



# COMPANY PROFILE

EDGE TECHNOLOGIES LIMITED,  
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## CORPORATE PROFILE:

**VISION:** To be the region's leading company with Reputation of excellence in high quality document Technology equipment, products, services and ICT solutions to all business groups.

**MISSION:** To steer Business transformation with the best and advanced document technology equipment, supplies and steady fast customer service in sales and support of document technology products and services.

### **CORE VALUES - WHAT WE BELIEVE IN**

- Innovation
- Integrity
- Respect
- Passion for excellence
- Partnership
- Team work

**ABOUT US:** **Edge Technologies Limited** is the premier supplier of digital document solutions nationwide, We have in stock several office equipment that include Photocopiers, Printers, Computers, Fax-machines and other office Equipment featuring rock bottom prices on all of the top rated brands that you can know and trust. We are dedicated to maintaining an expansive inventory of top-quality models and consistently delivering exceptional customer service and support.

With thousands of satisfied customers ranging from Government departments and major Corporates to Schools and Small Business we have also established a wide service network in Uganda.

Edge Technologies Limited is also proud to offer the full range of Toshiba, Dell, Acer and Olivetti office Equipment.

## Managed Document Solutions

We are the leading providers of innovative Document Management solutions.

Being Managed by our experts it means we don't just provide solutions—we provide the services and the support you need from start to finish and everywhere in between. And we're here for support afterwards.

Our Encompass Managed Document Solutions team has been helping businesses reduce costs and improve productivity. We partner with companies like Toshiba to bring you the best printing solutions.

From short-term solutions to sustainable long-term improvements, we are here to help you **print smarter, work secure, and improve your workflow** all while saving your company up to 40%

### **Print Smarter**

Thanks to our team of masters, printing smarter has never been easier. We manage all your devices, how they're printing, and even how often. We'll get you printing more efficiently so you can save your money for more important things. And since we're all about streamlining your environment and providing full support, we also offer service and support of products outside our e-STUDIO line.

Do more with less. With Toshiba's PageSmart program, you only pay for what you use. Service, supplies, parts and labor are all rolled into one low, cost-per-page price. We will completely manage all of your printers—regardless of manufacturer. With print tracking and regular reporting, waste can be easily controlled, lowering your printing costs. And there's no paying for supplies that sit on a shelf. Free up your cash flow so your IT department can focus on more critical issues, saving you time and money.

Cut your printing expenses by up to 40% with efficient, easy-to-implement solutions for businesses of all sizes. By partnering with companies like PaperCutMF, Pharos, Print Audit and Ringdale, we'll help you print less and save more.

With our *Global Services Portal*, we will help you monitor and manage your printing and assets so you can take control of your fleet. A fully protected, user-friendly website, Toshiba's *Global Services Portal* allows you to track device use so you can buy more efficiently. Easily order supplies and equipment, request services, and manage your fleet overall.

## e-BRIDGE Cloud Connect

An exclusive Toshiba device feature, the e-BRIDGE Cloud Connect tool works behind the scenes for you, managing your devices remotely by gathering information about your machine via the cloud. That means you can spend less time managing your devices and free up your resources with remote meter reads, firmware updates, and toner alerts to trigger automatic supplies deliveries. It's easy to set up too, with no software installation required—simply install as a firmware update.

### Work SECURE

Want security you can see? Our trained and certified masters can help you protect your data and your business. We'll analyze and assess security for your devices, access to those devices, and documents. Then, we'll help you implement that plan so you can rest assured your business will be safe and secure.

Device security is a top priority at Toshiba. Our security masters work hard to ensure the integrity and confidentiality of all your communications. From encryption of data to network and IP security, our masters are ready to secure your devices. When it's time to replace a device, Toshiba's security masters will ensure the hard drive is erased to keep what's yours safe and secure.

Let the right users in and keep the wrong ones out. Our masters have developed simple, yet highly effective methods of establishing access security that won't inconvenience users. Allow administrators to control access at the device in the same way it's controlled from the desktop. Enable department codes to get valuable data tracking and usage information, giving authorized users full functionality at the device. Set usage limitations or allow access with the swipe of a card. We'll work with you to find the best access security features for your needs.

Protect your work and your privacy with advanced features that ensure your documents end up in the right hands. Our masters can help you set up security policies that remain with documents as they travel inside and outside of your organization. Prevent the wrong person from picking up a print job or enable the ability to hold print jobs until the user is physically present. Protect scanned documents with password protection using Secure PDF. No matter how minor or major your privacy concerns, Toshiba's experts will find the right solution for you.

## **IMPROVE WORKFLOW:**

Improve your workflow with Encompass Document Solutions. Our team of masters will help your organization perform more efficiently, work smarter, and maximize your existing technology investment.

With our workflow solutions to capture, file, share and store documents more efficiently, you can streamline and improve document intensive processes by effectively distributing information that is needed across your organization. Our collaboration solutions can help you create powerful print communication and electronic documents for cross-channel messaging while integrating with existing workflow processes.

Learn how we can also help you with document capture solutions, cloud/mobility and document tracking.

Convert paper documents to digital files easily. Our masters can help you organize with more efficient workflows. Our portfolio of capture software solutions allows you to intelligently scan and route documents to workflow processes, email, cloud storage and collaboration tools. Capture the contents of the documents into ECM (Enterprise Content Management) and EDM (Enterprise Document Management) solutions and into a broad array of business applications.

### **Automate manual processes**

1. Capture documents and convert to multiple formats such as Microsoft Word, Microsoft Excel and searchable PDF

Scan documents from your Toshiba MFP directly into Microsoft SharePoint or Exchange

Create customized workflow processes

Scan documents directly into defined workflow processes from the Toshiba MFP touch-screen panel.

2. Our cloud/mobility solutions enable mobile users to access information anytime, from anywhere. Content can be created, accessed, shared and printed through cloud storage applications.

Utilize Toshiba MFPs to scan documents directly to cloud-based storage

### **Increase information accessibility**

Print directly from a smartphone or mobile device

Improve group collaboration.

3. We provide solutions for tracking, measuring and monitoring document output to print devices, as well as security-based solutions that prevent unauthorized access to output devices and documents.

Monitor and control printing, copying, faxing and scanning

Save paper and reduce unnecessary printing and copying

Achieve green initiatives by reducing print volume and waste

Invoke print policies and measure results.

### **Works in Our Copier Division**

1. Installation, Configuration and field technical services of copiers, printers for the following Brands: Toshiba and Olivetti.
2. Installation and Field technical services of different Models of Rongda, & Duplo Scan Printers.
3. Technical analysis of customers' existing Printing solution and proposal of modern digital printing solution with cost benefit analysis and advantages over the existing system.
4. Installation and configuration of Digital Copiers
5. Technical advice of the above products to our customers by our technical staff.
6. Key Operator Training for end users on entire product range.

#### **a) Products sold at our copier division.**

The following products are available at our copier Division and are always purchased by Edge Technologies Ltd from the Manufacturers.

❖ **Toshiba Mita Range of Products:**

- Black and White Multi-Functional Devices.
- Color Multifunctional Devices.
- Facsimile Machines.
- Toners and other Consumables.
- Other Solutions.

❖ **Olivetti Range of Products.**

- Black and White Multi-Functional Devices
- Color Multifunctional Devices
- Facsimile Machines
- Toners and other Consumables
- Other Solutions

**Works in our Computer Division**

1. Installation, Configuration and Field Technical Services of different Models of **HP, Dell, Acer and Toshiba Computers.**
2. Analysis of customer's requirements, Design, Implementation, Configuration and training of **Network Solutions** (Local Area Networks **-LAN-** & Wide Area Networks **-WAN-**).
3. Structured Cabling services (Data & Voice)
4. Administration of different types of Network Platforms
5. Training of the above solution products and hardware products to the users

**(b) Range of Products sold at our Computer Division**

**Dell, HP, Toshiba Acer.**

Desktop and Work Station computers.

- Lap Tops, Notebooks and Tablet Computers.
- Blade Servers, Storage and Networking Systems
- Service, Support and Drivers.
- Electronics, Soft wares and Accessories

## **Customer Relationship Management (CRM)**

A customer Relationship Management solution can be essential to the success of your business in the new global markets. Helping you to develop multiple points of contact with customers, it enables you to consistently provide excellent customer service on the telephone, over the internet, by Fax or by mail.

Edge Technologies provides Customer Relationship Management Solutions that deliver exceptional value across your Organization - meeting your business requirements, managing costs, reducing risk, and fulfilling your scheduling parameters.

Our Customer Relationship Management consultants have extensive experience in designing, developing and deploying fully flagged integrated call-center systems, sales-force automation, computer-telephone technologies, automated processes and business applications.



## CUSTOMER SERVICE DEPARTMENT

Our quick response from our Customer Service Team gives you the peace of mind that you need to do what you do best. With our dedicated support, there is no limit to what we can do. At Edge Technologies Ltd, we are committed to satisfaction of our customers. A satisfied customer is our most important asset. Which is why 75% of our people are in customer service and support roles. This allows us provide you with: guaranteed service response time, flexible service level agreements and quick remote support services.

**Please find our customer service team below**

Department	Designation	Nods	Responsibilities
Copier Department	Technical Manager	1	1. Responsible for the Repair & Service of copiers, printers 2. Responsible for the Copier & Printer Technical Services for the Respective Area 3. Responsible to take care of all the copier corrective and preventive maintenance calls 4. Responsible to take care of component level repairs of Printed Circuit Boards(PCBs) 5. Responsible for the overhaul services of copiers machines and printers. 6. Responsible for Document Management software, Installation and Configuration
	Workshop Manager	1	
	Chief Copier Experts	6	
	Senior Copier Experts	25	
	Junior Copier Experts	15	
Computer Department			1. Responsible for the Technical Services of all computers (Desktops and Laptops) 2. Responsible to take care of all computer corrective maintenance calls 3. Responsible for all computer Preventive maintenance of the respective areas 4. Responsible for remote support of all computers and laptops Responsible to take care of component level repairs of PCBs 5. Responsible for the overhaul services of Laptops, Rack systems, Servers, copiers, Printers, Scanners, computers etc. 6. Responsible for Inspection, Installation and Configuration of Computer Networks 7. IT Security
	Workshop Manager	2	
	Chief IT Experts	7	
	Senior IT Experts	25	
	Junior IT Experts	15	

### **Our Technical Services.**

We wish to introduce **Edge Technologies** as an authorized dealer for the **Sale, Supply and Servicing** of the entire range of **Toshiba Products** in Uganda.

Edge Technologies Ltd (Kampala Branch) has **qualified technical staff** trained by the respective manufacturers and they are backed up with a well-equipped workshop and technical repair center to cater for its customer's needs.

A well maintained inventory of **genuine** spares and consumables not only caters for the spares and consumable requirements of our clients but also reduces the down time of the equipment.

Mentioned below are the important features of the technical services provided by Edge Technologies.

#### **Technical Repair Center and Workshop**

At Our Technical Repair and Workshop we do the following:

##### **(a) Copier**

1. Overhaul services of the Copiers and Fax machines after a certain number of copies to enhance the life of machines.
2. Servicing of Printers and Scanners
3. Component Level repair of Printed Circuit Boards of Copiers, Fax Machines, Scan Printers, Computers (Desktops and laptops), Monitors, UPS', Telecommunication Products, Etc.
4. Maintenance of Standby Copiers and Fax machines.
5. Maintenance of In house Copiers, Fax Machines, Computers and Telecommunication Products.

##### **(b) Computers (Desktop and Laptops, Servers)**

1. Virus and spyware checks and removal and windows Updates.
2. Data backup Solution.
3. PC Health Checks.
4. Laptop DC Power socket repairs.
5. All Laptop/Notebook Repairs and Replacement.
6. Installation and Configuration of New Hardware
7. Network administration and Configuration.

## **Spares & Accessories Management.**

PRODUCT	ITEMS	NO. OF PRODUCTS IN THE FIELD	STOCK HOLDING	REMARKS
Copiers and Printers	<p><b><u>Consumables</u></b>            Drum            Developer            Cleaning Blades            Seal Blades            Seal Rollers            Heat Rollers            Press Rollers            Scanning Lamps            Heater Lamps</p> <p><b><u>Spares</u></b>            All Frequently used spares            Motors            Clutches            Printed Circuit Boards            Sensors            Switches            Solenoids            Fans            Bushes            Bearings            Harnesses</p>	Edge Technologies has a stock of consumables and spares for Different Models of copiers/printers and Fax Machines. More than 500 products are there in the field	Having analyzed the consumption pattern and copy volume of each model the spares and consumables of each model are stocked for two months.	<p>Consumables are rated for certain number of prints. So the required consumables are analyzed using the average print volume on each Model.</p> <p>The spares are ordered on consumption pattern of each spare part. Over a period of time, from the statistics it is easy to find out the frequently required spares.</p>
IT Products	Mother Boards Monitors Accessories Floppy Drives Processors Hard Disk CD ROMs SMPS	Over 300 units	3% of the PCBs used in the total systems installed in the field are held as stock.	Spares that one is not in stock can be ordered and they arrive in one week

### **Annual Maintenance Arrangement:**

Since Copiers, Printer, Computers and Servers are complex in nature, with a lot of moving parts controlled by electronic sensors with the help of microprocessors; **Periodical Preventive Maintenance** is required to keep the equipment in optimum condition.

**Lack of Periodical Preventive Maintenance can cause the following:**

#### **(a) Copiers and Printers**

1. Dust accumulation in the optical unit causes dirty copies and excess toner consumption.
2. Excess toner flow through the toner dispensing system can overload the drive system and cause the breakage of drive gears
3. Lack of maintenance causes pre-mature failure of expensive Consumable items like Drum, Heat and Press Roller Etc.
4. Excess heat generation and excess toner accumulation on fixing rollers causes a lot of paper jam and hence wastage of time and money

#### **(b) Computers (Desktops, Servers and Laptops).**

1. Computer system freezing or hanging
2. Internet problems
3. Data loss
4. Hardware and Software faults
5. Cable and Router Problems.

**Edge Technologies**, offers you a **Premium Annual Maintenance Contract (AMC)** to prevent the above kind of losses and to ensure the optimum performance of the equipment.

Edge Technologies, offers you the following through the **AMC**:

1. Fast response to the corrective Maintenance calls.
2. Periodical Preventive Maintenance.
3. Free of Cost spare parts for Copiers and Printers
4. A free replacement unit, in case Edge Technologies, fails to restore the equipment in a specified period of time.
5. Customer relationship services to ensure the services provided by Edge Technologies, is up to the mark and to bring the customer closer to Edge Technologies, by giving a professional and personalized service on a regular basis.

**The above kind of Annual Maintenance Contract may prove advantageous in the following ways:**

1. Prevents losses due to the lack of preventive maintenance.
2. Reduces the mean time between failure and hence the equipment becomes more reliable.
3. Protects your investment.
4. Avoids unauthorized unprofessional tampering of the equipment, which causes further damage.
5. Enables planning and budgeting of service costs.

Edge Technologies, Provides Annual Maintenance Contracts for Copiers and Printers and all other IT Products.

Edge Technologies, has a Customer Relationship Management Team to ensure the services provided by the Technical team is up to the standard

#### **Capacity to Offer Quality Services.**

1. Edge Technologies' Technical Staff are trained by the respective Manufacturer on each product.
2. Edge Technologies' Internal Training Department has Direct Link with Supplier's extranet to get updated on latest technology updating and modifications. So Edge Technologies updates the knowledge of its technical team with the latest developments in the respective fields.
3. Edge Technologies' Technical library is comprised of Technical Manuals of all the products and books that provide general technical knowledge on various office automation fields.
4. Edge Technologies' Technical Repair Centre is comprised of all modern testing equipment's, like oscilloscopes, IC tester and IC remover, etc.

## Why Choose Edge Technologies Ltd

1. Edge Technologies Ltd is a Ugandan company with experienced staff and management of over 13 (Thirteen) years in Sales, Repair, Service and Maintenance of Photocopiers, Computers, Printers, Fax machines and other office equipment and Tools.
2. Edge technologies Ltd has established a strong presence in the market and takes a Consideration portion of the market.
3. Rock-bottom prices on top brand copiers. Up to 85% below published retail prices.
4. 100% satisfaction guarantee and exceptional customer support and follow-up.
5. Flexible purchasing options. Purchase, Lease, Rent, and Payment Plans.
6. In House training for Technical staff.
7. We have got a Strong support from suppliers like Kyocera, Toshiba with a wide Stock/Inventory of genuine spares and Consumables from Original Equipment Manufacturers.
8. Customer retention Base of 95% with Fast, efficient delivery, usually 1-2 business days. Edge Technologies Ltd has got dedicated Account Manger to ensure customer satisfaction and to update on the latest technology and cost-effective methods.
9. We have got a Call Co-ordination department to track down preventive and breakdown calls.

### MILESTONES

Edge Technologies has executed a number of projects successfully and has won great clientele. This success of Edge Technologies lies not only in successfully completing the projects in time, but in also understanding the clients' requirements effectively and executing them efficiently.

### Contact Us

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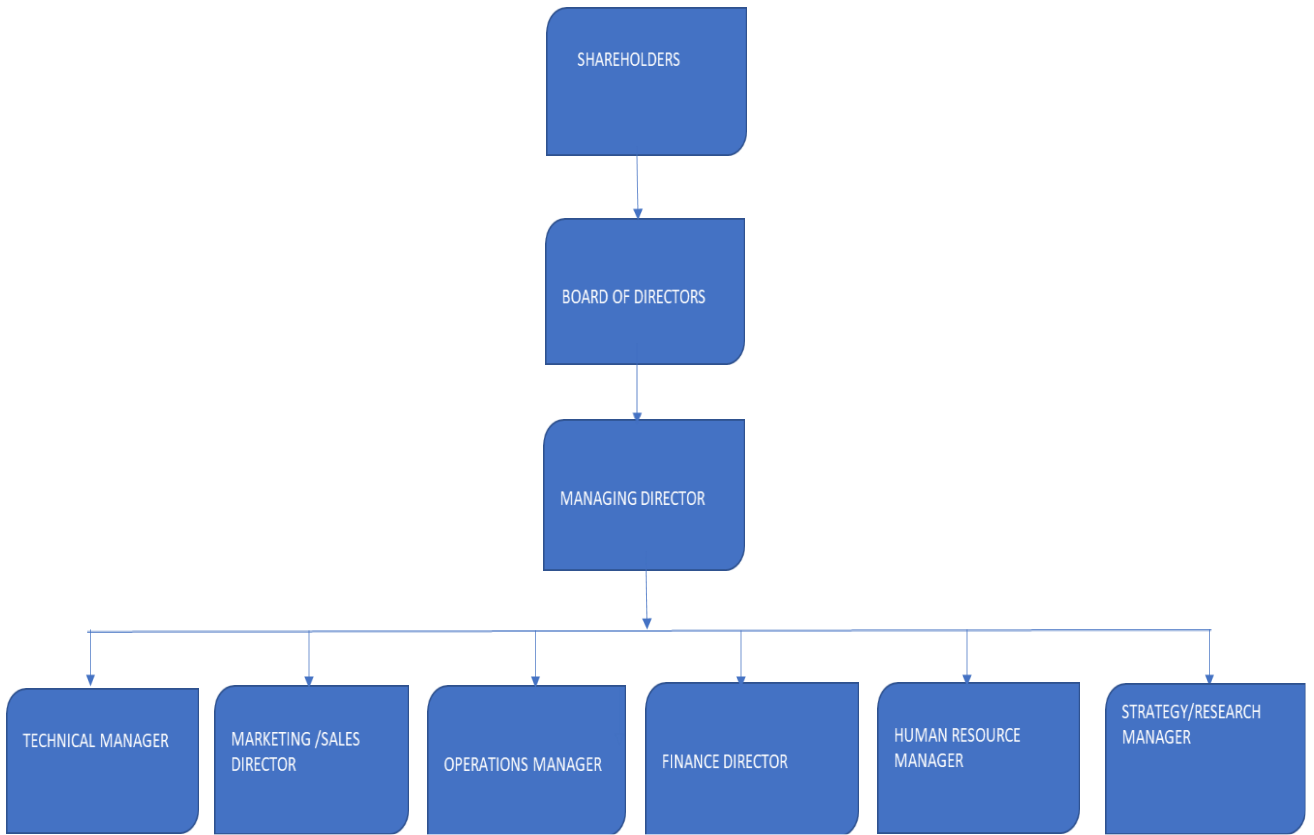
Website: [www.edgetechuganda.com](http://www.edgetechuganda.com)

#### Sales & Supplies

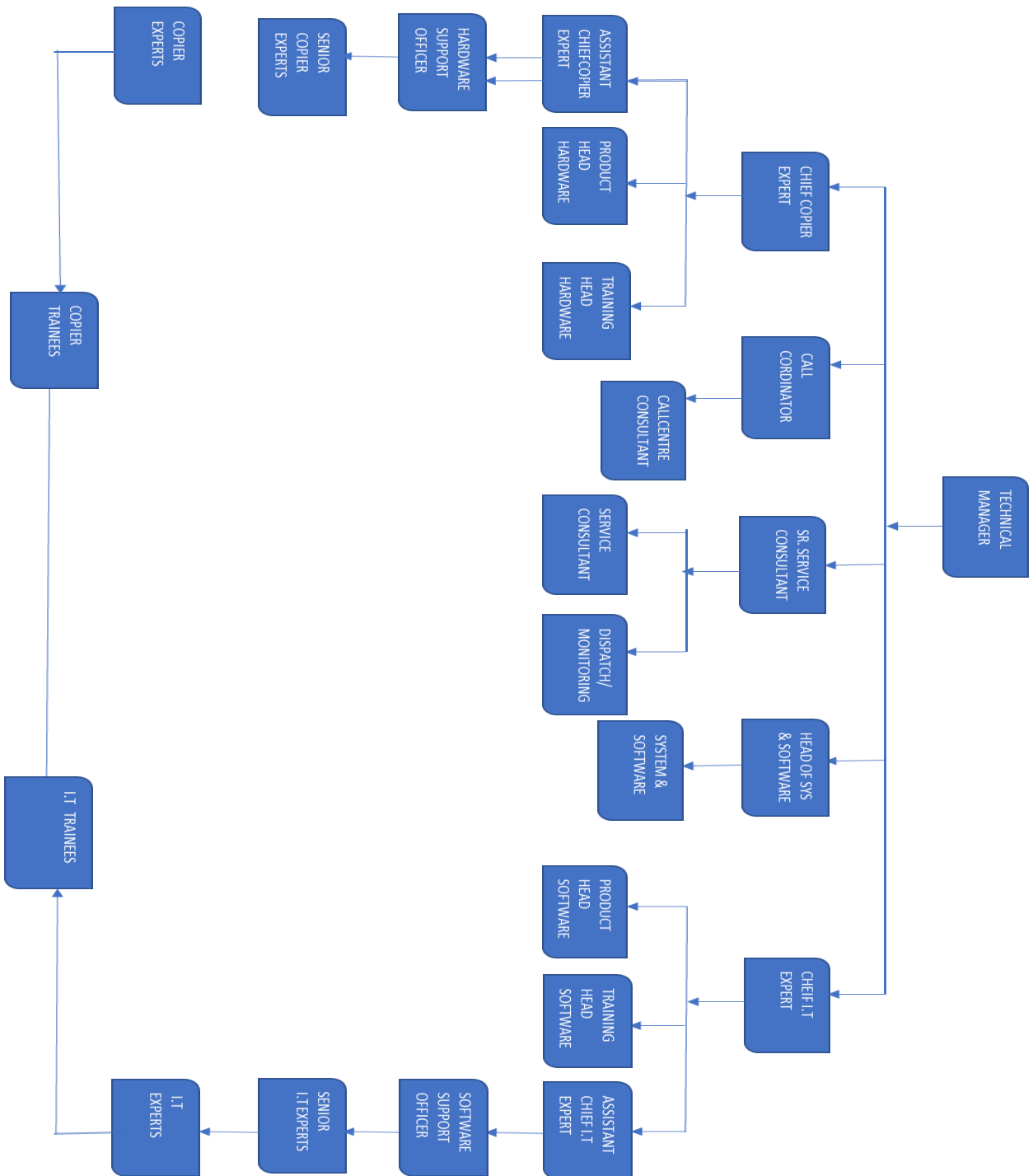
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**ORGANIZATIONAL STRUCTURE.**

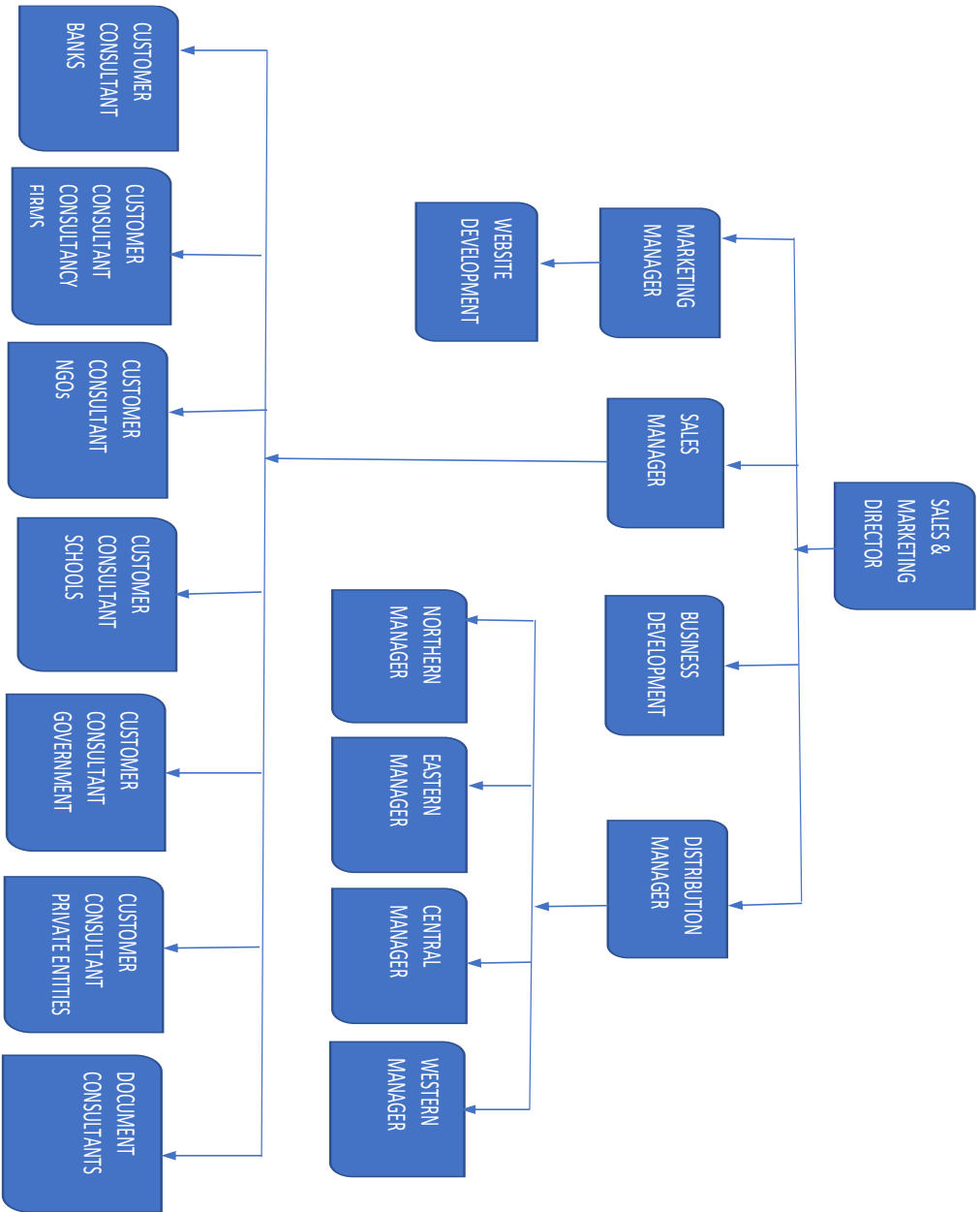


# **TECHNICAL DEPARTMENT.**

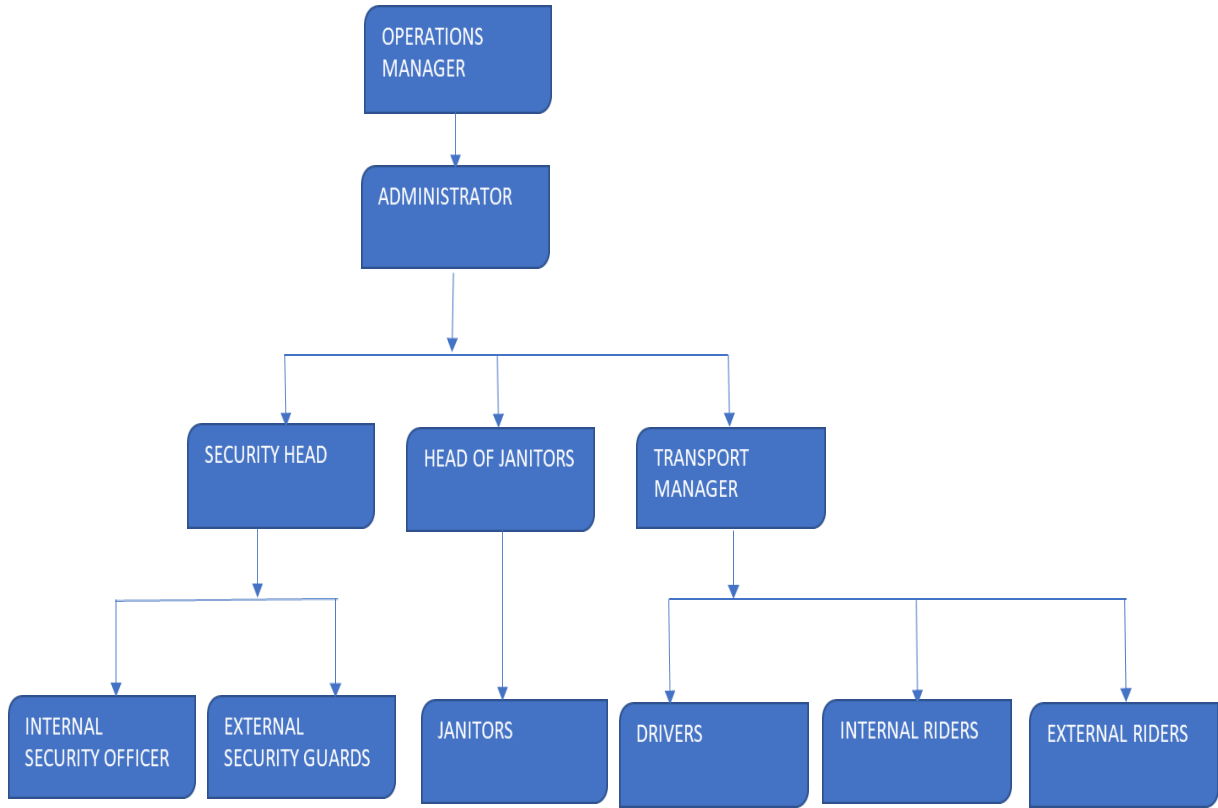




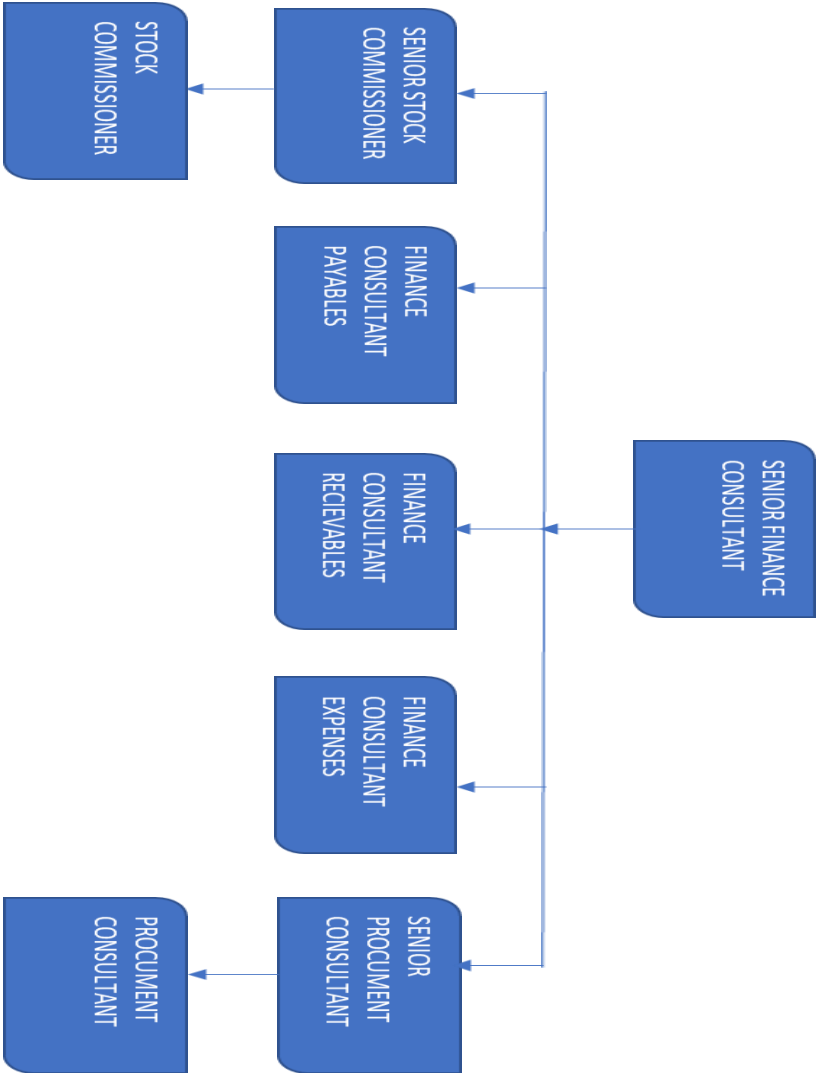
# MARKETING DEPARTMENT



# **OPERATIONS DEPARTMENT**



# FINANCE STRUCTURE



### FLOW FOR SERVICE DEPARTMENT

