



Reg: 2013/184884/07  
CSD: MAAA0763858  
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VAT: 4140295165

## ICT CONSULTING BUSINESS PROFILE

For all-inclusive unlimited on-site and remote IT support services.

**Call Us Now! 076 34 34 341 / 082 360 6670**

### Our Services:

- ☑ Websites Management & Hosting
- ☑ Remote / Onsite IT Support
- ☑ ICT Security & Data Management
- ☑ Corporate Automation
- ☑ Software & Hardware Maintenance
- ☑ Surveillance Systems Install, Upgrades & Maintenance



### Contact Us

076 34 34 34 1 

[truconnectgroup@vodamail.co.za](mailto:truconnectgroup@vodamail.co.za) 



## OUR PROFILE

We offer all-inclusive unlimited on-site and remote IT support services.

At TruCONNECT Group Investments Pty Ltd (TCGI) we offer professional IT services, IT support, IT maintenance, technology and software solutions to the private and commercial market. Our excellent customer service is what makes us one of the top IT Companies in South Africa

- If your business is currently running anywhere from 10 PCs, the TCGI team can provide you with a comprehensive and all-inclusive solution. As respected providers of IT support services, we pride ourselves on delivering affordable, top rated expertise to your company, ensuring that your business is always operating at its peak.
- Many IT service providers offer only selected services to their customers, which means that clients often have to engage with many IT companies and vendors – creating operational slow-downs and other issues. TCGI's methodology for providing IT support services and contracts differs in that we offer a complete solution, encompassing every aspect of IT support so that it is possible to have one single point of contact or custom IT solutions for your business.
- We help you reduce your technology & security risks, lower business costs and run more smoothly by Outsourcing your IT to TruCONNECT GROUP INVESTMENTS (Pty) Ltd as a Professional Managed Services IT company.
- Our goal is to build a long term relationships, by becoming a partner in your business, your Virtual CIO & Outsourced IT Department.
- TCGI has been in the IT industry as a professional Outsourced IT Support Company for over 10 years. We have been dedicating our services as one of the best IT Companies in South Africa.

We have several systems in place to monitor all the technology of your business such as IT system health and preventative maintenance checks, daily backups, automatic fault reporting and other measures in place which ensures that we know about the problem as soon as it arises and then respond immediately to resolve it. We focus on your IT problems while you focus on what is most important, running your business trouble-free and growing.

We are in Business Partnership with Katakatang Protection Services (Pty) Ltd. Reg: 2019/585447/07



## Our Customers





## Services

- Remote and Onsite IT Support
- Cloud Services
- IT Security Management
- Data management
- Software and Hardware Maintenance
- Office Automation Management
- Laptops, PC and Thin-Client Systems Supply and Maintenance
- Full End-user support services
- Website management and hosting
- Digital Business Profile and Stationery design
- CCTV Supply, Install, Upgrades and Maintenance
- Access control monitoring devices: Supply, Install, Upgrades and Maintenance



## TCGI's IT Support Services are GDPR and POPI compliant

Our world-class services and technology conform to the international GDPR standards and Protection of Personal Information Act (POPI) ensuring your business remains compliant and secure.

This means all your passwords and access are secured and encrypted with further protection from Multi-Factor Authentication. We keep not only ourselves compliant, but also your business.

## Small to Medium Business

Our services are geared directly towards small to medium businesses and that means we understand that your IT systems need to be flexible enough to grow with you and adapt to the changing needs of your business. Our technicians are the qualified and experienced experts in the ICT Industry.

We'll get to know your business and familiarise ourselves with the functionality that you require, so that we can offer intuitive advice when you need it.





## **CHOOSE TCGI FOR ALL YOUR ICT NEEDS.**

it is cheaper and less hassle to outsource your IT to IT Companies than employing your own IT staff.

The costs are lower to outsource your IT to us for a fixed fee per month than employing your own IT staff. The price for hiring a CIO, IT manager or IT specialist is typically high around R49 500 per month plus you would need a Network administrator or Computer technician for around R25 000 per month to support your users on a daily basis. This comes to a monthly combined cost of R74 500 per month.

You also need to worry about hidden costs of recruitment, training, leave, sick leave and the huge skills loss plus the inconvenience caused when they resign and you have to replace them.

It is also very difficult to find the right people with the correct technical knowledge & skill set, experience, attitude and work ethic to take care of your IT strategy and infrastructure.

What will it cost to get rid of your on-going IT issues and frustrations when Outsourcing your IT Department to IT Companies for a fixed fee per month?

## **YOUR BUDGET WITH US**

Budgetary pricing for companies with between 10 to 50 users will pay from R20000 to R39 000 per month.

Budgetary pricing for companies with between 70 to 250 users will pay from R40 000 to R98 000 per month.





## TCGI's Cybersecurity

Cyber security is a set of IT tools, procedures, and policies that companies adopt to safeguard their networks, systems, and data from various online threats or unauthorised access. Cybersecurity's main objective is to protect sensitive and confidential data from attacks that usually aim to access the information for misuse, extortion of money, or simply to interrupt business.

TCGI offers specialized services in penetration testing and vulnerability assessments, focusing on Information Security, IT Security, and Network Security. We utilise innovative Artificial Intelligence, professionalism, and comprehensive reporting.

While communication and data presentation could be improved, clients commend their responsiveness, expert remediation advice, and significant contributions to enhanced Cyber Defense and Data Protection.

Innovative use of AI algorithms allows us to identify vulnerabilities that would've been missed using traditional methods. We are responsive, flexible, and professional throughout the engagement, which thoroughly impress our internal stakeholders.





## TCGI Data Management

Addressing data management challenges requires a comprehensive, well-thought-out set of best practices. Although specific best practices vary depending on the type of data involved and the industry.

### **Cost-effective, scalable, end-to-end data management solutions and services.**

We are committed to providing you with customised Data Management Solutions that meet your specific needs and exceed all legal, ethical, and operational standards, so you can have peace of mind and rest easy knowing your data is protected.

Empower Your Business with Customised Data Protection – CloudProtect by TCGI offers a range of flexible solutions to meet your unique business needs. Our experts work with you to tailor the perfect solution, ensuring your data is secure and easily recoverable in the event of an emergency.

We provide much more than standard data protection services. Our team of data management specialists possess a wealth of industry-leading experience and expertise in data management solutions. They are fully trained and equipped to assess, analyse, and effectively resolve even the most complex technical challenges, from backup inquiries to critical data management issues. Our commitment is to drive successful outcomes for our customers and provide unparalleled expertise in the field of data management.

### ***We Listen, We Understand, and We Deliver.***





We assess and get to know your business so that we can match the best infrastructure model for performance, sustainability, and elasticity.

Ensure that your hardware, software, facilities, and network solutions work harmoniously and optimally to gain the most benefit from your IT Resources. Maximise productivity, profitability and avoid serious downtime due to hardware failure.

Having the right infrastructure in place enables systems to run at peak-performance for increased productivity.

We offer custom solutions and deployment options that cater to your current needs and long-term growth objectives. We can also provide on-going support to keep your business running –and thrive. What is more is that we offer these hardware and software solutions as-a-service. You can offset capital expenditure with a fully managed monthly service which includes hardware and software deployment, maintenance, upgrades and updates under a tailored service level agreement (SLA).

## Infrastructure as a service (IaaS)

Hosted physical infrastructure components provisioned on-demand according to your current needs.

- Reduce the number of physical servers needed and enjoy use of the latest, most powerful storage, servers and networking technology.
- Elastic, infrastructure is flexible and can scale up or down, adapt according to business spikes.
- Fixed monthly fee with no fluctuating costs for maintenance and repairs..

## Physical Deployment

Infrastructure architecture, hardware procurement, and deployment for increased on-site security.

- Absolute Control of maintenance and optimisation
- Bespoke integration
- In-house support





## TCGI Office Automation Management

We believe that each office automation setup and system needs to be uniquely designed to suit the needs and requirements of the business.

Our office automation services and solutions include, but are not limited to the following:

- Multifunctional printer service / maintenance contracts
- Multifunctional printer rentals
- Desktops, Laptops, Thin Clients and Scanners supply contracts
- Managed print solutions
- Printer consumables
- Managed Telephony solutions
- Projectors supply and install services
- LED Screens Supply services

By combining the services that you need from this selection, you can expect to have office automation that truly works to the benefit of your business.

Today's office automation refers to digitising business processes and automated data processing. Thanks to personal computer machinery, easy-to-use software is more accessible than ever. Email replaced the fax, and scanners made copying easier and better. You can also convert hardcopy to digital, and folders have replaced filing cabinets.

But, office automation means more than simply going paperless. The most common misunderstanding made by businesses is to confuse digitisation and automation. Just because your office no longer requires a filing cabinet does not imply that you have an automated filing system.

### ***Office Automation - Made easy with TCGI***





## REMOTE IT SUPPORT

Secure and encrypted remote IT Support for computers, services and network systems

Remote IT Support for small & medium business is the fastest way to resolve IT Problems from practically anywhere in the world. Just a stable internet connection and our remote software that is configured on our client's system help us render our support services smoothly.

Our remote connections are secure and encrypted making our service absolutely safe. TCGI's focus is being an outsourced IT service provider and we utilise remote IT services as an alternative source for an on-site IT Technician. Additionally, we have IT solutions available to provide and manage your entire IT Infrastructure (local and cloud) remotely.

We are able to provide managed IT support for Servers and Network systems and can remotely resolve most basic, common and complex problems in less time than it would take if we had to resolve the problem on-site.

That is the reason why TCGI is your preferred IT support company for remote support and onsite IT services.

## ON-Site Support

Small, Medium to Large Business Support



Our services are geared directly towards small, medium to large businesses and that means we understand that your IT systems need to be flexible enough to grow with you and adapt to the changing needs of your business. Our technicians are the qualified and experienced experts in the ICT Industry.

We'll get to know your business and familiarise ourselves with the functionality that you require, so that we can offer intuitive advice when you need it.





## Business Websites

- Website management and hosting
- Complete Website design
- Business on Google map pointing and search activation
- Digital Business Profile and Stationery design

When a customer views your website it may be their first interaction with your company. So keeping it up to date is important. This can be a time consuming process and also an expensive one if you're unsure what you're buying.

Our website management service takes over the running of your website. We'll liaise with your suppliers to get you the most cost-effective deal.

For more information about the benefits of our Website Management service call **067 240 4316** or email [truconnectgroup@vodamail.co.za](mailto:truconnectgroup@vodamail.co.za)

## Services included:

- Design
- Content Management
- User Experience
- Functional Testing
- User Acceptance Testing
- Wireframes & User Stories
- Google Analytics
- Hosting





## TCGI Graphic Design Services

We help you get your message across with innovative and memorable designs.

We offer professional web and graphic design services at affordable rates to help your business attract more visitors and keep them on your site! More than beautiful design, we build websites with a complete strategy designed to turn your site visitors into customers. TCGI knows the importance of designing attractive and powerful graphics to enhance your visibility and recognition.



**We're aware that branding serves two purposes:**

To promote the name of your company and to create a visual image representing your services, your business, or your mission.

Our Digital Business Profiles attracts the interest of your customers and investors. Our main areas of expertise are comprehensive digital business profiles and digital branding.

TCGI strive to deliver a stable, robust and reliable service at affordable rates to all our clients. We serve countrywide.





## TCGI Networking Services

Connectivity is more valuable to today's businesses than ever. Partly, this is because many business-critical operations are happening online. Employees are connecting using collaborative software.

Customers are seeking support and placing orders online. At the same time, suppliers and partners are transmitting data online. All their success depends on network capacity and reliability. This, and the increased adoption of the Internet of Things (IoT) and the cloud, is putting pressure on network management.

Our network management services provide a wide range of services:

- implementing upgrades
- monthly status reporting
- user administration
- network maintenance
- network systems supply
- network server management

1. **Network administration:** This covers tracking of network resources, such as switches, servers, and routers. Software updates and performance monitoring are also part of network administration.
2. **Network maintenance:** This includes fixes and upgrades to network resources. Remediation activities and proactive measures are executed here. They may include replacing switches, routers, or other network gears.
3. **Network operation:** This ensures the smooth running of the network. The network manager closely monitors activities to identify and fix issues as they happen.
4. **Network provisioning:** Often, you'll need to configure network resources to support the requirements of specific services. Network provisioning lets you do that. For instance, you can increase bandwidth requirements to accommodate more users.



# CCTV Supply and Installation Services



## CCTV Monitoring and AI Surveillance Systems

TruCONNECT GROUP firmly believes that technology represents the future of security. Embracing technological advancements not only helps in cost-saving but also mitigates human error on-site. As technology continuously evolves and improves, TruCONNECT GROUP remains dedicated to investing in the latest innovations to ensure we offer our clients the most effective security solutions.

At TruCONNECT GROUP, we seamlessly integrate advanced CCTV and AI surveillance services into our comprehensive security solutions, enhancing your monitoring capabilities. Leveraging cutting-edge AI technologies such as facial recognition, object detection, and behavioural analysis, our services proactively detect and prevent potential security threats.

Experience heightened accuracy and efficiency in security monitoring with our solutions, particularly beneficial in large and complex environments such as homes, office parks, shopping malls, private homes, neighbourhoods, schools, clinics, and industrial facilities.

In a business context, our CCTV systems are designed to meet specific needs, incorporating remote surveillance technology for electronic monitoring of entrances, exits, and critical areas within premises. Installable indoors and outdoors, these systems facilitate vigilant observation of valuable goods and employee activities.

For home security needs, we offer a range of tailored CCTV surveillance camera systems. Whether for indoor or outdoor use, these systems effectively monitor entrances, exits, and keep a watchful eye on children and other occupants, providing peace of mind whether you're at work or away on vacation.

**Enjoy the flexibility of remote access surveillance, enabling you to monitor your home alarm system and CCTV surveillance cameras from anywhere globally using your smartphone, tablet, or laptop.**

**HIKVISION**

**alhua**  
TECHNOLOGY

**uniview**  
Better Security, Better World.



Digital Security Specialists



IT support services tailored to the exacting needs of your business.

Cutting edge latest advances in IT technology.

Complete IT support solution.

**Contact us for more information:**

TruCONNECT GROUP INVESTMENTS (Pty) Ltd.  
**076 34 34 34 1**

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Get in touch for our Specialised ICT Services!