

“EO Solutions targets Integrated Workflows by 2026”

Dany Blackburn
General Manager | EO Solutions

EO Solutions is pushing beyond its long-standing printing franchise as Mauritian organisations demand hybrid-work infrastructure, tighter information security and smoother document workflows. General Manager Dany Blackburn says the market is shifting from standalone devices to integrated environments linking print, data and automated processes. The Harel Mallac unit is using twin milestones—60 years of Xerox in Mauritius and 20 years of EO Solutions—as a platform to accelerate growth in digital office solutions, managed services and secure cash-handling. Blackburn points to practical efficiency gains, including teller cash recyclers that can save up to 78 minutes per teller per day. He also frames sustainability as a procurement requirement, citing more than 38 tons of end-of-life equipment and consumables recycled since 2019.

When you look at the Mauritian and regional market for workplace technology and document solutions, what are the big shifts you expect between now and 2026?

Workplaces in Mauritius and the region are becoming more hybrid and more data driven. Organisations want simpler operations, stronger information security and tools that support mobility. The major shift is the move from separate systems to integrated environments where print, data and workflows connect seamlessly.

By 2026, companies will expect technology partners to help them design and manage their information ecosystem, not just an equipment provider. This is why we continue strengthening our capabilities in digital solutions, automation and information governance.

EO Solutions has recently marked important milestones, both in its journey as a company and in its partnerships. How do these translate into a new phase of growth and ambition for EO over the next few years?

Our double anniversary, 60 years of Xerox in Mauritius and 20 years of EO Solutions, marked a defining moment. It confirmed the strength of our foundations and the evolution that has shaped us into a broader workplace technology partner. These milestones anchor our identity and give us the confidence to accelerate our next phase.

They also coincide with Xerox's global strategy to grow its digital, technological and IT related revenues, which aligns closely with the direction we are taking. Over the coming years, we plan to pursue our expansion and further develop our services, such as data management, automation and hybrid work support. With strong global partners such as Xerox and Altron, our objective is to apply these capabilities locally and, progressively, in the region to help organisations work faster, smarter and more sustainably.

You've moved from being seen mainly as a printing provider to being a one-stop partner for workplaces—covering printing, cash-handling, mailing and digital office solutions. How is the balance of your business changing, and where do you see the fastest-growing lines?

Digital printing technology remains a key business line, but the balance is shifting as clients look to manage the full lifecycle of their information.

The strongest growth today comes from digital office solutions, workflow automation, services, accommodating artificial intelligence in technologies related to financial services and retail, such as secure cash handling and processing.

Companies want fewer manual steps, more reliable systems and solutions that improve resilience and compliance. Our role is to combine trusted hardware with the right software and services to create simpler, more efficient environments.

Banks, retailers, hospitality groups and the public sector are all rethinking how they work and serve clients. What are these large customers asking you for today that they weren't asking five years ago?

Today, the conversation is benchmark by the customer experience rate rather than devices. Clients want to shorten service times, reduce manual tasks, improve traceability and reinforce security. They also look for predictability through managed services, remote support and proactive maintenance.

The demand for hybrid work solutions has grown sharply. Large organisations need consistent access to information across multiple sites. This makes workflow automation, cloud integration and secure document handling essential to their operations.

Mauritius is pushing digital channels while cash remains widely used. How is this “cash plus digital” reality shaping your cash-handling and information-management offerings to clients in finance and retail?

Digital payments are expanding quickly, but cash still plays an important role in retail and consumer facing sectors. Our job is to support both realities by helping clients make cash handling more accurate and secure while modernising their intelligent Cash Management processes.

We combine reliable cash handling equipment with tools that improve reconciliation, reporting and back-office efficiency. This gives financial institutions and retailers a more transparent and stable environment as they continue to shift towards more automated digital channels.

A lot of your value proposition is about helping companies work more efficiently—capturing, storing, processing and distributing information. Can you share one or two concrete examples where EO

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Solutions has helped a client cut complexity or save time in a visible way?

One strong example of how EO Solutions enhances workplace efficiency in the retail banking sector is through the deployment of Teller Cash Recyclers. By automating manual cash-handling tasks such as counting, sorting, and balancing, these machines can save tellers up to 78 minutes per day.

Another example is in the offshore sector, where EO Solutions partners with corporate clients to deliver robust print management solutions. This is particularly important for offshore companies operating in highly sensitive environments where document integrity, confidentiality, and secure printing are critical to maintaining their reputation. Our print management systems help streamline workflows, enforce audit trails, support departmental billing, and provide detailed sustainability reporting.

Harel Mallac has clear regional ambitions. To what extent can EO Solutions use Mauritius as a base to serve the wider Indian Ocean and parts of Africa, and what does that expansion path look like in practice?

Mauritius is a strong base for regional service due to its stability and service culture. EO Solutions already collaborates with partners across Africa through networks such as Xerox and Altron, which gives us a platform to expand when the right opportunities arise. Our priority remains Mauritius, but we will also focus on markets where our expertise in managed print, secure information handling and workflow automation can create value. Any expansion will take a measured approach, built on partnerships, shared platforms and the assurance that we maintain the quality of service that defines us.