



## Introduction

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Dear Valued Customer,

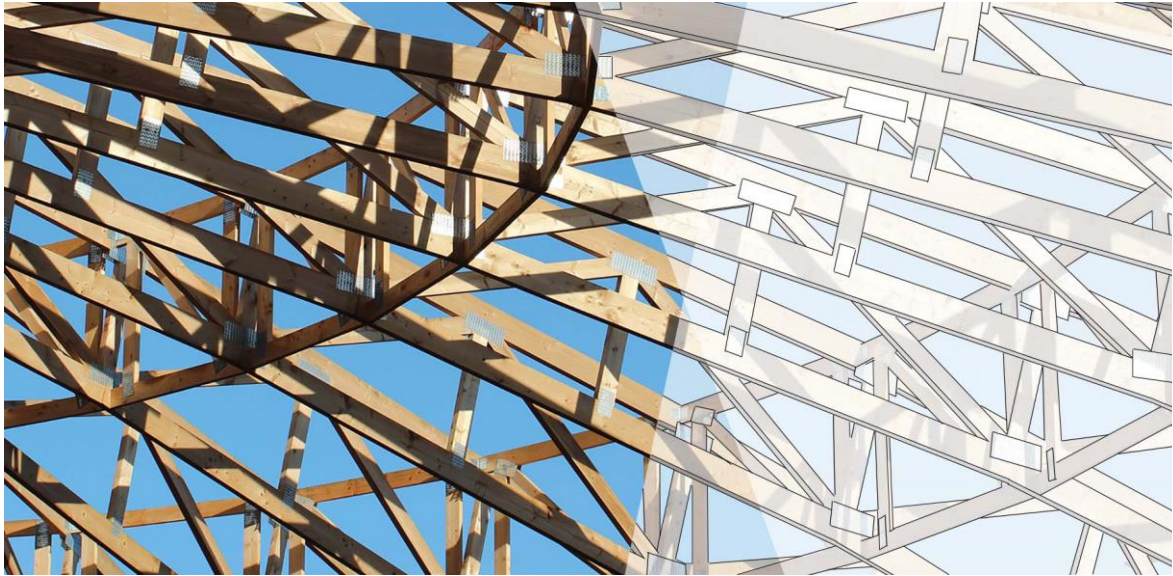
As we fast approach the start of 2018's third quarter, and have successfully negotiated through the end of the first rather challenging half year, we as the typically optimistic South African's that we are, will be looking to the next 6 months for ways to not only survive but to improve our circumstances and succeed.



The feedback received from yourselves to date, is that despite the construction industry recession and the widespread rather bleak performance through most sectors i.e. negative GDP for the construction sector over the last 5 consecutive quarters (officially in recession) and the account aging under increasing pressure, there is still a good level of new enquiries being reported. There is news of some authorities releasing their new 2019 departmental finances and payments are seemingly seeping through, which should hopefully revitalize our stuttering construction sector confidence.

We are making good progress on South Africanizing the highly anticipated new Pamir software and are on schedule for the beta software release in the 4Q18. We are looking forward to spreading our enthusiasm for this next generation of now well proven software (in most European countries) where it is making significant impact. We are currently coming to terms internally with this very

powerful but still incomplete (for South Africa) new tool and are promising all our customers that Pamir is going to be worth waiting these next 4 months for because it will add another dimension to our respective businesses.



Two of life's clichés are – ‘Time marches on and waits for no-one’, and of course, ‘the only constant we know is change’. The reference to time and change in these clichés is regarding news about a couple of our significant MiTek personalities.

We need to share that, some of the long serving members of our team, firstly, Senior Engineer, Roly Adams (Pr. Eng. MBA.), will be retiring at the end of June 2018 after 35 years of loyal and professional service. Roly has been part of our team for what seems (is) a lifetime, the overall years of Engineering experience at hand within the team nationally is still a hugely impressive 350 years! Roly has a huge wealth of experience and knowledge that is difficult to measure, there is good news however, and this is that Roly has agreed to be available to MiTek and all our customers on a contractual basis for the foreseeable future, if he does not have any pressing family obligations.



Similarly, our KZN based Senior Software Developer, Laurence Rudnick, also with 30 plus years' of professional and loyal industry experience, has also decided to retire or perhaps we should say slow down a bit, which is more apt a description of these changes. Laurence was individually responsible for the development of the very popular and versatile Concept Roof Layout and design software program. He has continually been involved applying his immense knowledge and detail orientation, to improving all of our various software suites, currently putting Pamir through its paces and like Roly is also going to be available for the foreseeable future dependent on the call of family duties.



We will inevitably miss these industry characters not being permanently around but like Umar before them, once you are a roof man, you are always a roof man, with skills in abundance that they are always willing and happy to share.

So in closing, can we as the MiTek team take this opportunity, to thank our customers and retiring staff alike for the relationship shared and to wish all of you, much success in the adventures that will inevitably be presented in the exciting prospects of the new future in our beloved, South Africa.





*Regards,*

**Stewart Murray**

Managing Director

MiTek Industries South Africa (Pty) Ltd

## MiTek Electronic Invoicing

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MiTek would like to give you the opportunity to decide whether you would prefer to receive your invoices in electronic or printed format.



Did you know that paper invoices are responsible for ten percent of all trees cut

down worldwide? Also, creating paper invoices uses as much energy each year as the consumption of 20 million households. We as MiTek would like to switch from printed paper to e-invoicing, the environment and security being the biggest reasons.

Some of the benefits of e-invoicing are:

- ? Improved safety with secure handling of invoices
- ? Greater efficiency and control of data
- ? Eliminates late payment fees
- ? Improves ability to forecast
- ? Less printing in favour for the environment
- ? Decreases carbon footprint
- ? Removing the risk of losing documents in the mail
- ? Receiving invoices quicker

Please [click on the link below](#) to complete the short survey:

<https://miteksa.typeform.com/to/BFyZ0v>

Do you have any questions about our e-invoicing? Please, do not hesitate to contact us at [marketing@mitek.co.za](mailto:marketing@mitek.co.za)

## 2018 SAISC Steel Awards Entries

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MiTek has received 5 entries from fabricators to enter into the annual SAISC Steel Awards taking place on the 13th of September 2018 in Johannesburg, Cape Town and Durban concurrently. These entries will be in contention for the highly coveted Light Steel Frame category, which MiTek licensed fabricators have won in 2010, 2015 and 2017.

**MiTek** licensed fabricators that have entered projects in contention for the award are:

**EcoStrut - Libertas Office Park**



**Wave Roofing - Savanna City**





**MarTek Roofing - Limpopo Mall (Pick n Pay entrance)**



**RoofTek - Stellenbosch Mediclinic**



**Tlhomeso Timbers - Church Roof**





Thank you to these fabricators for flying the MiTek flag high! We wish them all the best of luck!

## MiTek Logo

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We are currently busy with replacing the **MII logo** with the **MiTek logo**.



Brand consistency is important, as strong consistent branding reinforces a company's identity and drives positive sentiment and trust.

Should you require the new MiTek logo for any advertising or banding purposes, please send an email to [marketing@mittek.co.za](mailto:marketing@mittek.co.za).

## **Price Reduction on Certain MiTek Products**

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Following months of changes to our production processes, where we have modified tooling and improved both production rates and efficiencies, MiTek is pleased to announce a price reduction for our hanger and bracing strap product lines.



We trust that these new prices will enable you to be even more competitive in the market place.

Revised pages of the Midrand and Regional price lists were distributed to all customers and are available from the Regional Managers and FBM's.

If you have any questions, please send an email to [marketing@mitek.co.za](mailto:marketing@mitek.co.za).

## MiTek PAMIR - The Future of Framing

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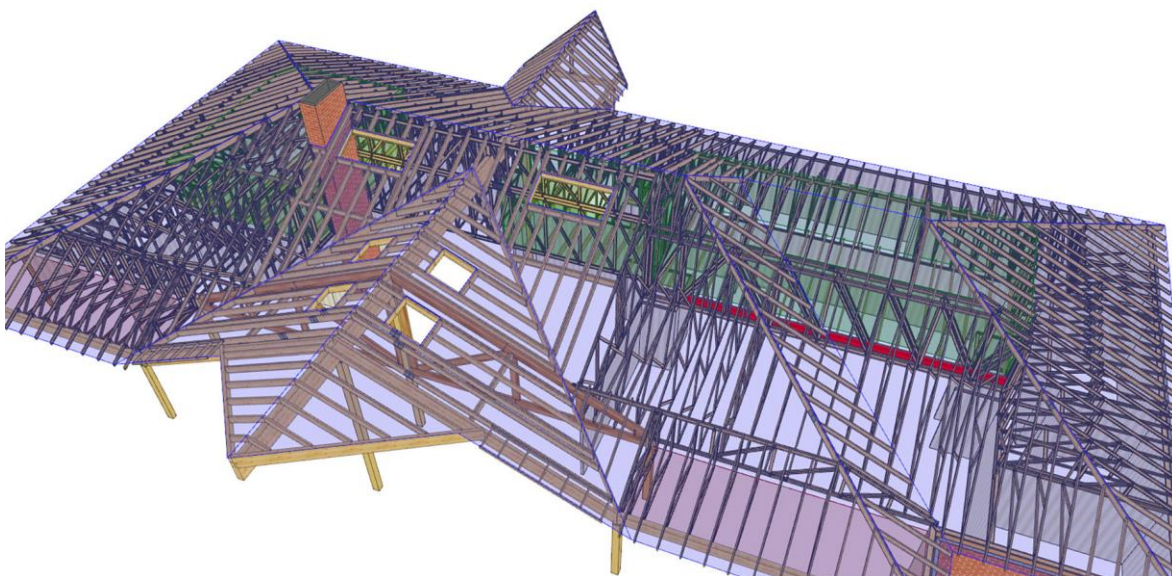
As you are well aware by now, **MiTek SA** will be adopting **PAMIR** as it's design software, once ready for release.





The launch of PAMIR is the most significant software development to have taken place in our industry during the last 20 years and we believe that it will set our customers even further ahead in today's competitive market place.

The software has been ten years in development, comprises of more than 760,000 lines of code and has taken 130 man-years of work to complete. The result is software that delivers to the modern truss manufacturer quicker estimating capabilities, quicker roof editing tools and a more integrated software environment. MiTek customers in Europe have used Pamir for the past 5 years, and the software has reached a level of maturity that will be of great benefit to us in SA; we are currently ensuring that it is fully complying with the SANS codes.



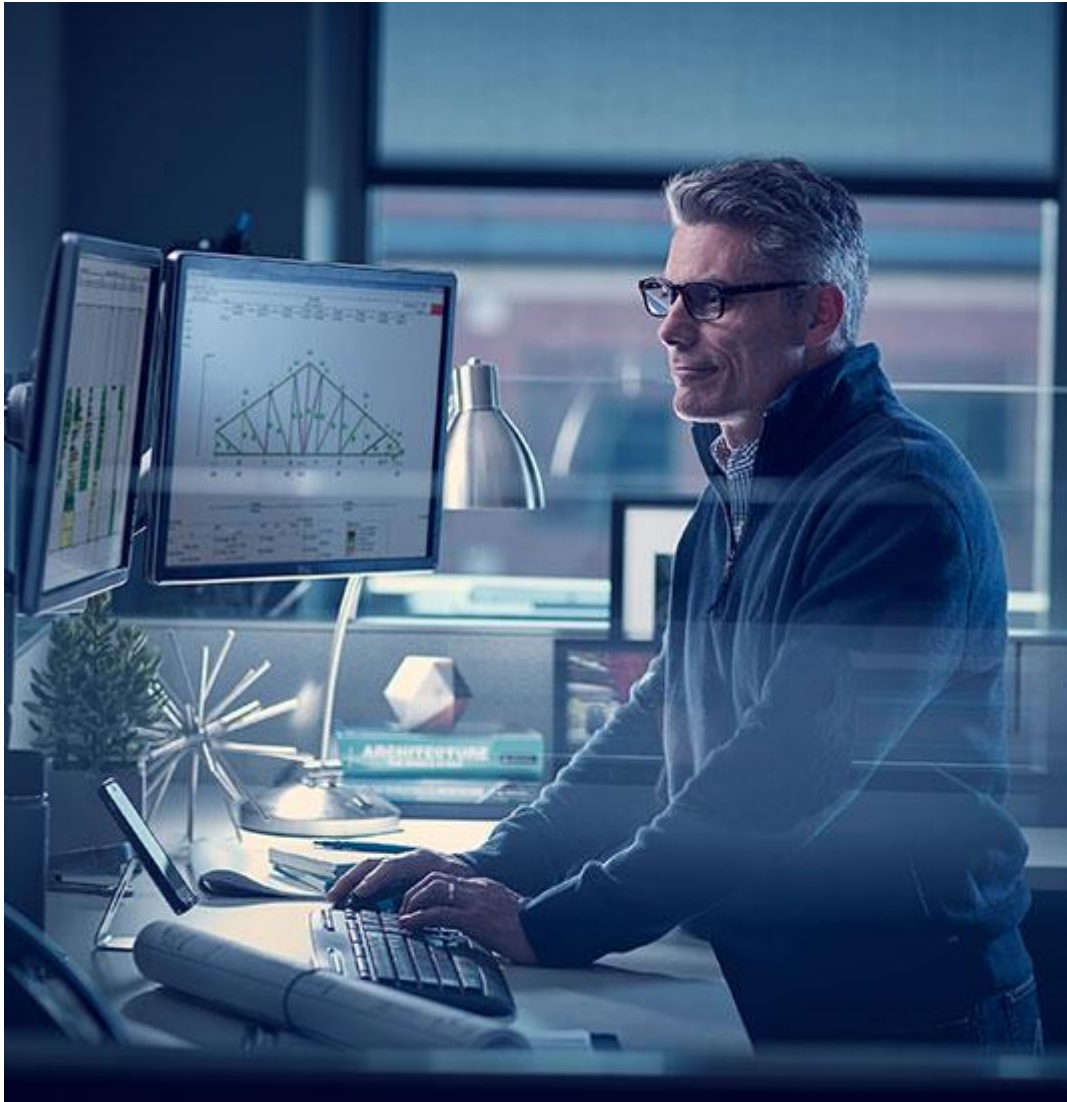
PAMIR combines roof layout, truss engineering and high quality CAD output features, all into one integrated software platform. Historically these three areas have been handled by three distinct software packages with a training requirement which reflected that fact. PAMIR is a single integrated software environment delivering all three functions, meaning that roof designers have just one environment to learn and are more productive, faster.

The modern roof designer needs to be able to design a roof very quickly. With several new enquiries arriving on their desk every day, they need software solutions that enable them to design and quote roofs in no time at all. Your customers expect information from you quickly and the ability to work within their time frame requirements can often make the difference when it comes to retaining their continued business.

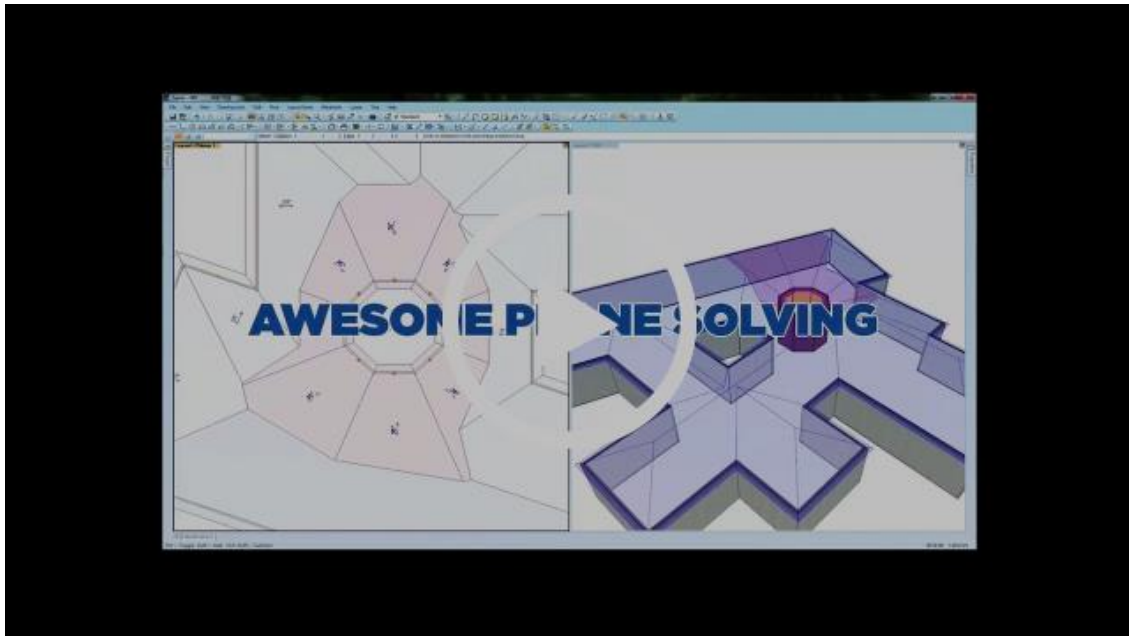


With PAMIR you can quickly edit the building dimensions and watch the roof dynamically re-frame. Whether you are moving walls, adding an attic room, changing the roof pitch, or mirroring roof features; PAMIR's powerful dynamic

framing allows you to make the change in seconds. With PAMIR's powerful CAD functions, users are able to produce high quality output including building elevations, live cross sections, zoomed in 3D details and truss profiles, quickly and easily.



**Please Note - PAMIR is still undergoing extensive testing for the South African market and we are aiming for a program release early in 2019.**



If you have any questions, please send an email to [marketing@mitek.co.za](mailto:marketing@mitek.co.za).

## SA Roofing Interview with Uwe Schluter

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### Uwe Schlüter – Bitten by the Bug

By Ntsako Khosa

Currently the general manager of the light gauge steel (LGS) Ultra-Span division at roofing system company, MiTek, Schlüter's focus is on everything and anything that has to do with light gauge steel in construction. "I am excited to get involved with all of it – costing, profitability, marketing, structure design, software, logistics, manufacturing and finding new opportunities. Basically, everything that is involved in running this division," he says. Introducing something new in a traditional industry can be a very difficult thing to do. When



he returned from running the MiTek German operations to assist in building up LGS in South Africa in 2003, Schlüter started with a very low base. “The market wasn’t ready. South Africa didn’t enjoy LGS, they were very traditional,” he says. Despite his small team he managed to develop an export base out of South Africa into the rest of Africa, which represented roughly 80% of sales at the time. “We developed a very strong export base. And then slowly the local market accepted LGS as an option,” Schlüter recalls.



He believes in LGS stating that it has the potential to grow exponentially as it gains market share quicker than timber. Schlüter has worked in the roof structure sector of the building industry all his life. Initially introduced to the construction industry by his father at a German construction company in Lagos, Nigeria, he had no interest in continuing in this line. “I did however use this time to study the first aspects of engineering through correspondence with the German University of Darmstadt while I was working in Lagos,” he says. He explains that landing in the roofing industry was all by coincidence and through life events which took him from Lagos to Zimbabwe (ex- Rhodesia at the time)

where he worked as a junior designer for a roof construction company. Although he had other job prospects, designing roofs had fast become his favourite thing to do. “I was so excited with structures and understanding how to design them and put this all into practice, I got bitten by the bug,” he says.



He worked closely with MiTek during the 1970s in designs of roofs, that when he decided to leave Zimbabwe (Rhodesia) due to political tensions, they offered him a post in South Africa. He has been with MiTek ever since. Over the past 14 years he has been a valued part of the local LGS industry, continually growing the Ultra-Span market share, winning various LGS awards and setting up MiTek operations in different African countries. He describes that being traditional and sticking to old ways is one of the challenges that currently face the industry in South Africa. “The industry needs to be open minded to new concepts and ideas, to take full advantage of the latest technologies that are available,” he advises. Advantages linked to the latest technologies include cost



savings, it is less time consuming and is environmentally friendly.

## MiTek on the SA Roofing Front Cover

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MiTek was on the cover of the May 2018 issue of the [SA Roofing magazine](#). The cover image was supplied by [EcoStrut](#), and showcased the Kingdom Leadership Centre's roof that they supplied and erected.

There was also an editorial in the issue about the Kingdom Leadership Centre project, which was nominated for the LSF Awards in the [2017 SAISC Steel Awards](#).



To view the issue, click here: <https://view.joomag.com/sa-roofing-may-2018-issue-100/0725606001524127867?short>

## MiTek Banking Details

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We would like to confirm that our banking details have not changed.

Fraudsters continue to send communications to our customers suggesting that our banking details have changed. This is not true.

Whenever you receive communications like these, please check with **Janet Leahy** before you change anything.



If you have any questions, please send an email to: [jleahy@mitek.co.za](mailto:jleahy@mitek.co.za)

## MiTek Customer Feedback

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ISO 9001:2015 defines **Customer Focus** as a top responsibility for any organization and it's employees. Customer focus involves **determining**

**customer requirements and meeting the requirements** so as to achieve customer satisfaction.

**Customer Feedback** is thus vitally important for our business as it enables us to consistently deliver quality products and services to our customers, to ensure their satisfaction.

***\*Please make sure that you are aware of the Give Feedback icon in our email signatures.***



If you have any questions, please send an email to [marketing@mitek.co.za](mailto:marketing@mitek.co.za).

## MiTek Meme

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TOUGH TIMES  
NEVER LAST  
BUT **TOUGH**  
**PEOPLE DO**

MiTek®

## MiTek on Social Media

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Connect with [MiTek](#) and stay in touch with all the latest news and updates regarding [MiTek](#) and our industry.

**MiTek is active on Facebook, Twitter & LinkedIn.**



Like and follow us on the following social media platforms:

**Facebook:** <https://www.facebook.com/MiTekSA>

**Twitter:** <https://twitter.com/mitekisa>

**LinkedIn:** <https://www.linkedin.com/company/mitek-industries-south-africa>

## **MiTek - Did you know?**

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What sets **MiTek** apart is our genuine, core **passion for serving our customers**, and for **building trust** through our uncompromising commitment to helping them succeed - immediately, and in the long run.





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**Our mailing address is:**

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