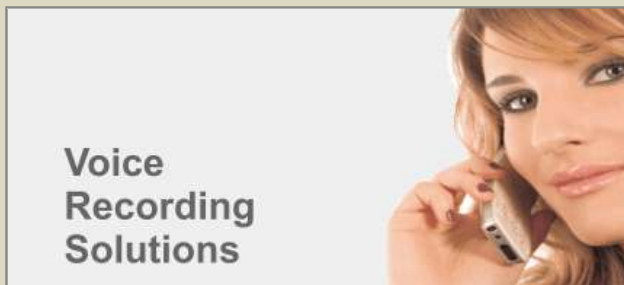
## Other Supporting Systems

- OpenCom
- Aristel
- Aastra / Ericsson
- Nitsuko / NEC
- Express
- ISX
- Nortel

## Additional Office Solutions

### Truelog Voice Recording

Record every Telephone Call into and out of your Business and listen to live calls with a click of the mouse via your network or over the internet.



- Identify problems by listening to how your staff liaise with customers
- Analyze both successful and unsuccessful sales calls
- Time frame of calls (half an hour per day on private calls translates to ten hours per month – more than a fully working day)
- Verify orders / Information / Instructions
- Resolve misunderstandings
- Improve Productivity
- Identify faulty lines on the PBX
- View the cost of outgoing calls
- Uncover suspicious or fraudulent activities
- Improve Sales performance
- Improve Customer Services

**HUGE VOICE**



## Office Automation Equipment

- ☎ Voice Mail
- ☎ Auto Attendants
- ☎ Telephone Management Systems
- ☎ Telephone Conferencing Equipment
- ☎ Budgeting
- ☎ P.A Systems
- ☎ Headsets
- ☎ School Intercom Systems
- ☎ GSM Cost Savings
- ☎ VoIP (Voice over IP)
- ☎ IP Telephony
- ☎ SIP Handsets
- ☎ Satellite Communication
- ☎ Single Dect Handsets
- ☎ Radio Dect
- ☎ IT – Cat 5, Cat 6, Optical Fiber Cabling
- ☎ Wireless Networking
- ☎ Network Cabling
- ☎ Surveillance CCTV Camera Equipment
- ☎ Project Planning & Consulting



Offering Competitive Call Rates and Packages, Your Company is **Guaranteed** a Monthly Cost Saving on the Company's monthly Telephony accounts –  
Between 28 – 42%

*The features and capabilities mentioned on this page are just a few - Please refer to our Technical Information and Brochures for more detail*