



PERFORMING  
WORKPLACES

COMPANY PROFILE





## Transforming your limited time into unlimited capabilities.

Harel Mallac Bureautique becomes EO, a one stop shop provider for workplace systems & solutions. We strive to bring business professionals, our expert knowledge together with the latest high quality products and brands, in order to create efficient workplaces. Let us simplify your everyday business tasks, so that you can concentrate on what generates value to your stakeholders.



## OUR SOLUTIONS

**Cash processing | Graphic communication | Corporate printing  
Production printing | Finishing | Mailing | Paper & consumables**

Our solutions are designed to help you solve, save and succeed. We are here to simplify your everyday workplace tasks in any type of environment and sector required : from industrial to corporate, from banking to hospitality, we are able to adapt to each scenario to find an answer to your needs and challenges.

## WHAT DO WE DO?

**We create efficient workplaces so that businesses can run smoothly.**

We find solutions that enhance our customers' capabilities and improve their business operations. Our solutions help highlight where certain areas of a business are being wasted in regards to time and resources and help to increase overall productivity and reduce costs. Moreover where technical progress can contribute to maintaining the environment and reducing pollution, we shall use it and participate in its development. We strive to find the systems and solutions that deliver in this direction.



**We help you maximise your organisation's efficiency and bottom-line results.**



## HOW DO WE OPERATE?

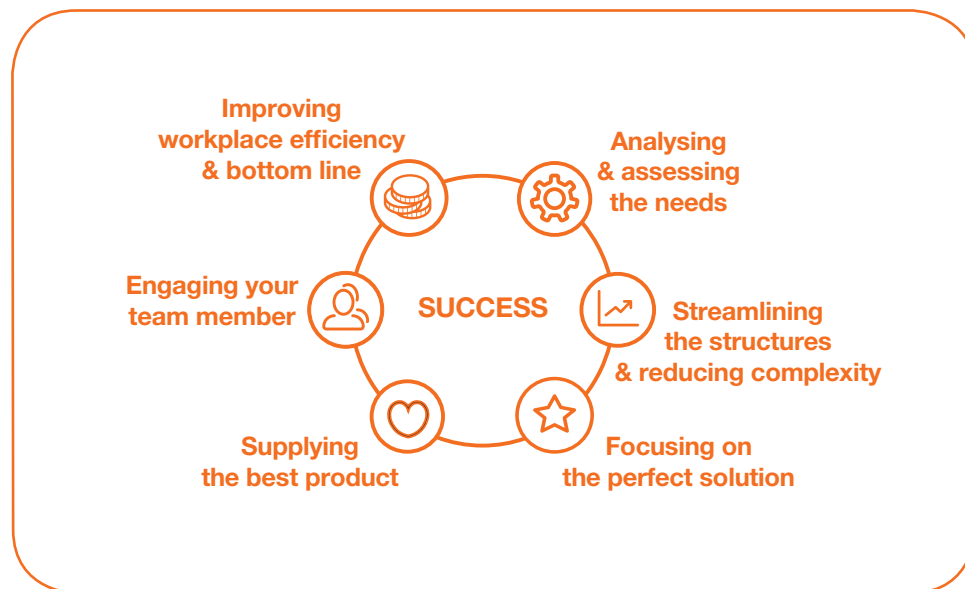
**We are more than just  
a Solution Provider.  
We are a Partner.**

**We think together,  
We design tailor-made  
systems and solutions,  
We source the most reliable  
products and brands,  
We implement,  
For the better of your  
business performance.**

As a holistic provider for all workplace systems and solutions, we can help capture, store, process and distribute information and specific commodities in a simple, sustainable and swift manner.



# Our approach to workplace solutions sets us apart from our competitors:



## 1. OUR SERVICES START WITH YOU

Our goal is to develop a long-term relationship with you.

We believe in offering more than just customer service, we focus on an end-to-end customer experience. We realise that no two solutions are the same, which is exactly why we focus on customisation to meet your needs.

## 2. OUR SERVICES REST ON EXPERT KNOWLEDGE

Our goal is to help you make a difference by optimising your daily processes and, ultimately, improving your bottom line.

Trust our local and committed group of technology experts to guide you towards the right set of creative business solutions. We are not only salespeople. Our team is composed of knowledgeable experts who can help you create business solutions that make a difference in your workday.

## 3. OUR SERVICES ENGAGE YOUR TEAM MEMBERS

Our goal is to take performance to a whole new level.

For this to work, it is crucial that we regularly engage with your team. We are there to introduce them to innovative technologies that can contribute to making their processes flow more efficiently, thus allowing them to focus on more productive and strategic tasks.

## 4. OUR CARE FOR SUSTAINABILITY

We share the world community's growing concern for the planet and are committed to driving environmental progress.

We strive to help our customers meet their sustainability goals by offering solutions to reduce your energy consumption and operate with consumables that can be recycled more efficiently. We promise to care as much about the planet as we do about all other aspects of our business.

Our solutions help you to invest in technologies that reduce your carbon footprint thanks to products that have been designed to save energy and lower greenhouse gas emissions.

**We improve your operational, sustainable and economic performance.**



## OUR SOLUTIONS

### 1. Cash Processing

World-renowned brands for cash processing and management.

#### CPS

CPS provides complete cash centre consultancy, data & software solutions and sorting machines, supported by a global service team, to central banks, commercial processors and retailers as well as single note inspection systems to banknote printworks, across the world.

#### Glory

GLORY provides a variety of products built on its leading-edge recognition and mechatronics technology, such as money handling machines, cash management systems and automatic service equipment.

### 2. Graphic Communication

**Photofinishing equipment,  
consumables and services.**

EO is responsible for the sales and marketing of Fujifilm in Mauritius and the Indian Ocean region. Our digital minilabs and other retail photo solutions bring you lively beautiful prints using environmentally friendly technology. Fujifilm's exclusive Image Intelligence™ makes sure photos turn out the way you intended.

### 3. Corporate Printing

For over 50 years, Xerox has entrusted EO as its sole authorised distributor for Mauritius. Such as, we market and service the complete range of Xerox document equipment, software solutions and services. Our product range includes small desktop devices through to multifunctional office devices that are network compliant and available with black and white and colour printing platforms.

Aligned with the Xerox Global Strategy, we have evolved from being a distributor of printing equipment to a provider of comprehensive sets of Business Services and Integrated Technology Solutions. Document Management Solutions create the opportunity to transform your business. Whether customers want to optimize their printing infrastructures or improve their communications and business processes, our business consulting services can help you plan intelligently with our Managed Print Services.



## 4. Production Printing

### Xerox Digital Printing Presses

As the Authorized Xerox Distributor for Mauritius over 50 years, EO is also entitled to sell the range of Production Equipment proposed by Xerox.

Our solutions include full colour, high speed, cut sheet with advanced print on-demand that offer benchmark productivity, print quality and savings. Our product range includes continuous feed printers and flexible large format printers and copiers to support a wide range of engineering, architectural and graphics applications.

### Roland

EO is responsible for the sales and marketing of Roland in Mauritius and the Indian Ocean region. We specialise in offering the right solution for your print and cut request for all types of signage works.

Roland is the leading supplier of solutions to the Graphics Arts, Design and Technology industries in the world. Founded in 1981, Roland is the world's number one provider of wide-format printers for the durable graphics market.

Within a few short years, Roland began introducing a wide variety of ground breaking products including vinyl cutters, thermal transfer printer/cutters, wide-format printers and printer/cutters, 3D scanners and milling devices, and engravers. The products blazed new trails for entire industries and earned Roland a reputation for innovation, quality and reliability.



### Media and graphic supplies

EO also offers specialty media and graphic supplies as a complete solution thanks to the high quality products of the well-known brand HEXIS. Hexis is a key player in the market for the manufacture and adhesive coating of films designed for visual communication.

Hexis manufactures 4 types of films : colour films for signage and marking of vehicles, cast films for vehicle wraps, media for wide format digital printing, films for protection and laminating.

**From wide-format printers  
to high quality supplies.**

**Success hinges upon a company's commitment to optimising, managing and improving workflows to drive increased growth and productivity.**



## 5. Finishing

### Production Finishing Equipment

To offer more options and solutions to the production & graphic arts industry, EO has come up with the right and smart option to offer the right finishing options to enable you to work full fledge with high end technological systems and to provide finishing equipment such as business card cutters, binding machines, creasers & staplers, electric guillotines, laminating machines.

### Industrial Shredders: HSM

As a data protection expert, HSM offers document shredders for every need. They shred paper, credit cards, CDs and DVDs in strips or particles. This is the safest option for shredding sensitive documents such as bank statements, tax documents or personal information directly at a desk in the workplace.

### Office Finishing Equipment

The office equipment range includes complete binding, laminating equipment & shredding systems represented with a growing array of international brands and products that meet rigorous standards for quality and innovation.

#### Office Finishing Brands

##### FELLOWES

Laminating

Binding

Shredders

Guillotines & trimmers

##### BLUE

Duplicators

##### EBA

Guillotines

Heavy duty shredders

##### TWOFOLD

Security cheques

signing machine

## 6. Mailing

Increasing your workflow efficiency.

Neopost, real facilitator of the mail function, is the European leader in equipment for mailrooms and logistics systems.

Franking with Neopost is cheaper, faster and more business efficient than stamping, and Neopost franking machines couldn't be simpler to use. Sending just a few letters weekly can start saving you money immediately

## 7. Paper & Consumables

Over the counter sales of paper and consumables.

Our portfolio of paper consists of paper rolls for electronic cash registers, photocopy paper and wide format paper as well as speciality media for colour printing.



## OUR IMPLEMENTATION & SUPPORT SERVICES

**Our portfolio of services range from delivery and installation to warranty and out-of-warranty repairs, technical support and maintenance of all systems and solutions proposed by EO.**

### Service Centre

Our repair centre is a fully equipped centre serviced by PROSERV and located in Pailles, whereby reception and parking facilities are available to customers.

Services include workshop repairs of in-warranty and post-warranty equipment, as well as technical support via our Helpdesk and on-site technical interventions.

PROSERV's team of trained and experienced technicians and engineers shall indulge to complete repairs within the minimum delay and in line with the terms and conditions of service level agreements or maintenance contracts.

### Maintenance and service contracts

Flexible and customisable contracts are available to customers, so as to cater for the varying requirements and service levels of every customer, depending on the criticality of the equipment or systems being operated.

Hardware maintenance contracts are either Full Cover (spare parts, labour, transport) or Half Cover (labour and transport only). Hardware maintenance include preventive maintenance, a defined response time for technical intervention and can also cater for replacement of faulty

equipment by a temporary replacement unit until faulty equipment is repaired.

Full Service Maintenance Agreements (FSMA's)\* can be contracted by customers, and may include additional consumables.

Service Level Agreements (SLA's)\* apply for technical support services to be provided within a defined guaranteed response time. Technical support services include logging of customer requests, telephonic support via our Helpdesk and on-site technical interventions for troubleshooting and problem resolution. SLA's may extend over normal working hours to cater up to 24/7 service coverage.

\*Conditions apply

SLA's are normally coupled with hardware maintenance, but may also be contracted independently of whether customer has a hardware maintenance agreement.

### Short-term rentals

Rental of equipment/systems is available on short-term basis, against a rental charge.

Typical needs are for one-off events or for cases whereby customers do not have a hardware maintenance agreement and require immediate use of temporary replacement equipment, while faulty equipment is being repaired. Delivery, installation and technical support are inclusive of the rental charges applied, during the rental period.



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