

Lite.IT adapts to the IT needs of SMEs



By [Evan-Lee Courie](#)

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Now, more than ever before is the time that people, especially those who are not accustomed to working from home, need IT support. Adapting to all the changes required during these stressful times, including home-schooling and the exponential surge in accessing online utilities, many people would have experienced an IT glitch or problem at some stage without anyone to help.



Steven Preston and Brett Scott, co-founders of Lite.IT

Furthermore, the negative impact of the enforced Covid-19 lockdown on South Africa's small businesses has been well publicised. Recognising the dire financial challenges South Africans are facing as a consequence, Lite.IT was born.

Steven Preston and Brett Scott, co-founders of Lite.IT, share their journey...

■ ***Can you tell us a bit about Lite.IT?***

Lite.IT is a service designed to offer fast, efficient and best-practice IT support to the SME/individual computer user. The service is to IT what low-cost airlines are to the aviation industry. IT support at an affordable cost without the frills.

■ ***When, how and why did you get started?***

The concept of Lite.IT arose when we realised that the market needed a support offering that wasn't merely adhoc; a service that proactively provided IT support, rather than simply reactive. In addition, the service offering was designed to cater to cost-conscious customers who needed a lean 'Lite' IT service.

■ ***What is the core function of Lite.IT? We provide affordable proactive IT maintenance through automation. This minimises downtime for the client and enables them to focus on their business rather than the administration of their IT environment.***

■ ***What are some of the services you are offering?***

IT support and maintenance, anti-virus licensing (included in the cost), Microsoft licensing and backup services.

▣ **What are some of the obstacles you've had to overcome since starting out?**

Our biggest obstacle has probably been time to go-live. However, we've been fortunate in that we already own an IT support company. Through this we've been able to leverage internal skills, but also because of our exposure to multiple technologies and platforms, we've been able to select those that are effective in the delivery of Lite.IT.

▣ **How has Covid-19 impacted your business?**

We put a lot of effort into launching Lite.IT ahead of schedule so as to assist members of the South African public with IT support during the Covid-19 pandemic. This has been done at no cost to the customer for the first three months of service.

▣ **What advice would you give to other aspiring entrepreneurs?**

If the product or service is perfect when it's launched, you probably waited too long – also, side-hustle. Create your business or develop your concept in your spare time while still generating a personal cashflow.

▣ **What does the future of entrepreneurship look like to you?**

We're extremely excited about entrepreneurship in South Africa. While Covid-19 may have presented obstacles to some, the 'make-a-plan' attitude of South Africans in all sectors is encouraging.

“ Businesses will naturally operate differently, going forward, and people will seek new ways of doing things more conveniently and under the current circumstances. ”

▣ **What would you like to see changed in the South African startup landscape?**

Encouragement from the government. And an environment in which regulations are reduced so that startups can become operational easily and quickly.

▣ **Where would you like to see Lite.IT in the next 5 years?**

Our vision is to have the Lite.IT brand known in countries across the globe.

Find out more at <https://lite.it/>

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