Nexguard IT Solutions Company Profile

IT support across the Western Cape and technology supply across South Africa

Company overview

Nexguard IT Solutions helps organisations keep their people connected, their equipment supported and their technology ready for work. We provide onsite IT support across the Western Cape by arrangement, with supplier support and remote support throughout South Africa. Travel outside Cape Town is quoted separately.

From sourcing business hardware and software to maintaining networks, cloud services and security systems, we bring your IT work together through one team. Choose an ongoing support and maintenance agreement or a fixed project scope for an installation or upgrade.

Why choose Nexguard

One team across your IT environment Coordinate technology purchases, connectivity, support and upgrades without treating each as a separate problem. Security technology and backup power are part of the same conversation.

Assigned client support Each client has an assigned account and support agent, available throughout the client's operational hours. All issue priorities carry a one-hour response target.

30-day B2B accounts from invoice date Plan your business purchases with 30-day account terms. Same-day quotations, fast stock turnaround and warranty claims managed through Nexguard help keep purchasing moving.

Start with a free onsite technical assessment

If staff are losing time to IT faults, your Wi-Fi is unreliable, equipment needs replacing or power interruptions are affecting work, tell us what is happening. Our free onsite technical assessment includes a written summary of findings, recommendations and a quotation. Travel outside Cape Town is quoted separately.

Business enquiries

sales@nexguard.co.za | 087 265 8856
Mobile: 079 146 4878 | www.nexguard.co.za

IT operations and infrastructure

Equip your teams, connect your workplace and keep business systems working, whether you are buying new equipment, moving offices or upgrading your network.

Corporate IT hardware and software procurement

Get business hardware and software that fits the work your team does. We help with selection and supply, provide same-day quotations and focus on fast stock turnaround. For products purchased through Nexguard, log warranty claims directly with us rather than with distributors. We manage the warranty claim from start to completion, liaise with the distributor and keep you informed throughout the process. We offer 30-day B2B accounts from invoice date.

Managed IT support and maintenance agreements

Month-to-month agreements start at R4,500.00 excluding VAT for up to five users. Larger packages cover ten or twenty users. All include an assigned technician, remote support, maintenance and one weekly onsite visit with the first hour included. Onsite support across the Western Cape is by arrangement, with travel outside Cape Town quoted separately.

Structured cabling and enterprise networking

Connect your workspace with cabling and networks built around how the site is used. For a move, expansion or network refresh, we plan the installation so desks, devices and business systems can connect.

Business Wi-Fi and fibre connectivity solutions

Help staff stay connected across the workplace. We address business Wi-Fi and fibre needs by considering where users work, how many devices connect and which services depend on the connection.

IT infrastructure installations and upgrades

Introduce new technology with a clear installation plan. We consider the existing systems, compatibility and operational impact so the upgrade is organised around the business day.

Customer result Student accommodation Wi-Fi upgrade

The challenge A student accommodation site serving more than 200 students experienced Wi-Fi problems under heavy usage. The client had been struggling with connectivity under its previous supplier.

The upgrade Nexguard upgraded Wi-Fi across the premises with Wi-Fi 7 access points, replaced the switches with gigabit switches and upgraded the structured cabling to solid-core Cat6.

The result Following the upgrade, support demand is down to one to two calls to Nexguard’s support centre every two months. Reported site performance is a comfortable 500 Mbps in both upload and download directions, with no noticeable lag or latency issues during use.

Cloud security and continuity

Keep staff working together, identify security weaknesses and prepare for power or service interruptions.

Cloud services and Microsoft 365 support

Keep business email, shared information and collaboration tools working for your team. Our cloud services and Microsoft 365 support help users work with the systems they rely on each day.

CCTV and security technology solutions

See the areas of your premises that matter. CCTV and related security technology are planned around the site, monitoring objectives and the people who need to use the system.

Business continuity and backup power solutions

Decide what must stay operational during an interruption, then plan around it. We consider critical equipment, site conditions and continuity priorities when proposing backup power and related solutions.

Penetration testing

Identify exploitable security weaknesses before a planned change, customer security review or internal risk assessment. Testing is authorised and scoped in advance; findings help you understand identified vulnerabilities and prioritise remediation.

How we work

1 Tell us what is not working Call or email with the issue, planned purchase or project you have in mind.

2 Get an onsite technical assessment We review the agreed systems at your premises and provide a written summary of findings, recommendations and a quotation. Travel outside Cape Town is quoted separately.

3 Agree the work Confirm the scope, pricing and timing before the purchase, installation or support engagement begins.

4 Put the solution to work We carry out the agreed work and discuss any ongoing support or maintenance needs.

Free onsite technical assessment

Understand where your IT stands before deciding what to change. We visit your premises, discuss the issues affecting your team and assess the technology your business relies on.

Where the assessment takes place

The assessment is onsite across the Western Cape by arrangement. We agree the visit, scope and access requirements before attending. The technical assessment is free; travel outside Cape Town is quoted separately.

What we check

Computers and hardware Desktop and laptop condition, hardware concerns and everyday software issues.

Servers The existing server setup, configuration and operational concerns.

Network equipment Switches, routers and connectivity between the systems your team uses.

Wi-Fi coverage Coverage concerns and connectivity where people work and devices connect.

Structured cabling The cabling setup and connection issues affecting the network.

Backups The backup setup, backup status and arrangements for recovering business data.

Microsoft 365 The Microsoft 365 setup and email or collaboration concerns.

Basic security configuration Security settings, protection and access arrangements relevant to the existing setup.

What you receive

A written summary of findings, recommendations and a quotation for proposed work. Review the findings and decide which recommended next steps you want to take.

Assessment scope and follow-up work

This is an onsite technical assessment, including basic security configuration checks. Penetration testing is a separate service. Follow-up remediation, installations, migrations and other project work are quoted separately and agreed before work begins.

Support coverage and pricing

Service	Current coverage
Onsite support	Western Cape by arrangement
Supplier support	Throughout South Africa
Remote support	Throughout South Africa

Supplier support means assistance with sourcing and supplying business hardware and software throughout South Africa.

Support hours align with each client’s operational needs. Every client has an assigned account and support agent, available throughout their operational hours.

Response and resolution targets

We target a response within one hour for every issue priority. Target resolution times depend on the priority assigned to the issue.

Issue priority	Response target	Target resolution
Critical	Within 1 hour	Within 2 hours
High	Within 1 hour	Within 4 hours
Medium	Within 1 hour	Within 8 hours
Low	Within 1 hour	Within 12 hours

Resolution times are targets, not guaranteed completion times, and apply within agreed support hours. Onsite support is available across the Western Cape by arrangement, with travel outside Cape Town quoted separately. Outside the Western Cape, support is delivered remotely. Onsite attendance, escalation arrangements and exceptions to resolution targets must be confirmed in the support agreement.

Monthly managed support packages

Choose a package around your team size. All prices exclude VAT and cover one primary computer per user at one business site. The supported equipment and network are listed in your quotation.

Package	Monthly fee excluding VAT	Included users
Business Essential	R4,500.00	Up to 5
Business Plus	R6,500.00	Up to 10
Business Growth	R9,500.00	Up to 20
Larger or complex businesses	Custom quotation	More than 20 users or multiple sites

Included in every package

Personal support An assigned IT technician and an account and support contact, available during your agreed operational hours. Your assigned technician is your point of contact for the agreed support scope.

Remote support and maintenance Day-to-day support for agreed systems, hardware and software maintenance, network maintenance and backup checks. Routine maintenance of one existing, supported server is included where present.

Weekly onsite attendance One visit each week within the agreed Western Cape service area, with the first hour of labour included. The included weekly visit does not carry a separate dispatch fee; travel outside Cape Town is quoted separately. Additional onsite time is R450.00 per hour excluding VAT. Remote support is available nationwide.

Warranty management We manage claims for equipment purchased through Nexguard, including distributor liaison from start to completion.

Flexible terms and clear scope

All packages are month-to-month. You may cancel at any time by giving 30 days’ notice. Your quotation confirms the inventory, site, network and support hours covered. Extended-hours coverage is quoted according to the staffing needed.

Software licences, security subscriptions, backup subscriptions and storage, replacement equipment and major projects are quoted separately. Additional servers and sites require an agreed scope.

Additional work and commercial terms

The following rates exclude VAT and apply to new quotations. Existing agreements remain subject to their agreed rates and terms.

Additional service	Price excluding VAT
Additional users 6 to 10	R400.00 per user per month
Additional users 11 to 20	R300.00 per user per month
Additional workstation for an existing user	R200.00 per device per month
Additional standard server	From R1,000.00 per server per month, after assessment
Additional onsite labour for SLA clients	R450.00 per hour
Cape Town once-off dispatch including fuel and first hour of labour	R650.00
Additional labour for non-SLA clients	R550.00 per hour
Migrations, installations, major recovery and cabling projects	Separate project quotation

Additional-user rates connect the package prices: five users at R4,500.00, ten at R6,500.00 and twenty at R9,500.00. Shared devices and additional infrastructure are identified in the quotation.

30-day B2B accounts from invoice date

Assessments and quotations are free, with same-day quotation turnaround. We focus on fast stock arrivals, with delivery timing confirmed against availability and supplier lead times.

Business-to-business clients are offered 30-day accounts from invoice date. Contact our sales team to discuss account setup and your next purchase or support enquiry.

Our leadership

Nexguard's leadership combines customer service experience with hands-on technical expertise, bringing personal accountability to client relationships and IT delivery.

Avanda Fillander

Director | Sales and Customer Experience



Avanda brings more than 11 years of experience in sales and customer support. She leads Nexguard's sales team and oversees customer experience, with a focus on understanding each client's needs, clear communication and lasting business relationships.

Her approach centres on helping clients make informed purchasing decisions and ensuring they feel supported throughout their relationship with Nexguard. As a woman-owned business, Nexguard reflects her commitment to service, accountability and customer satisfaction.

Lyle Fillander

Director | IT Support and Infrastructure



Lyle brings more than 11 years of IT experience, supporting end users in the United Kingdom and United States, as well as manufacturing businesses where reliable technology is critical to daily operations.

His expertise covers desktop and hardware support, on-premises servers, cloud migrations, backup solutions, networking and fibre connectivity. This comprehensive skill set gives clients a technical partner who understands both their everyday support needs and the wider infrastructure their business depends on.

From resolving user issues to upgrading infrastructure and protecting business data, Lyle connects practical technical solutions with each client's operational needs. His hands-on approach gives businesses a consistent point of accountability as their technology requirements grow.

Customers and company details

Satisfied customers

Our customer portfolio includes the following organisations.

Safaz Construction

FrigoGlass SA

Star Security Services

FJ Properties

Safe Gate Student Accommodation

Kocho SA

Wavenet UK

Micom Connect

Western Cape Provincial Parliament

Damas Auto Body Works

Company and contact details

Company name	Nexguard IT Solutions
Partner status	Dell Gold Partner HP Gold Partner
B-BBEE status	Level 1
CSD number	MAAA1121584
Company registration number	2021 / 595782 / 07
VAT registration number	4940306303
Telephone	087 265 8856
Mobile	079 146 4878
Email	sales@nexguard.co.za
Website	www.nexguard.co.za

Book your free onsite technical assessment

Email sales@nexguard.co.za or call 087 265 8856 / 079 146 4878. Tell us what you need to improve, purchase or resolve, and we will discuss the assessment and quotation with you.

Brands and specialist sourcing

Nexguard supplies business hardware and software from a range of established brands. We also investigate client-specific products, specialist components and hard-to-find items beyond our featured brands.

Featured brands

Dell, HP, Microsoft, Adobe, Hikvision and Seagate.

Western Digital, Mecer, Reyee, Ubiquiti, MikroTik and Cudy.

Samsung, LG, Lenovo, Logitech and Jabra.

The brands shown are a selection of what Nexguard supplies. We source across a wider range of manufacturers and can investigate specialist or hard-to-find items based on your specifications, part numbers and quantities.

Product availability and lead times are confirmed when we quote.

Specialist sourcing for your business

Cannot find the equipment or component your business needs? Send us the product details, specifications or part number and required quantities. We will investigate availability and provide a quotation where sourcing is possible.

Sourcing case study

White freestanding dual monitor arms

The requirement: A client needed freestanding dual-monitor arms for 24-inch monitors, specifically in white. The colour, monitor size and freestanding format were part of the client brief.

Our response: Nexguard arranged for the monitor arms to be specially made and imported to meet the client requirements.

The order: The client ordered 100 units. The customer is not identified in this case study.

This project illustrates our approach to client-specific sourcing. Feasibility and availability are assessed for each enquiry.

Request a sourcing quotation

Email sales@nexguard.co.za with your requirements, or call 087 265 8856 / 079 146 4878.