

# BIO OF HILTON BEZUIDENHOUT



Hilton is a seasoned telecommunications executive with a wealth of experience spanning over two decades. He specializes in providing strategic consultancy services for large-scale projects in legacy telephony, Unified Communications, Contact Centres, Wide Area Networking, Local Area Networking, SDWAN, and Security. With a strong background in Financial Management (BCOM), Hilton excels at engaging clients on financial, business, and technical levels.

During his tenure as an executive at Telkom/BCX, Hilton successfully led and delivered complex Telephony, Contact Centre, and Connectivity projects, consistently exceeding client expectations. His profound understanding of these domains enables him to drive successful outcomes and provide invaluable insights. Hilton's leadership skills have been pivotal in building high-performing teams and mentoring business development managers and presales professionals.

Hilton offers a comprehensive range of services, including:

- Consulting Services: Conducting Call Centre & Telephony Audits, encompassing Operational, Process, and Technology assessments, as well as RFX Specifications & Assessments, financial modeling, and ROI analysis.
- Unified Communications & Collaboration: Implementing solutions such as hosted PBX, Audio & Video systems, Multimedia integration, and Digital Signage.
- Contact Centre Solutions: Deploying hosted/cloud-based contact centres, incorporating speech analytics, recording, and voice biometrics.
- Connectivity Solutions: Providing expertise in Internet connectivity, Software Defined Networking, MPLS, and Layer 2 Access.
- Cybersecurity: Delivering cloud-based security solutions for platforms like AWS.
- Augmented Reality Solutions: Offering Remote Expert Assist, AR Training, AR Wearables, and 3D Virtual Modelling.
- AI Automation Solutions: Designing AI Chat Bots, implementing AI Automation, and developing bespoke applications.
- Video Production Services: Creating compelling Corporate Videos, facilitating Live Corporate Streaming, and offering Pod Cast Services.
- Project Management Services: Overseeing Agile and SCRUM projects in infrastructure, software development, and technology solutions.

With his extensive knowledge, leadership acumen, and proven track record, Hilton is an invaluable resource for clients seeking consultancy in the telecommunications, telephony, and contact centre fields. Reach out to Hilton today to leverage his expertise and drive your projects to success.