



**Smart Integrate**  
Smart Solutions Simplified

**Prepared For :**

# PRO- POSAL

# THANK YOU!

## **Thank you for your interest in our products and services.**

Our goal in every proposal is to strike a balance between cost and quality, providing you with dependable service, minimal downtime, and the possibility of substantial long-term savings. We are deeply dedicated to our services and believe in delivering exceptional value to our clients. To demonstrate this commitment, we offer all our services on a month-to-month basis, giving you the freedom to cancel at any time and transition to a new provider with your purchased or financed hardware. We avoid long-term contracts because we never want our clients to feel trapped. Instead, we strive to earn your business every day by providing the high-quality service you deserve. However, if this proposal does not fully meet your needs, we are more than willing to collaborate with you to make adjustments that align with all your business goals.

## **We believe that you will discover greater value and more efficient solutions in the upcoming pages.**

It's rare to encounter a team as passionate, enthusiastic, and dedicated to success and innovation as the individuals at Innovation Group. With over 18 years of experience, we stand out as a top provider of business solutions, striving to offer efficient and intelligent solutions that enhance your business operations. We take immense pride in our clients and are committed to ensuring they choose to stay with us because of the exceptional service we provide, not because of contractual obligations. To ensure instant and personalized service, we create a dedicated WhatsApp group for each new customer, including our directors, technical directors, and account managers. This allows you to communicate directly with our team, ensuring prompt attention to your requests. Additionally, you may reach us via email or phone for your convenience.

## **HERE'S HOW WE GET THINGS DONE**

### **Application**

We complete an application with you

### **Approval**

Once approved, you will receive a call from our operations manager.

### **Paperwork**

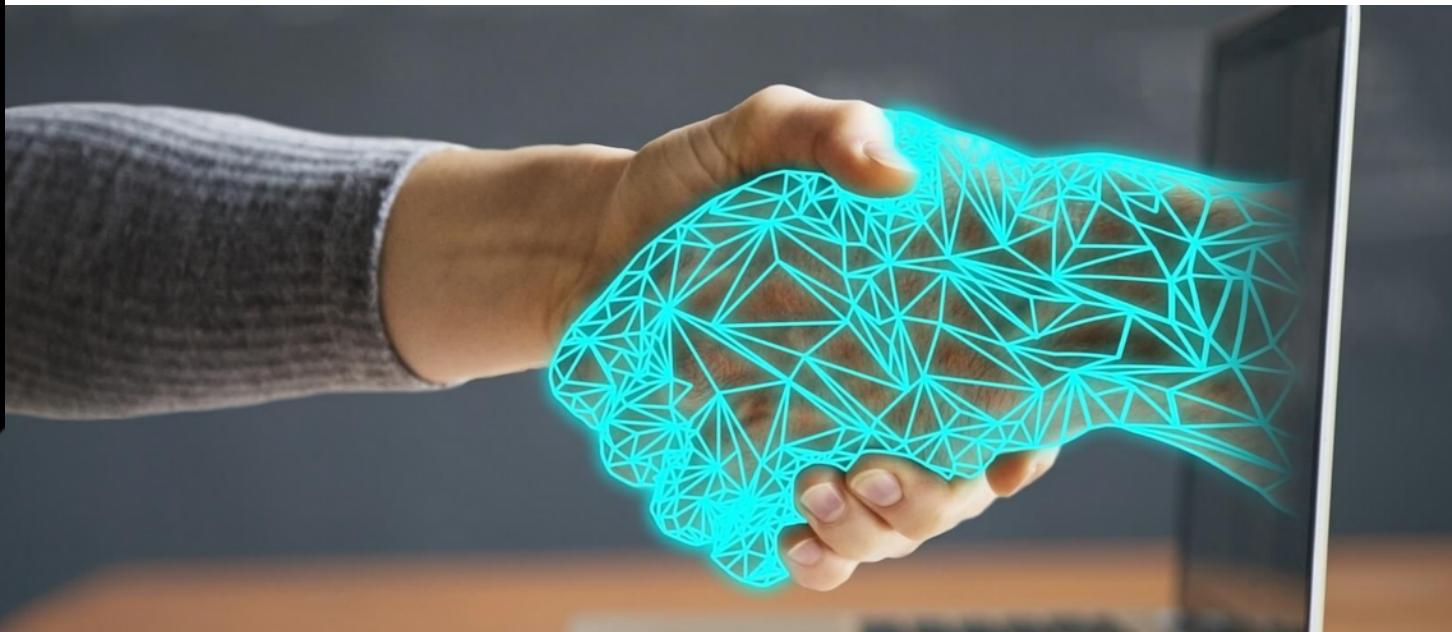
We meet to sign porting documents and finalize agreement paperwork.

### **Installation**

We deploy our Solution and make sure its technically sound

### **Final Call**

Once you are completely satisfied, you give us the go ahead and we enter our agreement



# COSTINGS

## Proposed Budget

**Either or - You either Rent-to-Own or you out right purchase, but not both !**

## **TOTAL PROPOSED COST**

CURRENT COSTS	ITEM	NEW COSTINGS
	<b>Hardware</b>	
	<b>Monthly</b>	
	<b>TOTAL</b>	

# PROJECTION

## HARDWARE COST

#### **MONTHLY SERVICE COSTS**

MONTHLY SERVICE COSTS	
MONTHLY SERVICES	COST

# COSTINGS

## Proposed Budget

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## **TOTAL PROPOSED COST**

ITEM	NEW COSTINGS
HARDWARE	
MONTHLY	

## **HARDWARE COST**

## **MONTHLY SERVICE COSTS**

# COSTINGS

## Proposed Budget

**Either or - You either Rent-to-Own or you out right purchase, but not both !**

## **TOTAL PROPOSED COST**

ITEM	NEW COSTINGS
HARDWARE	
MONTHLY	

## **HARDWARE COST**

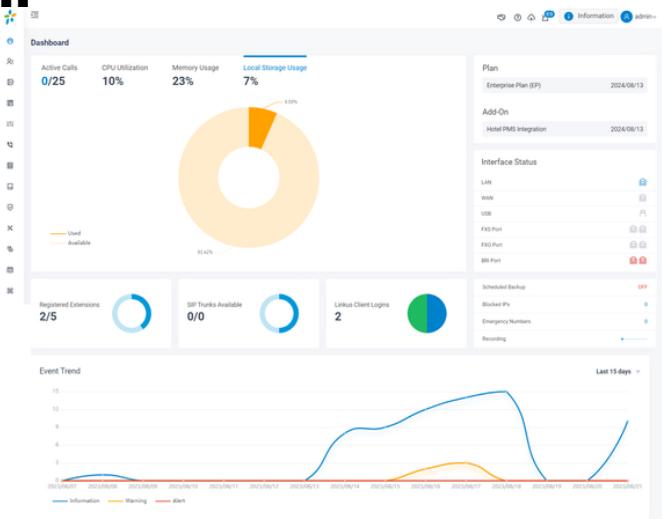
## **MONTHLY SERVICE COSTS**

# HOW DOES THE SOLUTION WORK?

## Hosted PBX Telephony

### Your Yeastar Phone System

The Yeastar P-Series Hosted PBX is a cloud-based phone system delivering clear calls, video meetings, team messaging, and call center features without any equipment in your office. Your web-based dashboard provides a clear view of call activity, showing answered, missed, or queued calls in simple charts tailored to your priorities. Smart Integrate customizes and manages the system, ensuring your team communicates effortlessly, whether in the office or remote, with all features ready to support your business growth.



### Flexible Apps and Backup

With the Yeastar P-Series, you get mobile and desktop apps to make calls, join video meetings, or send messages from anywhere using any internet connection. If your main internet fails, these apps keep you connected, and calls can forward to your mobile number, ensuring no call is missed. Smart Integrate can add a secondary internet connection later if needed, and our remote management keeps your system reliable, with Crown IT Inc ready for local support.

### Smart Call Features

The Yeastar P-Series includes an auto attendant that greets callers with a professional message, letting them press a number to reach the right person or department. You can customize call flows, such as ringing multiple phones at once or in sequence, and voicemails are emailed as audio files for easy access. Smart Integrate configures these features to match your workflow, ensuring secure, efficient communication that enhances your business operations.



# HOW DOES THE SOLUTION WORK?

## The Hardware



### Phones for Reception

Your reception will receive high-capacity phones with large color screens and multiple buttons, perfect for handling busy call volumes. These phones allow easy call transfers, hold functions, and quick access to features like call parking, ensuring professional interactions. Smart Integrate configures these phones to work seamlessly with the Yeastar P-Series, so your reception team can manage calls efficiently from the start, tailored to your business needs.

### Cordless Phones for Staff

For staff who need mobility, we offer cordless phones with clear displays and crisp audio, allowing your team to take calls while moving around the office. These phones are user-friendly, with simple controls for call handling and messaging. Smart Integrate sets them up to integrate perfectly with the Yeastar P-Series, ensuring reliable communication for employees who work across different areas of your workplace.



### Desk Phones for Staff

Alternatively, we provide desk phones with color screens and straightforward buttons, ideal for staff at fixed workstations needing dependable call features. These phones offer clear audio and easy access to call transfers or voicemail, enhancing productivity. Smart Integrate ensures these phones are fully configured to work with the Yeastar P-Series, providing a consistent and professional communication experience for your team.

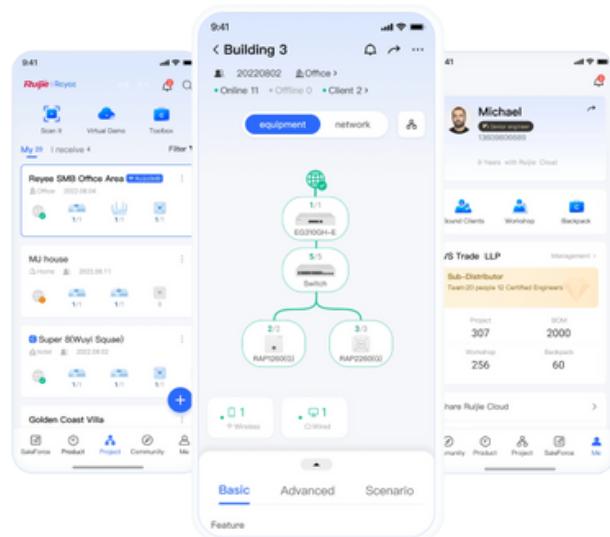


# HOW DOES THE SOLUTION WORK?

## Network Management

### Network Management

Our cloud-managed router allows Smart Integrate's technical team to monitor and adjust your network remotely, ensuring your phone system and other devices stay connected without interruption. We can resolve issues quickly without on-site visits, keeping your operations smooth. This router serves as the foundation for your network, supporting all your technology solutions with reliable performance tailored to your business.



### Integrated Phone Solution

The router works seamlessly with the Yeastar P-Series Hosted PBX, ensuring clear calls,

stable video meetings, and reliable messaging. It prioritizes phone traffic to maintain quality, even during high network usage, so your communication remains uninterrupted. Smart Integrate's technical team manages this integration, ensuring your phones, apps, and other devices function together as a cohesive system for your business.

### Office-Wide Wi-Fi Coverage

Our access points create a Wi-Fi mesh network, providing strong, seamless internet coverage across your entire office. This ensures your mobile apps, phones, and other devices stay connected in every corner, from meeting rooms to workstations. Smart Integrate configures and maintains these access points, delivering consistent Wi-Fi to support your team's productivity and communication needs, no matter your office size.



# HOW DOES THE SOLUTION WORK?

Everything You Need



## You Have a New Voicemail from Eva - 3010

You have a new voicemail from Eva - 3010 at 2021/06/24 17:36:12.

The voicemail message (transcribed): hi this is Eva could you check Grace her calendar and see if she's available for an hour meeting next Tuesday at 11 a.m.

## Voicemail Delivered to You

If a call is missed, it goes to voicemail, which we can send directly to your email as an audio file for easy listening. Your dashboard shows how many voicemails are waiting, so you can stay on top of messages. Smart Integrate ensures this feature works perfectly, so you never miss important communications, even during busy times.

## Secure and Dependable

Your calls are kept private and secure, with alerts on your dashboard if any issues arise. Smart Integrate monitors everything to ensure your system is always reliable, so you can communicate with confidence. This dependable setup means your business stays connected with customers and team members without any worries.



## Additional Features

Your Yeastar system can also support messaging via SMS, WhatsApp, or Facebook, connect with business tools like Salesforce or Microsoft 365, create custom call routing, and receive automatic updates. While not needed now, Smart Integrate can add these features later as your business grows, ensuring your phone system stays ready for your future needs.

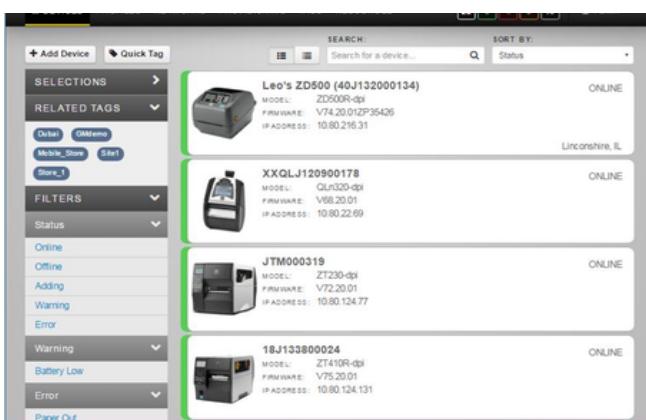


# HOW DOES THE SOLUTION WORK?

## Printing Solutions

### Efficient Printing System

Smart Integrate provides a managed printing solution with modern copiers designed to handle your printing, scanning, and copying needs efficiently. These copiers deliver high-quality output and are tailored to your business's document volume, whether small or large. Our technical team sets up and maintains the system, ensuring your team can focus on work while we keep your printing operations running smoothly with minimal downtime.



### Remote Printer Management

Our copiers allow Smart Integrate's technical team to monitor and manage them remotely, addressing issues or updating settings without visiting your office. We receive alerts when ink or toner is low, enabling us to replace supplies before they run out, so your printing never stops. This proactive service ensures your copiers are always ready for use, keeping your business efficient.

### Automated Meter Readings

You won't need to report print usage monthly, as our copiers automatically send meter readings to Smart Integrate. We track your printing activity remotely, providing accurate billing and insights into usage patterns without any effort on your part. Our technical team manages this process, ensuring transparency and efficiency, so your printing solution remains cost-effective and hassle-free.



# HOW DOES THE SOLUTION WORK?

## Security Solutions

### Security Monitoring

Our CCTV systems offer high-definition surveillance with cameras strategically placed to cover your entire business premises, adaptable to any size office. You can view live or recorded footage from your phone or computer, giving you confidence in your workplace's safety. Smart Integrate's technical team designs and installs the system to meet your specific security needs, ensuring clear visuals and dependable performance at all times.



### Remote Management

We can access your CCTV system remotely to monitor performance, adjust settings, or troubleshoot issues, keeping your security operational without on-site visits. You can also check footage from anywhere using a secure app, making it easy to stay informed about your business. Smart Integrate's technical team manages this system, with local call-outs available if needed, ensuring your security is always protected.

### Smart Features for Safety

Your CCTV system includes motion detection to alert you to unusual activity and night vision for clear footage in low light, enhancing your business's protection. Footage is stored securely, with options for cloud or local storage, and playback is simple for reviewing incidents. Smart Integrate configures these features to maximize security, providing a robust solution to safeguard your workplace effectively, no matter its scale.



# SOLUTION BREAKDOWN

An explanation of our vision for your business

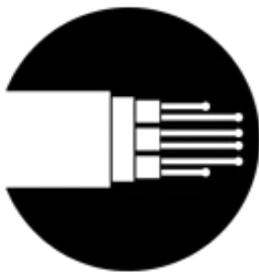
## Solution Summary

- Smart Integrate provides the Yeastar P-Series Hosted PBX, a cloud-based phone system for clear calls, video meetings, team messaging, and call center features, with no equipment needed in your office.
- We will settle and cancel all your current agreements, ensuring a smooth transition to our solution with no hassle.
- There is no installation charge or upfront fees, making it easy and cost-effective to start using your new phone system.
- Your reception will receive high-capacity phones with large color screens and multiple buttons, perfect for managing busy call volumes seamlessly.
- For staff, you can choose cordless phones with clear displays, allowing mobility while handling calls professionally.
- Alternatively, choose desk phones with color screens and simple controls, ideal for staff needing reliable call features at their workstations.
- Your web-based dashboard shows call activity, like answered or missed calls, in easy charts customized by Smart Integrate for your needs.
- The mobile and desktop apps let you make calls, join meetings, or send messages from anywhere, with activity tracked on your dashboard.
- Smart Integrate's technical team supports your system remotely through the Yeastar platform, quickly fixing issues to keep your phones running perfectly.
- If your main internet fails, the mobile app lets you use any internet for calls, and if that's unavailable, calls forward to your mobile number.
- If needed later, we can add a secondary internet connection to further ensure your system stays online, tailored to your business.
- The auto attendant greets callers with a professional message, letting them press a number to reach the right person or department.
- We can set calls to ring multiple phones at once or in sequence, customized to how you want calls handled for your business.
- Your team can transfer calls, put them on hold, or pick up others' calls using simple buttons on the phones, tracked on the dashboard.
- Voicemails are emailed as audio files for easy listening, with counts shown on your dashboard for quick reference.
- Your calls are kept private and secure, with dashboard alerts for any issues, all monitored by Smart Integrate for reliability.
- Host video meetings from the desktop app or reception phones, with Smart Integrate ensuring smooth setup for team or client collaboration.
- Our cloud-managed router allows Smart Integrate to monitor and adjust your network remotely, ensuring your phone system stays connected.
- The router integrates with the Yeastar P-Series, prioritizing phone traffic for clear calls and stable video meetings, even during high network use.
- Access points create a Wi-Fi mesh network, providing seamless internet coverage across your office for phones, apps, and other devices.
- Additional features like messaging, business tool integrations, custom routing, and updates are available for future needs, managed by Smart Integrate.



# HOW CAN WE CONNECT YOU ?

What we envision for your business.



## FIBRE

The best of the best



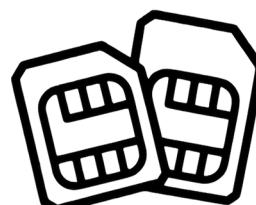
## SATELITE

Practically everywhere



## FIXED WIRELESS

Our next best option



## MOBILE SOLUTION

GSM Sim cards



## FIXED LTE

Essential Access



## DEDICATED SERVICE

When you need it !

# REFERENCES

## A list of Just A Few Of Our Happy Customers

We are proud to serve a diverse range of satisfied clients across South Africa, delivering tailored telecommunications and networking solutions to meet their unique needs. Below is a selection of some of our valued customers, showcasing our commitment to excellence and reliability. Many more businesses trust us to keep their operations connected and thriving.

### Reference List

- **Domitor Drukkers, Lephalale**  
**Solution:** Seamlessly transitioned to a robust hosted telephone system, moving away from 3CX for enhanced reliability and performance.  
**Contact:** Sonie, Office Manager  
**Phone:** 014 763 5388
- **Elisras Propshaft, Lephalale**  
**Solution:** Implemented a hosted telephone system with a reliable failover solution and integrated copier services for streamlined operations.  
**Contact:** Lynette, Office Manager  
**Phone:** 014 763 5320
- **Kransberg Electrical**  
**Solution:** Deployed a Hosted Freedom Telephone System with a robust failover mechanism to ensure uninterrupted communication.  
**Contact:** Duncan, Owner  
**Phone:** 014 763 2486
- **Dr. Bham Sasolburg Dental Studio**  
**Solution:** Transitioned from Telkom to a robust failover solution, ensuring consistent and dependable telephony services.  
**Contact:** Dr. Bham, Owner  
**Phone:** 072 645 6546 / 016 976 0436
- **Dr. W S Lunda, Family Medicine, Vereeniging**  
**Solution:** Provided a reliable hosted telephony solution to support seamless patient communication and practice efficiency.  
**Contact:** Seleste  
**Phone:** 016 422 3911
- **Latitia Investments, Sandton**  
**Solution:** Delivered a fully managed network and telephony infrastructure supporting 30 users for optimal connectivity and productivity.  
**Contact:** Chantal  
**Phone:** 011 020 8230
- **PA Venter Optometrists, 2 Branches**  
**Solution:** Implemented comprehensive telephony, networking, and internet solutions with failover mechanisms for both branches, ensuring uninterrupted service.  
**Contact:** Mrs. Venter, Owner's Wife  
**Phone:** 083 457 8861
- **Malmesbury Panelbeaters**  
**Solution:** A trusted client for over six years, benefiting from a fully managed telephony and networking solution tailored to their needs.  
**Contact:** Renata, Owner  
**Phone:** 022 482 3655
- **Pam Golding Garden Route, 8 Branches**  
**Solution:** Provided full support for telephony and networking across eight branches, ensuring seamless communication and operational efficiency.  
**Contact:** Le Roux, Owner  
**Phone:** 082 569 2002
- **Mr Suit Hire, Cape Town, 4 Branches**  
**Solution:** Deployed a comprehensive solution including internet, telephony, CCTV, and remote management across four branches for enhanced security and connectivity.  
**Contact:** Keith  
**Phone:** 083 265 9601
- **TychoSet Engineering, Lydenburg**  
**Solution:** Delivered a fully managed network and telephony system, optimized for operational efficiency and reliability.  
**Contact:** Jessica  
**Phone:** 087 711 2772
- **Optimum Healthcare Institute, Sandton, 2 Branches**  
**Solution:** Provided a fully managed network, telephony with 25 extensions, and CCTV solutions across two branches for secure and efficient operations.  
**Contact:** Antonia, Practice Manager  
**Phone:** 010 157 9639
- **Bethal Aptek – Local Choice Pharmacy, Bethal**  
**Solution:** Implemented a robust telephony system with 18 extensions, enhancing communication for pharmacy operations.  
**Contact:** Theresa, Owner  
**Phone:** 017 647 3444
- **Dr. SBH Zungu, Eshowe**  
**Solution:** Successfully transitioned from Telkom to a hosted telephone system, improving reliability and communication efficiency.  
**Contact:** Andele, Practice Manager  
**Phone:** 035 474 4468



# GET IN TOUCH

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**[www.smartintegrate.co.za](http://www.smartintegrate.co.za)**



**010 141 5671**