

HEADSET SOLUTIONS



Yealink



AUDIO CONFERENCING
HEADSETS
VIDEO CONFERENCING





With 36 years of experience, **Headset Solutions** consistently delivers solutions to our customers which position them for growth. Our dedication to exceptional service and responsive after-sales support has earned us the **HP | Poly Distributor of the Year Award** for FY23.

Let us help you **Engage. Connect. Communicate.**
Transforming the Way We Interact.



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Your African distributor of choice.

Distribution Network & Warehouses

Headset Solutions is committed to responding quickly to our partners', and customers', needs. Our large distribution network spans 25 African countries with our main Warehouse and Distribution hubs in the major cities.

Offices:

- Cape Town, South Africa (*Head Office*)
- Dubai, UAE
- Lagos, Nigeria
- Nairobi, Kenya
- Port Louis, Mauritius

Warehouses:

- Cape Town, South Africa
- Dubai, UAE
- Port Louis, Mauritius

Distribution Network:

- Angola
- Botswana
- Cameroon
- Congo
- Cote d'Ivoire
- DRC
- Ghana
- Kenya
- Lesotho
- Madagascar
- Malawi
- Mauritius
- Mozambique
- Namibia
- Nigeria
- South Africa
- Swaziland
- Reunion
- Rwanda
- Senegal
- Seychelles
- Tanzania
- Uganda
- Zambia
- Zimbabwe



Services & Support

We are a **value-added distributor**, partnering with **channel partners** to deliver products to end-users.

Customer Service Help Desk

General enquiries, order fulfilment, logistics management.

Internal Sales Department

Lead Generation campaigns for partners, above the line marketing campaigns.

Marketing Campaigns

Dedicated marketing campaign assistance for channel partners.

Multiple Language Communication

We are able to communicate with our partners and their customers in more than 5 languages.

Online Partner Portal

Live updated information regarding your account, stock availability, open invoices, samples, Orders, pricing, etc.

Product Training

Partner staff product training, online product training.

Sales Support

Pre and post-sales support. Assisting partners to close deals on-site.

Service Level Agreements (SLA's)

On-site service level agreements.

Solutions Architect

Use our extensive experience to help you design the right solutions for your needs.

Technical Support Centre

Pre and post technical support, on-site technical support, warranty management and training programs.

Warehousing

In-house warehouse and distribution facilities.

Warranty Management

Manage the full product warranty chain on behalf of vendors.

Connecting **AFRICA.**



Our Brands

Headset Solutions is the proud distributor of **HP | Poly**, **Yealink** and **Mersive** products in Africa.

These products are available in the following **categories**:



**CONTACT
CENTRE**



**UNIFIED
COMMUNICATION**



**WIRELESS
HEADSETS**



**AUDIO
CONFERENCING**



**VIDEO
CONFERENCING**



**INTERACTIVE
SCREENS**



**PRODUCT
BUNDLES**



SOFTWARE



Simplicity brings Confidence

The rise of remote and hybrid work has created huge demand for solutions that make new ways of collaboration and co-creation possible. The combination of Poly and HP will pave the way for us to create the hybrid work experiences of the future. Now one company, we are stronger together, innovating for customers & partners to support them on their once-in-a-generation quest to redefine the way work gets done.



Yealink

Easy Collaboration, High Productivity.

With best-in-class quality, innovative technology, and user-friendly experiences, Yealink is one of the best providers in more than 140 countries and regions, ranks No.1 in the global market share of IP Phone, and is the Top 5 leader in the video conferencing market (Frost & Sullivan, 2021).



Wireless Collaboration. Effortless Connections.

Our products are all about engagement and participation – and so are we. We value inclusiveness and diversity and celebrate vigorous discussion and everyone having a seat at the table. Mersive's business is designed around creative problem-solving and best suits a curious mind. We prize genuineness and humility, but we are tenacious in our pursuit of real impact.



HEADSET

SOLUTIONS

AUDIO CONFERENCING | HEADSETS | VIDEO CONFERENCING

Partners & Clients



Meet the Team

SOUTH AFRICAN SALES TEAM

INTERNAL SALES



Anisha Nair
Snr Product Manager
Audio - Gauteng



Gary Kruise
Snr Product Manager
Video - Gauteng



Annette Thobios
BDM, Gauteng
Sales Team



Chad Francis
BDM, Gauteng
Sales Team



Charlene Burger
BDM, Gauteng
Sales Team



Denim Le Roux
BDM, Cape Region
Sales Team



Paula da Silva
BDM, KZN
Sales Team



Megan Wagner
Internal Sales
Cape Town

INTERNAL SALES

AFRICA SALES TEAM

TECHNICAL SUPPORT

OPERATIONS



Kathryn Holtzhausen
Internal Sales
Gauteng



John Agbo
BDM, Lagos, West Africa,
Sales Team



Imaad Izzudin
BDM, Africa
Sales Team



Reede Jogessur
BDM, Port Louis, Africa
Sales Team



Neville Titus
Technical Support



Tyrone Philander
Technical Support



Vaghini Murugan
Technical Service



Carole Laver
Operations Manager

OPERATIONS

PROCUREMENT

CUSTOMER SERVICE



Nielle Truter
COO - Director



Nadia Sambo
Procurement / Logistics



Ruchelle Janse Van Vuuren
Procurement / Logistics



Audrey Bosman
Customer Service
Team Leader



Monique Goodall
Customer Service



Christelle Barnard
Customer Service



Thania Jakoet
Customer Service





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Communicate.**

Transforming the Way We Interact.



HEADSET SOLUTIONS

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(Head Office)

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Poly

Yealink



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