

ITG TELECOMMUNICATIONS SDN BHD  
(Comp Reg No.674841-D)

  
**ITGtel**  
*get connected*



**THE FUTURE IS NOW**

[itgtel.com](http://itgtel.com)



# about ITGtel

Established in 2004 with the Telecommunication License from the Malaysian Communications and Multimedia Commission (MCMC), ITG has successfully delivered solutions on time, within budget and above all to the required quality, while maintaining focus on continuous improvement on internationally accepted standards.

In 2020 ITG was selected as the Technology Service Provider for PENJANA an initiative under the Ministry of Finance to revive the economy of this country.

ITG's humble journey via it's loyal customers recommendations has grown into a financially independent company. Our collaborations with International partners keeps us ahead with leading telecommunication solutions from across the globe.

ITG delivers one of the telecommunication industry's broadest product range for corporate and retail across the country. Our dedication in continuous diversification of products & services is what keeps our customers business ahead of it's competitors.

# ACCELERATE DIGITAL COMMUNICATIONS SOLUTION

## VALUED PROPOSITIONS

### HONESTY & INTEGRITY

We value relationships primarily based on honesty and integrity by conducting ourselves and the way in which we do business with honesty and integrity. We create trust which is a key driver to maintaining all stakeholders relationships

### CUSTOMER SERVICE ORIENTED

Customers are our most important asset and therefore its vital. We satisfy and meet their expectations viably. The primary method by which we aim to gain the confidence of our customers is to provide quality services and products.



**OUR VISION**  
*We vow to offer solutions. We assess each customer's needs and provide the best solution available.*

# OUR MISSION

*Our mission is to provide our customers with innovative, high-quality communication technology services that increase business value. Our objective is to offer value-added solutions for internet-based telephony services that are future-proof and communication technology-efficient.*

# OUR VALUES

- Prioritise the needs of the client.*
- Provides innovative solutions and consultation to businesses.*
- Fosters trust by demonstrating accountability, loyalty, and integrity.*



# OUR PRODUCTS & SERVICES

## CLOUD PBX

**CLOUD PBX** is a high-performance hosted PBX phone system that gives our business an edge. Provide a competitive edge with low start-up costs on affordable long distance call charges together with advance productively-boosting features. There is no PBX or IP PBX hardware to buy or lease, and there is no need for expensive maintenance contract.

**Easily set up and manage virtual offices worldwide**  
**ZERO installation costs**  
**ZERO maintenance fee**  
**No physical PBX device required**

## SMS BLAST

Promote your products and send transactional notifications with personalized, two-way SMS. We offer a messaging system that allows you to send SMS messages to your customers' phones in real time.

**Real-time reporting**  
**Scheduled delivery**  
**Multi-language support**  
**Scalable**

## VOICE BLAST

**Voicemails** could be easily forgotten but not voice calls. Even more effective if the calls were automated along with an audio message will be played when it is answered.

**Simple Broadcast - suitable for both outbound and inbound call that plays an audio message**  
**Interaction Voice Response (IVR) - Allow to accept inputs from recipients**  
**Able to integrate with third party system using HTTP get calls or connect your users to a third party**

## SIP TRUNKING

**SIP** is Session Initiation Protocol (SIP) which is used to create and control the communications sessions that are the basis of VOIP telephony. The word Trunking describes the connection between telecommunications systems. SIP Trunking is a term from circuit-switched telecommunications of a virtual connection.

**Saves cost in communicating with landline-based and mobile numbers**  
**Utilize directory assistance services**  
**Make and receive local and long distance calls**

## WHATSAPP BLAST

The Whatsapp Blasting System allows you to send messages to an unlimited number of WhatsApp users. Daily bulk sending to thousand customers allow your business to have quick penetration than others. Messages can be customised in a variety of ways, including text, emoji, and even graphic files.

**Delivery Report (Success and Failed)**  
**Web Based Control Panel**  
**Credits No Expiry Date**  
**No Contracts**

## CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Improve Customer Satisfaction and Experience with Our Customizable **CRM** System. Business can be simple. Now is the time to digitise your customer relationship management and prepare to wow your customers. Check out our tried-and-true features designed for both SMEs and multinational corporations. Using CRM software to improve business profitability.

**Save resource and maximise productivity**  
**Retain your best customers**  
**Targeted marketing to drive growth**  
**Centralise your critical business information**  
**Gain valuable business insights**  
**Easily manage your contacts**

# MADE FOR EVERY BUSINESS



# OUR CLIENTELE



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212A, Level 2, Block A,  
Kelana Business Centre  
Lot 97, Jalan SS 7/2,  
47301 Kelana Jaya,  
Selangor Darul Ehsan,  
Malaysia



+603 8084 2288 +603-27720925



sales@itgtel.com



www.itgtel.com  
www.myvoip.com.my  
www.dolphin.com.my

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