

THE POWER OF COLOUR



RICOH | Corporate Partner

COMPANY PROFILE

WHO WE ARE



- MDS Strategic Office Solutions (Pty) Ltd was established in 2015 as a new entity reincorporated from a business which had been running for 15 years.
- MDS Strategic Office Solutions (Pty) Ltd is the preferred Ricoh Corporate Partner in Kwa Zulu Natal.
- Specializing in the sale & support of the Ricoh range of office automation products as well as the large array of archiving and software solutions.
- Specializing in the corporate and para-statal markets; we also have a significant market share in the educational sector and commercial markets too.



MISSION STATEMENT

- We are committed to becoming an industry leader in the South African digital solutions environment, by targeting the corporate arena with cutting-edge technology and value-added services.
- We are dedicated to total client commitment through customer care, support and ensuring that everything we do is centered around our customers' best interests.
- We are driven to become acknowledged, recognised and respected as a good corporate entity through constant re-engineering, innovative thought leadership and a contribution to social responsibility endeavors.
- We are inspired by adding value to our customers, business partners, employees and shareholders.



BUSINESS CAPACITY

- We employ 23 people directly in our offices in Umhlanga and Pinetown.
- 4 technical engineers service Pietermaritzburg and surrounding areas.
- 9 technical engineers service Durban and the surrounding areas.
- We offer technical same day support as far as Escourt, Underberg, Stanger, Hibberdene and Grey Town.
- Through our sister company and the extended Ricoh partner network we have the reach to ensure coverage of every town within Southern Africa as well as cross borders into Namibia, Botswana, Swaziland, Mozambique and Zimbabwe.



WHO IS RICOH ?

RICOH
imagine. change.

Ricoh Company, Ltd. (Ricoh Company) is a Fortune Global 500 company specialising in technology and services that transform high volume, document intensive business processes into more efficient ones. This is achieved through Ricoh's expertise in Managed Document Solutions, Production Printing, Office Solutions and IT Services.

- More than 109,000 employees globally
- 235 consolidated companies with operations in approximately 180 countries
- 18,000 service engineers
- Ability to directly service 95% of all Fortune Global 500 businesses
- Named one of world's most ethical companies for three consecutive years, and one of world's most sustainable corporations for seven consecutive years



"Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do"

- Steve Jobs, Founder of Apple, Inc.

OUR SOLUTION OFFERING



Managed Document Services

- Managed Document Solutions is a global service that goes way beyond printing. We improve your document work flow and office processes as well as manage and optimise your information. You will see increased productivity and reduced total cost of ownership.

IT Services

- Information is the life blood of today's organizations. You need to maintain maximum availability of your servers, networks, end user systems and data to achieve your business goals. MDS IT Services can help you tackle these challenges with the best IT solutions. Together with our expertise on Managed Document Solutions and our wide service coverage, we provide a single point of contact for all your IT needs.
- The MDS journey begins with a thorough analysis of your current state, followed by the design of a new, improved infrastructure. This new infrastructure is managed against key performance indicators set forth by you, the customer.
- MDS is delivered in four Customer Engagement Phases: Assess, Design, Implement and Manage. This approach helps improve the overall organization and provides efficient delivery of the program within your office environment. These four engagement phases comprise our service level management program.

PRODUCT OFFERING



Whether you require an integrated office solution, a high-volume production solution or outsourcing and professional services, our broad range of products and services can be tailored to meet your unique requirements.

Hardware Supply

We offer the entire Ricoh hardware range from multi-functional devices through to interactive whiteboards and projectors.

Consumables & Stationery Supplies

Convenient online offering combined with dedicated account management for all of your office supplies.

Managed Document Services

Proactive management of MFP and printer files to reduce costs and increase efficiency.

Document Workflow Software

Create the most productive and efficient workflows for your business with solutions to scan, store and track documents.

Leasing and Financing Services

Ricoh Capital can help you finance products and services supplied by Ricoh through flexible agreements and competitive rates.

Maintenance & Support

Guaranteed break-fix service for all office technology nationally, across a wide-range of manufacturers.

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The RICOH Way - Founding Principles

The Spirit of Three Loves

Love your neighbor, Love your country, Love your work
- Kiyoshi Ichimura, founder



Ricoh founder Kiyoshi Ichimura formulated these principles in 1946. They inform how we do business, encouraging us to constantly improve and contribute to the wellbeing of all stakeholders. The principles embody Mr. Ichimura's dedication by championing mutual respect, contributing to society by cherishing the planet, and encouraging our people to find meaning in work and passionately take on new challenges.



MDS Strategic Office Solutions (Pty) Ltd

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