

Cappacity

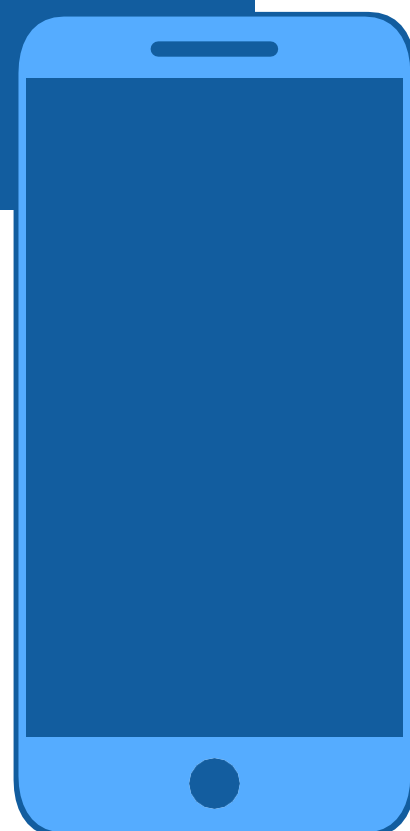
Accredited Cellphone Repair Centre
2007 - 2025





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Who we are



A Brief history about the company

Founded as a family business in 2007, CAPPACITY started as a simple cell phone repair company. Fast forward 18 years and our business has grown into one of South Africa's most reputable cellphone repair centre's servicing Cellphone Networks, Retail Industry and insurance companies. CAPPACITY is integrated with (Vision) developed by Profound Software which is the leading cellphone track and trace system in the industry. Our staff complement in total is 22 highly skilled individuals.

We offer our customers a cost saving with our OEM accreditations which enables us to repair a device at no cost if it falls within the warranty period. Once we repair an insured device we have the capability to put the device back into warranty so the customer can still obtain the remainder of their warranty. We are the only ZTE accredited repair centre in South Africa and house all of ZTE replacement stock. Vodacom, MTN and Telkom insured customers can get their faulty ZTE routers swapped out at no cost if the device is still within the warranty period which benefits a cost saving for the insurance company not needing to replace the faulty device



Our Values

01 - The Team

CAPPACITY started as a family business and we have carried that culture into our ever growing team. Everyone at CAPPACITY is highly qualified both technically and experientially and is an integral piece of our ultimate claim solution.

02 - Vision Software

At the route of our value and success is our unique and high-tech software developed over the last decade by PROFOUND SOFTWARE. Vision is offered to our clients free of charge and integrates with any existing system to streamline the entire claim process around cell phone repairs.

03 - Our Customers

We are all about our customers and it comes as no surprise that we are the preferred repair centres for our customers MTN, Telkom 3G Mobile and Bradian which handles Ackermans and PEP. Our team makes themselves available at any time and is always innovating and assisting our customers in saving time and budget.

04 - Personal Service

As all aspects of CAPPACITY growth, one thing remains exactly the same – our focus on quality and professional service. We are always innovating and going the extra step to assist current and future clients with possible ways in which we can help them thrive. CAPPACITY is built on quality service.

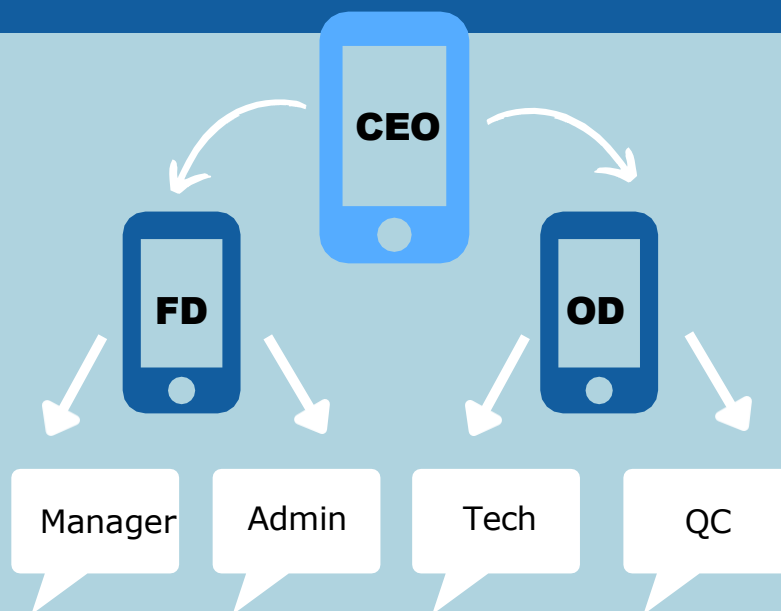


The Team



A breakdown

The Management team is led by CEO Johnny Tselebioglou. Just below is the Finance Director Stacey Hirsch and Operations Director Peter Holwill. This strong leadership structure is involved in day to day operations as well as implementing policies and systems to manage the team, 10 x admin, 8 x technical and 4 x quality control employees. The management has a sound knowledge of the industry and has the recruitment resources to scale rapidly without long delays.

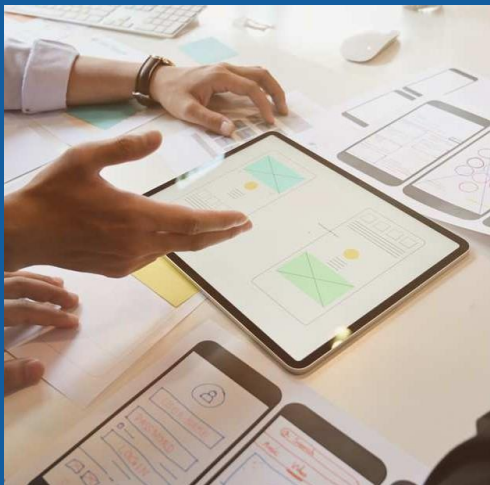


Vision Software



A Brief Story About The Solution

CAPPACITY has helped in refining Vision for over 8 years to arrive at the point where we offer our customers an easy to implement solution for their cell phone claims that streamlines the entire process of logging a claim, delivery, repair authorization and administration. We offer this software integration free of charge and assist our clients in learning it so we can all reap the benefits together.



Feasibility

Vision software can be integrated into any insurance company's existing modular system without expensive plugins.



Implementation

The technical division of CAPPACITY offers implementation and integration of Vision software free of charge. Combined with CAPPACITY professional repair centre, a complete end to end solution for a claim can be implemented.



Track record

As one of the leading repair centres holder of accreditation for numerous OEM manufacturers, we have a proven track record that Vision and CAPPACITY has improved the warranty and repair claim process in all aspects.

OUR DRIVE



With the utilization of our tailor-made Vision software model, we manage and complete the entire repair cycle; increasing profitability and efficiency through a unified system for our company, the administrator and the underwriter.

VISION
REPAIR CENTRE IN THE CLOUD



Innovation Driven

We have upheld the spirit of innovation and creativity in shaping a solution that is more efficient than the industry norm.

Innovation matters to us. Our passions lie in creative, technically sound and cutting-edge business repair processes.



Performance Driven

We maintain a comprehensive view of the entire claim process with the controls and features that are built into our Vision software

- ♦ Eliminate manual processes
- ♦ Receive comprehensive reporting
- ♦ Increase project awareness across the business
- ♦ Get live, reliable data in an easy-to-navigate interface

VISION
REPAIR CENTRE IN THE CLOUD

What sets us apart



Standard Industry Processes

- ♦ Contact client telephonically to arrange collection.
- ♦ Arrange for courier collection without automation.
- ♦ Quoting done manually and emailed to administrator.
- ♦ No communication regarding the status between the repairer and the administrator.
- ♦ To release the device, the repairer must phone the courier to arrange for collection.
- ♦

CAPPACITY Solution

Call centre handles booking and first assessment.

- ♦ Courier receives notification from call centre; triggers automated
 - ♦ collection from customer – the device is then delivered to CAPPACITY for FREE quotation and ASSESMENT.
- Device assessed at CAPPACITY and quotation is sent to administrator.
- ♦ Quotation is approved in order for the repair to be given a go-ahead
 - ♦ Courier receives automated notification when job card is closed.
 - ♦ Device is repaired and returned to customer within 72 hours from approval.



Customers

CAPPACITY has a wide range of prestigious out of warranty as well as contracted repair centre clients including:

- ♦ 3G Mobile
- ♦ Telkom
- ♦ MTN
- ♦ PEP and Ackermans
- ♦

Accreditation

Our team worked tirelessly until we received our first accreditation license from Nokia back in 2007. Today we have numerous licenses for the following companies:

- ♦ Samsung
- ♦ Hi-Sense
- ♦ Apple
- ♦ Tecno / Itel
- ♦ VIVO
- ♦ ZTE
- ♦

Telkom



In Warranty Repair Clients

Out Of Warranty Repairs



SAMSUNG

ZTE

Hisense

vivo

TECNO





Service

CAPPACITY has a fully functioning repair centre handling over 1500 in warranty repairs monthly, and we also do service out of warranty repairs to the general public

CAPPACITY is renowned for going the extra mile for our clients and utilizing a flexible approach to enhance our customer's service

CAPPACITY has the ability to scale and offer dedicated client specific resources should this be required and ensure that management has an open-door, always available approach





Our Mission

At CAPPACITY we are committed to providing our customers with the highest standard of service.

We focus on quality and therefore we only use genuine parts to do our repairs.

Due to our unique processes our turnaround time on a cell phone repair is 72 hours

2025

Thank You

CONTACT US...

Our dedicated and enthusiastic team is waiting to hear from you.



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