



ictengage

COMPANY PROFILE

CONNECT | INSPIRE | INNOVATE

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OVERVIEW

ABOUT ICTENGAGE

At ICTEngage, we specialise in strategically acquiring and nurturing skilled talent to empower success in the Information and Communications Technology (ICT) industry. Our mission is to provide an environment where participants not only gain knowledge but also cultivate practical skills and insights into various ICT solutions in real-world situations.

At ICTEngage, we are committed to partnering with companies to develop their talent and fill key roles within their organizations. Our training and placement services are designed to meet the specific needs of the ICT sector, ensuring your workforce is equipped to meet the challenges of today and tomorrow.



BRINGING IDEAS AND INNOVATION
TO LIFE THROUGH TECHNOLOGY



OUR SERVICES

PLACEMENT

Our placement services are designed with precision to ensure an exceptional fit between candidates and your company's specific needs. We utilize a comprehensive approach that includes a full Applicant Tracking System (ATS) client portal, streamlining the recruitment process and enhancing the hiring experience for both employers and job seekers.

- **Advanced Candidate Assessment:** Every candidate undergoes a thorough assessment that includes both skills evaluation and psychometric testing. This dual approach ensures that individuals are not only technically capable but also possess the competencies that align with the specific requirements of the position and the cultural dynamics of your company.

At ICTEngage, we bring a fresh approach to recruitment. Our tailored services are designed to make your hiring process efficient, effective, and impactful:

1. **ATS Client Portal:** Simplify candidate management. Our intuitive ATS streamlines workflows, centralizes data, and ensures consistent communication. Spend less time on administrative tasks and more time connecting with top talent.
2. **Psychometric Testing:** Beyond surface evaluations, we delve into candidates' cognitive abilities, personality traits, and potential job fit. Our objective assessments minimize bias and predict performance, helping you make informed decisions.
3. **Pre-Recorded Video Interviews:** Flexibility meets efficiency. Candidates showcase their skills on their terms, while you gain deeper insights. Our AI integration further refines the process, ensuring you find the right fit faster.

OUR SERVICES

TRAINING PROGRAMS

Our Programs are designed to cater to a range of needs, from sales and technical proficiency to soft skills enhancement, ensuring participants are well-prepared for industry challenges.

- **Technical Training:** Our technical training courses provide practical skills and insights into the latest ICT solutions, focusing on actionable strategies and techniques to empower your employees. These programs are designed to help participants master the complex landscape of modern technology and apply their knowledge effectively in real-world scenarios.
- **Soft Skills Development:** We recognize that technical expertise needs to be complemented with strong interpersonal skills. Our soft skills training programs cover essential areas such as communication, leadership, and teamwork. These skills are crucial for fostering a collaborative and innovative work environment and are integral to the professional development of your staff.
- **Sales Process Training:** For companies involved in ICT sales, whether direct or through reseller channels, our sales training offers comprehensive strategies and techniques to enhance sales performance. This training equips your sales teams with the tools they need to thrive in competitive markets and drive revenue growth.
- **Operations Training:** Optimize your business operations with our specialized training in managing and enhancing ICT operations. These courses provide the insights needed to streamline processes and ensure operational efficiency, crucial for maintaining an edge in the fast-paced ICT sector.
- **Engaging Quizzes and Premium Material:** To reinforce learning and ensure a high retention rate, our programs include engaging quizzes and access to premium materials. These resources offer valuable insights and advanced knowledge, making the learning process both enjoyable and highly effective.

UNIQUE SELLING POINTS

- **Actionable Training:** Our training programs focus on actionable strategies and techniques that empower participants .
- **Interesting Quizzes:** Engage with our collection of captivating quizzes covering a range of topics .
- **Premium Material:** Access top-tier quality content and exclusive resources to elevate your learning experience .

Our Vision: To be the leading provider of high-quality, industry-relevant training that equips students with the skills and knowledge needed to succeed in today's competitive ICT landscape.

Our Approach: We pride ourselves on delivering a blended training approach including online self-learning and a hands-on approach with experienced instructors and a commitment to student success. Our training programs are designed to be dynamic and responsive to the evolving needs of the ICT industry.



BENEFITS OF TRAINING

Training and development play a crucial role in the success of organizations, especially in 2024. Let's explore some statistics and insights related to the importance of training and the impact it has on employees and businesses:

1. Increased Productivity and Profitability:

- Companies that offer comprehensive training programs have 218% higher income per employee compared to those without formalized training.
- These companies also enjoy a 24% higher profit margin than those who spend less on training.
- Training contributes to increased employee productivity, which is essential for organisational success.

2. Employee Retention:

- 40% of employees who don't receive the necessary job training to become effective will leave their positions within the first year.
- To retain employees long-term, companies must offer continuing development and opportunities for advancement.
- 70% of workers believe workplace training should continue throughout their career, regardless of seniority.

3. Employee Satisfaction and Engagement:

- 87% of millennials believe learning and development in the workplace is important.
- 76% of employees say that a company would be more appealing if it offered additional skills training to its staff.
- 76% of millennials consider professional development opportunities as crucial aspects of company culture.

BENEFITS OF TRAINING

4. Skills Advancement and Adaptability:

- Training is more effective at increasing productivity than upgrading equipment.
- Employees value training opportunities, and companies that invest in their development will thrive in an increasingly employee-driven market.
- AI-assisted training processes can personalize learning experiences and enhance knowledge retention.

5. Employee Training Statistics:

- Nearly 59% of employees claim they had no workplace training, relying on self-taught skills.
- 74% of workers are willing to learn new skills or re-train to remain employable.
- 34% of employees are very satisfied with job-specific training, even though 41% consider it very important.
- 74% of surveyed employees feel they aren't reaching their full potential due to a lack of development opportunities.

In summary, investing in training and development not only benefits employees but also contributes significantly to organisational growth, productivity, and overall success. As we move forward, organisations should prioritize ongoing learning and create effective training strategies to stay competitive in the ever-evolving landscape



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WE HAVE AN EXCELLENT NETWORK,
INDEPTH TECHNICAL KNOWLEDGE, 30 PLUS
SOLID YEARS INDUSTRY EXPERIENCE
COUPLED WITH A REASONABLE AND
FLEXIBLE PRICING STRUCTURE WHICH
MAKES US THE PLACEMENT AND TALENT
ACQUISITION PARTNER OF CHOICE.

OUTSIDE



THINK

THE

BOX

TESTIMONIALS

DONOVAN DELPORT**MANAGING DIRECTOR: INNOVATION HUB GROUP**

The Innovation Hub Group has developed and sustained a professional and warm relationship with the company due to their continuous effort to provide us with world class service as a company such as ours demands.

It has proven to be extremely capable, efficient, enthusiastic and helpful with all our staff training and telecommunication requirements and have grown to be appreciated by all the members of staff who deal with them and their professional mannerism.

It is indeed a professional service provider with extreme care and attention to detail. It prides itself on quick turnaround times, seamless back office support and good knowledgeable staff.

JAMES W WILSON III**VICE PRESIDENT DIRECT SALES: DOW NETWORKS**

Felicity always looks after her clients and acts in their best interest. She is exceedingly good at planning, implementing, nurturing a project to its completion. She is always focused on the end goal and pushing her team to the best way to a profitable conclusion. She understands that in telecom the completed set-up is the beginning of a future long-term working relationship. She is also extremely good at hiring a capable and talented team of loyal and proficient people to help her accomplish her ambitious goals. I have never worked for Felicity but the strong loyalty of current and past workers I have known, tells me a lot about her management skills.

JONATHAN MASON**CEO: CIPHERWAVE**

I personally want to say congrats on the work well done as I know it was a mammoth of a project and one that was executed with perfection. Thank you for your time and dedication in rolling out the DisChem sites as you managed the transition Between providers seamless whilst dealing with a number of third parties to execute on your mandate. From the CipherWave team we would like to say a "BIG" thank you and look forward to working with you in the future.

HENK DU PLOOY**MANAGING DIRECTOR: TRUNUTY**

It is with great pleasure that I take this opportunity to provide Felicity Menge with the following reference: Felicity was the project manager coordinating the successful transformation of analogue / digital telephone infrastructure to a Voice over IP solution for more than 100 branches throughout South Africa for a listed corporate organisation. This project was completed within the required time frame and managed by Felicity without any unnecessary interruptions for the end users. We shall make use of her services going forward and would highly recommend her.

JANET SOUTER**CSO, SALES & MARKETING DIRECTOR: SCOPSERV INTEGRATED SERVICES**

On behalf of the ScopServ Management and its team, I would like to extend our appreciation for the amazing work done by you on the Dischem project. The endless hours that you have spent working on this project, and the professionalism that you have shown has impressed the entire team immensely. I want to say a massive thank you to all your hard work and absolute attention to detail. It has been an absolute pleasure working with you.

TESTIMONIALS

ROCHELLE MOUNTANY

MANAGER: INFORMATION & COMMUNICATION TECHNOLOGY & BUSINESS INTELLIGENCE: ICAS SOUTHERN AFRICA

I have worked with Felicity on several projects and she remains my 'go-to' expert on all telecoms related matters. She has mastered the valuable skill of creative thinking and is able to apply this to her work to build innovative solutions that meet client needs. She does this so expertly due to her client-centred approach in coming to grips with the client's business before embarking on solution design. When things don't work out 100%, as they inevitably do with ICT solutions, there is never a concern with Felicity involved as she always manages to deliver the end product, despite hurdles that need to be overcome. I would highly recommend Felicity to anyone looking for an expert in the field of ICT and specifically telecoms - the greater and more complex the challenge, the more innovative the solution that will be provided.

MATTHEW HATTINGH

DIRECTOR: UNIFIED VOICE SOLUTIONS

I have had the good fortune to have worked with Felicity in the past, and when the time came to choose a supplier for my business, she was the natural choice. Her personal experience as an entrepreneur has given her a deep insight in the needs of her customers and has allowed her to deliver services that constantly exceed expectations.

MICHAEL SMITH

REGIONAL PROJECT MANAGER: HSBC

Having hired Felicity on more than one occasion to provide IT and Telecom solutions for the business, the company received not only value for money but solutions which were cutting edge as well as scalable. Her success with Platform Integration Pty Ltd. grew to an extent where she went on to develop and grow two further businesses proving that she is a leader in her field. She is an organizer, a collaborator and a businesswoman who I have seen organize technical conferences, bring together keynote speakers whilst forging business deals and promoting the industry at the same time. She is well respected and I'm sure that her new ventures will be as successful if not better. I will not hesitate to contract the services of her company should the opportunity arise.

NICK ALLEN

ENTERPRISE DEVELOPMENT MANAGER: BIZTEC

We recently had a two-day training session which was led by Felicity Menge. Her years of experience, industry knowledge and ability to communicate at all levels provided the perfect platform for the training to use as a foundation. The course content varied from basic VoIP concepts to in-depth networking and call routing. Presentation skills and the use of relevant training aids were well researched and delivered. The training was very interactive which provided for effective and participative learning. All my staff enjoyed the two days and found the experience to be educational and interesting. the opportunity arise.

THANK YOU

LOCATION

we train throughout South Africa

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SOCIAL MEDIA PRESENCE

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