



**Connecting people
through technology**

**Company
Profile**



Our Branches

Cape Town

23 Ridgecrest Street
Sunningdale
Blouberg
Tel: +27 (0)10 534 6676

Email: sales@elitetelecoms.co.za

Website: <https://www.elitetelecoms.co.za>

Gauteng

No 7,
978 Veda Avenue
Montana AH
Pretoria
Tel: +27 (0) 10 534 6676

Email: sales@elitetelecoms.co.za

Website: <https://www.elitetelecoms.co.za>



Who are we?

Our Purpose

We undertake to supply all our customers with an excellent service. All clients to be treated with respect and integrity.

We have a passion to drive a client-centric culture across the entire organisation.

We are experienced individuals to drive a strategy and to set Telecoms as the industry leader in delivering excellent client service and long-term client financial health. We have a strong background in understanding consumer behaviour, the principles that drive client decision making and a natural understanding of digital solutions.

We are people with a strong strategic vision and the ability to take client service and financial health to the next level. We are energetic with a resilient personality trait and who sees ourselves as highly self-motivated. It is essential for us to be successful and has experience in engaging and influencing a variety of stakeholders at various levels and takes pride in our work.

To assess the client service experience at all client touch points in Telecoms and provide feedback into the organisation in order to achieve real time service recovery and continuous service improvement which will result in world-class client loyalty and endorsement.

Lead the development and implementation of a long term client financial health strategy.

Our Responsibilities include:

- Deal directly with customers either by telephone, correspondence or electronically;
- Respond promptly to customer inquiries;
- Handle and resolve customer complaints;
- Obtain and evaluate all relevant information to handle product and service inquiries;
- Direct requests and unresolved issues to the designated resource;
- Record details of inquiries, comments and complaints, where necessary;
- Record details of actions taken, where necessary.



Our Core Business:

- An independent organisation trained and authorised to sell world-class business communication from multiple carriers.
- We provide the most effective telecommunication solutions to our clients.
- Our core business solutions has a proven track record to help your firm mitigate risk associated with telecommunications design and network strategy by utilizing a thorough process rendering cost performance, network-future proofing and contractual flexibility.
- The inventory is reviewed by Core Business Services to establish a technological baseline.
- Core Business Services will develop a comparative between your firm's current network capabilities and the ability of your business to meet the technological demands of the future.
- We provide a concise evaluation on how your firm's telecommunication technology plan and Service Level Agreements (SLAs) are meeting current and future communication needs.

Products and Services:

- Wireless internet
- Fibre
- VoIP
- PABX
- IP PABX
- Hosted PABX
- IP CCTV
- Video Conferencing
- Property Development Telecoms



Our People

A professional team with experience you need. A telecommunications employee must have a certain skill set to be an asset for the company and be a successful employee.

- Organization. ...
- Multitasking. ...
- Communication. ...
- Self-Motivation....

Elite Telecoms is an independent agent organization, trained and authorized to sell world-class business communications services from multiple telecommunications carriers.

Why telecommunication is so important?

Telecommunication is an important tool for businesses. It enables companies to communicate effectively with customers and deliver high standards of customer service. Telecommunication is also a key element in teamwork.

Our Team has 34 years total experience.

Dedication and service is our passion



Key Success Factors

Business Risk Assessment

Market Position

The analysis covers comprehensive assessments on the company's presence and domination in the market which can be reflected by the company's business size in growth, through number of subscribers. The company's capability to enlarge the customer's base in line with the capacity to enhance network coverage and Telecoms. The company's growth is by 10 clients per month in growth.

Operating Management

It includes careful examinations on the company's management quality by evaluating business state to anticipate the rapid growth of technology global trends and changes in regulation as well as the ability to generate efficient business activities. A company with a clear vision and business strategy will be able to quickly adapt to the most recent business development and have the capability to provide products that will have strong enthusiasm from the market. It is helpful to measure the operating efficiency.

Quality of Service

Evaluation of our service is our ability to provide satisfactory services to the customers which can be reflected by our network coverage areas, line exchange capacity, technology used which determine the connection quality, number of accessibility of our customers service supports as well as other operational indicators such as level of rates, successful connection ratios, and track record of disruption if any. By providing excellent quality of service, we are able to continuously increase our subscriber base and improve business productivity.



Our Clientele



Hearsay
Consultants



Richter & Associates Architects



Lyttleton
Shopping
Centre



iQ Yellowstone





- Dedication and service is our first name.
- Contact any of our suppliers regarding our service
- Taking Telecoms to an Elite level

Visit Our Elite Telecoms website at:
www.elitetelecoms.co.za