CompFix

COMPANY PROFILE 2026

Computer and IT services, done properly

Owner-run IT support for homes and businesses across Gauteng. Repairs, business IT and networking, CCTV and access control, websites and hosting from one trusted local provider.

PHONE & WHATSAPP
082 469 4575

EMAIL
info@compfix.co.za

WEB
compfix.co.za

LOCATION
Alberton North, Gauteng

ABOUT COMPFIX

Technology should empower you, not frustrate you

CompFix fixes, maintains and protects the computers, networks, security systems and websites that homes and small businesses rely on. Clients work with the same person every time, so their setup, history and preferences are never lost in a handover.

2017	34	18	1
Independent IT services since May 2017	Business clients across Gauteng	Google reviews	Point of contact: the technician himself

Our mission

To make technology simple, secure and reliable: explain problems in plain language, fix the cause rather than the symptom, and protect our clients' data along the way.

Relationships that last

Some clients have relied on Julian for over a decade: Lectio Publishers since 2009 and Francis Electrical Services since 2015, first in-house and today as CompFix clients.

Who we work with

Medical and wellness practices, engineering and manufacturing firms, finance, tax and bookkeeping, publishing, motor, retail and hospitality businesses, and home users.

> *At CompFix, we believe that technology should empower, not frustrate. Our mission is to make it accessible for everyone.*
>
> **Julian Prinsloo, founder**

Why clients choose CompFix

- **You talk to the technician.** No call centre, no handovers.
- **A clear diagnosis first.** You know the cause and cost before work starts.
- **Your data comes first.** Backups and careful handling on every job.
- **Service levels in writing.** A signed SLA with response times.
- **Remote support** when it's the faster option.

FOUNDER

Julian S. Prinsloo

System administrator, network engineer and hardware technician with over a decade of IT experience. Julian has managed server environments, designed and deployed business networks, trained IT students on CompTIA curricula and built websites and digital marketing for clients across Gauteng.

Qualifications & certifications

Diploma in Network Systems (NQF 6) — 2019
Boston City Campus

Certified Technical Trainer (CTT+) — 2019
CompTIA

Certified Entry Network Technician (CCENT) — 2018
Cisco

Secure Infrastructure Specialist (CSIS) — 2018
CompTIA

IT Operations Specialist (CIOS) — 2018
CompTIA

Network+ — 2018
CompTIA

Technology Associate: Security Fundamentals — 2018
Microsoft

Security+ — 2017
CompTIA

A+ — 2017
CompTIA

Higher Certificate in Information Systems: Network Engineering — 2015
CTI Education Group (now Eduvos)

Bachelor of Arts in Marketing Communication — 2012
University of Johannesburg

Career

MAY 2017 – PRESENT
Founder & IT specialist
CompFix

JUN – SEP 2016
Network Engineering Educator
CTI Education Group / Pearson

2015 – 2021
IT Support Technician
Francis Electrical Services CC — CompFix client to this day

2014 – 2017
Network Administrator & IT Support Specialist
NuDebt Management (Pty) Ltd

2009 – 2014
Assistant Publisher & IT Support Technician
Lectio Publishers — CompFix client to this day

SERVICES

What we do

Computer repairs & maintenance

- Diagnostics, repairs and upgrades
- Software installs and OS upgrades
- Virus and malware removal
- Phone and tablet support
- Custom PC and server builds

Business IT & networking

- Remote and onsite support
- Network design, installation, expansion and management
- Backups and shared drive management
- Network documentation
- Printer, internet and Pastel support

Security, web & supply

- CCTV and camera systems
- Access control
- Website design, hosting and SEO
- Google Ads and AI search visibility
- Hardware supply and delivery

OUR APPROACH

Planned, not panicked

Most IT emergencies start as small problems nobody had time to look at. CompFix works the other way around.

1

Assess
Devices, network, backups and risks.

2

Plan
Priorities and a sensible budget.

3

Implement
Install, configure and test properly.

4

Document & support
Record everything, keep it maintained.

EXPERTISE

Technologies we work with

The systems, platforms and brands we install, support and manage every day.

SYSTEMS & EMAIL

Windows · Windows Server · macOS · Linux · Active Directory · Microsoft 365 · Exchange · Google Workspace · Virtualisation

NETWORKING & SECURITY

Cisco · pfSense · VLANs & subnetting · Wi-Fi · Firewalls · Structured cabling · Access control

CCTV & CAMERA SYSTEMS

Hikvision · HiLook · Hik-Connect · Tapo · XMEye · NVSee · SAP HD · NVR & DVR recorders

STORAGE, BACKUP & CLOUD

QNAP NAS · Shared drives · File servers · Acronis · OneDrive · Google Drive · Google Docs, Sheets & Meet · Cloud backups · Hybrid backups

BUSINESS SOFTWARE & REMOTE SUPPORT

Pastel · Team Work (TMS) · Audatex · Microsoft Office · CRM platforms · UltraViewer · AnyDesk · TeamViewer

WEB & MARKETING

WordPress · Website hosting · cPanel · WHM · SEO · Google Ads · Adobe Creative Suite

AI & DEVELOPMENT

Claude · Gemini · ChatGPT · Visual Studio Code

HOW WE WORK

Clear service levels, in writing

Every client works under the CompFix Service Level Agreement, accepted online, with defined priorities, response times and fees. Every request is logged and tracked as a ticket in our support portal.

Support plans

	RETAINER	AD-HOC
Priority	First in line	As availability allows, after retainer commitments
Response time	Within 1 business day (Urgent: 4 business hours)	Within 2 business days
Planned maintenance	System check every 4 weeks	Not included
Network documentation	Kept up to date	Quoted separately
Fees	Fixed monthly fee	Quoted per job

Ticket priorities

PRIORITY	MEANING	RETAINER RESPONSE
Urgent	Business stopped: no internet, server or network down	4 business hours
High	One user or key system down, no workaround	1 business day
Normal	Problem with a workaround, single device	1 business day
Low	Questions, small changes, planned installs, quotes	1 business day

Business hours: Monday to Thursday 08:00–16:00, Friday 08:00–15:00. Full terms: compfix.co.za/service-level-agreement

CLIENTS

Businesses we support

- Skull Skreens
- KPM Physiotherapy
- Bakers Tankers
- Bryanston Chiropractor
- Fleur Felt Creations
- VSA Engineers
- Ahara Health
- Rabuli KP Physio
- 54 On Truro
- Bulldog Presses
- B Homeopathics
- Pure Symmetry
- BFG Engineering
- Vector PC
- Roof Surgeon
- Lectio Publishers
- WFJ Services
- Curantis Home Nursing
- Chiro Sandton
- Blue Balance
- NEH Guarantees
- Auto Gallery Panelbeaters
- Chiro Pretoria
- Francis Electrical and Services
- Hardie Chiropractic
- Swerwers Spruit
- Sable Group SA
- Joy Finance Consultants
- Lauren Gedye
- Ligstad
- Labrico (Pty) Ltd
- Tax and Bookkeeping Amasevisi (TBA)
- KJB Engelbrecht Inc
- New Market Motor Group

Medical and wellness practices, engineering and manufacturing firms, finance, tax and bookkeeping, publishing, motor, retail and hospitality businesses across Gauteng.

REVIEWS

What our clients say

“Julian helps my practice run smoothly. I don't have to think about anything, it just works perfectly in the background. I'm always super grateful to have somebody like him helping me!”

Kelsi Holz, Google review

“Julian is patient, caring and understanding. He always goes the extra mile to assist with any problem or issue you may have. You will not go wrong by using his services.”

Susan Rademeyer, Google review

“Julian has worked wonders with my Google Ads campaign. He has also been extremely knowledgeable and helpful with all my website issues and queries. I'm very happy with CompFix.”

Brogan Lamprecht, Google review

“Excellent service. Julian knows his stuff and is extremely helpful. Highly recommend CompFix.”

Werner Vos, Google review

COMPANY DETAILS

Get in touch

TRADING NAME CompFix	OWNER Julian S. Prinsloo	ESTABLISHED Independent since May 2017; CompFix since 2018
ADDRESS Cnr 6th Avenue & Hendrik Potgieter St, Alberton North, 1450 (by appointment)	BUSINESS HOURS Mon–Thu 08:00–16:00, Fri 08:00–15:00	PHONE & WHATSAPP 082 469 4575
EMAIL info@compfix.co.za	WEBSITE compfix.co.za	SUPPORT PORTAL compfix.co.za/support
REVIEWS Google · Trustpilot · Facebook		

Let's make your technology work for you

Call or WhatsApp, email, or book a device in online.

082 469 4575 • info@compfix.co.za

compfix.co.za · compfix.co.za/book-in · compfix.co.za/support

Services and terms as at 2026. Current fees and terms: compfix.co.za/service-level-agreement