



Established in 1998, Kondura Technologies is a leading Information Technology (I.T.) on-site support and consulting company servicing **Port Elizabeth** (and now also **East London**) and surrounding areas. We have a solid reputation for delivering efficient, reliable, cost effective services and solutions.

KONDURA TECHNOLOGIES is offering an enhanced product & services portfolio
 UNDER **NEW MANAGEMENT** WITH **NEW SERVICES**

- **ON-SITE Support** of Computer, Network, Mobile Devices (BYOD: Bring Your Own Device)



- Microsoft **Office 365** Mail and Cloud Service Consulting, Installations and Migrations.
- Secure work-from-home solutions / remote desktop to office via tablet, notebook or PC.
- **Service Level Agreements (SLA)** - Preventative Maintenance Contracts including reduced hourly rates and pro-active monitoring of your site, data and business efficiency.

- **Cabling** repairs, testing, maintenance & new Installation of network, telephony, data cables, switches, cabinets, patch panels.



- **Access Control** systems / Boom gates, turn-stiles, time & attendance systems,
- **Biometrics** such as fingerprint and other readers / card / chip systems



- **CCTV** repairs, installations – remote view premises via phone or tablet,



- **Intercoms**, front door security and cameras



- **Sales** of "brand name" servers, computers, tablets, printers, notebooks & other IT equipment.



- **Rentals** of computers / notebooks / projectors



- **Remote Support** with full, licensed, legal version of



DOES YOUR “IT GUY”?

- test your backups or are you just swapping out tapes/drives thinking it’s working each day?

We were asked to help someone who eventually filed for bankruptcy after losing everything and they had been blindly, religiously swapping out backup drives daily, but they had only partially worked for one week, three years ago! Their IT guy never checked or re-tested it.

If you lost everything right now, on your server, your notebook – would you be able to recover everything? Are you really sure all you need to run your business is being backed up?

- “know” your site, your business and software or is it just a routine? Or just a way to get a recurring income – for their benefit?

Do your staff “know” who to call or is it just some random junior person being sent to fulfil a monthly hourly quota for an SLA obligation? Do they spread your site’s knowledge between more than one IT techie so if one goes on vacation, the other knows your site?

- do “preventative maintenance” or responsive only maintenance? ie. Do you only see them or need them when the **** hits the fan?
- advise and consult with you on what you **need** to update to be secure, more efficient & productive, or do they just try sell you new stuff? Technology is a waste when it’s not useful.
- keep up to date, follow trends, understand new technology and “if” it’s a benefit to your productivity/security?
- keep a **disaster recovery plan**, keeping your most crucial information to get you back up and running in a secure place? With software licenses, passwords securely locked up in an encrypted knowledgebase?
- regularly update your actual antivirus software version (which is usually free) or only update the signatures?
- have a dedicated **Intrusion Prevention System** (not just a default “built-in” firewall) installed with latest updates? Are necessary security patches installed on CCTV equipment & servers?
- ensure you comply with safety, security, privacy in your business? Do they have an intellectual property restraint with you regarding your business and files?
- have a thorough understanding of the benefits of Office 365 Mail and Cloud computing?
- ensure you are LEGAL, that your software is legal?
The SPA and Microsoft offer up to a R 50,000 reward for anonymous reports of employers from employees for using illegal software for business – per violation!

What use to your business is an SLA or an IT Support company’s service when your site is not monitored for the money you pay each month?

DO YOUR COMPUTER, NETWORK AND I.T. PROBLEMS GET SOLVED OR MERELY “PATCHED” UP?

We offer and manage SLA's the way they are intended. We do preventative maintenance with a broad understanding of all aspects of your IT infrastructure – computers, security, firewall, CCTV. We closely monitor your site, advise you against security threats. Detailed breakdown of our services below:

● SUPPORT, INSTALLATION, MAINTENANCE SERVICES

- cost effective “fixed” and “reduced rate” preventative computer & network maintenance & monitoring
- service level agreements (SLA) for “peace of mind” computer, software, network, I.T. support
- computer, network, hardware & software support (on-site, at our office and remote support)
- cabling for network, telephone, data, fibre including installation, troubleshooting, neatening and repairs
- upgrades and trouble-shooting of computers, notebooks, servers, networks, cabling
- installation, repair, service of biometric devices, access control, intercoms, CCTV solutions.
- configuration of work-from-home solutions via internet using notebook or tablet to the office.
- migration to - and support of Microsoft Office 365 and other Microsoft products & services.
- sub-contracting for other national companies either for other IT support companies or direct.
- security assessment, firewall and Intrusion & hacking prevention system installations
- data & disaster recovery backup system configuration, compliance testing and installations.

● IT EQUIPMENT & SOFTWARE SALES

- a Microsoft “clean reseller” business partner supplying Microsoft servers & Office applications.
- most reputable IT equipment brands including desktops, notebooks, servers, tablets & phones
- television screens for entertainment, projectors, gaming & business monitors, speakers
- computer components, gaming equipment, portable storage, home routers (modems)
- network cabling, cabinets, patch panels, switches and other IT / network equipment
- CCTV – Cameras for on-site & remote monitoring
- biometrics – fingerprint and other identification scanners
- access control including magneto locks, turn-stiles, boom gates, time & attendance systems
- intercoms, front-door security camera systems

● RENTALS

- projectors, screens, notebooks, computers
- we can also assist with the set-up and training for presentation equipment

● CONSUMABLES

- printer toners & ink cartridges
- memory cards for cameras & phones, thumb drives
- cell phone & tablet accessories.

● LABOUR RATES IN PORT ELIZABETH CBD AREA (NON-CONTRACT)

- minimum call-out (first hour) : R465 excluding VAT
- hourly labour rate (on-site, remote, telephonic): R420 excluding VAT

● WHY USE US?

- We have experienced technicians and a proven track record. We solve problems efficiently and quickly. What's more cost effective? Paying an amateur R250 per hour who takes days to fix a problem while you lose business or paying a company that actually knows what they're doing to get you up and running, with I.T. peace of mind?
- Jocote Technologies (Pty) Ltd. T/A **KONDURA TECHNOLOGIES** is a privately held level 4 BB-BEE business (100% procurement recognition) and its survival and continued growth is based purely on our outstanding track record for quality of service, competency and eager-to-please nature of our management & employees.

How may we help you?

Please allow us to come see you for a FREE site assessment. All information will be kept in the strictest confidence. Call us now on **076 919 2536** or e-mail us at marketing@kondura.co.za.

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