



Company Profile

Primary Company Details

- Sales Affiliates 116 PTY LTD t/a Solutions Warehouse
- ITC and General Communications
- Registration Number 2011/003496/07

Address

- Block C.
- Sweet Thorn Park on Buyers
- 61 Bosbok Road
- Randpark Ridge
- 2169

Company Communication

- Telephone (011) 794 5912
- Fax (087 942 4250
- Web Site:www.solutionswarehouse.co.za

Postal Address

P.O Box 462
Honeydew
2040

Physical Address

Sweet Thorn On Beyers Office Park
61 Bosbok Rd.
Randpark Ridge

Contact Details

Tel No. +27 11 794 5912
Fax No. +27 87 942 4250

Business Description

Solutions Warehouse provides information and communication technologies solutions for enterprises throughout South Africa. Founded in 2011 and based in Randburg, South Africa, Solutions Warehouse is dedicated to continuous improvement of its products and services. The team strongly believes in the core values of the company; to deliver simple yet innovative, cost effective products and services with the standard of support that exceeds customer expectation.

Solutions Warehouse offers a variety of great beneficial ICT and communication products and services to homes and businesses throughout South Africa from SOHO/SME to Enterprise. 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. We invest heavily in the training of our people through coaching and mentoring programs as well as training initiatives with our vendor partners. Our service engineers are also trained in business skills and relationship management in order to empower them to interact with clients in a meaningful, professional manner.

Solutions warehouse 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.

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SMART PARTNERSHIPS

Solutions Warehouse has worked to establish strong, supportive partnerships with the most innovative and trusted vendors and suppliers in our field



Solutions Warehouse is an authorised Neotel channel partner. Neotel is South Africa's first converged telecommunications network operator and offers effective solutions suited to large, medium and small business to take care of all your telecommunications needs.



Improve sales and customer service in an instant with Africa's favourite Customer Relationship Management Tool. Comma5 CRM is an enterprise system that has the capacity to span multiple departments within an organisation, allowing limited or unlimited access depending on user policy. With security as an integral part of the system, Comma5 CRM facilitates the housing of all customer data in one central repository, providing better management of this key resource to simplify marketing and sales processes and perform tasks quicker.



Developit Africa philosophy is simple. More people are using the internet now than ever before to collaborate and share information. Online numbers are exploding in Africa with the exceptional growth in mobile devices - We'll take care of your cloud technology, from helping you select a domain name to automating processes within in your business. Be an early adopter of technology and GO CLOUD NOW!

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Telesa's objective is to assist customers in ensuring high service levels and that cost management is optimized and continually achieved. This can be easily achieved using the Telesa range of applications and services, allowing you to determine the precise mix of services applicable to your specific business needs. Telesa has unparalleled experience in managing this area.



SmartPro Fax

SmartPro Fax's complete focus is to provide our clients with efficient, cost effective fax solutions. With SmartPro Fax being the first to provide per second faxing as well as archiving for 5 years in the cloud makes us the first in providing customers with cost savings of up to 60% per month on their fax bill. To read more visit

SmartPro Voice Loggers

The world's first HD Touchscreen embedded voice logger. The SmartLog SV voice logger series records and is able to playback all voice recordings itself, no additional hardware or PC required

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Our clients include:



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.

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Communication Solutions

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.

SmartPro Fax Solutions

SmartPro Fax archives all faxes for the period of five years if required, billing is based on "pure per second billing" from the first second. It enables the client to choose from the range of solution options to meet their specific needs. SmartPro Fax is proven to be most cost effective fax solution in the market. Inter-branch faxing is done at a rate of 28c per minute, billed per second, adding to additional cost savings potential.

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.

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

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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.

Google Apps 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.)

Call Centre Solutions

Solutions Warehouse gives you access to award winning contact centre technology on a cost effective basis.

Call Caddy

It's a new product for the Call Recording, Call Queue and Message On Hold markets, specifically for small offices and small branch offices. The product will have features that manage incoming telephone calls (answer, announce, sequence, queue etc.) and also record phone calls for transaction verification or customer services purpose. The concept is to provide one all-encompassing device that can help a business to up-sell, cross-sell and provide excellent customer service with all phone interactions. Call Caddy can provide Message On Hold information into the PABX

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.

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Network Services

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

Customer Relationship Management Solutions 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

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Overview

Solutions Warehouse 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.

Solutions Warehouse 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 011 794 5912, or alternatively email us

Company Directors:

Mr Ricky Pires- 082 300 2388
Mr Bernard Botha

For more information on our range of products and services, please call us on 011 794 5912, or alternatively email us: ricky@solutionswarehouse.co.za-for professional and cost effective solutions available!

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