



Company Profile

WE CREATE YOUR WORKSPACE





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Message from the Managing Director

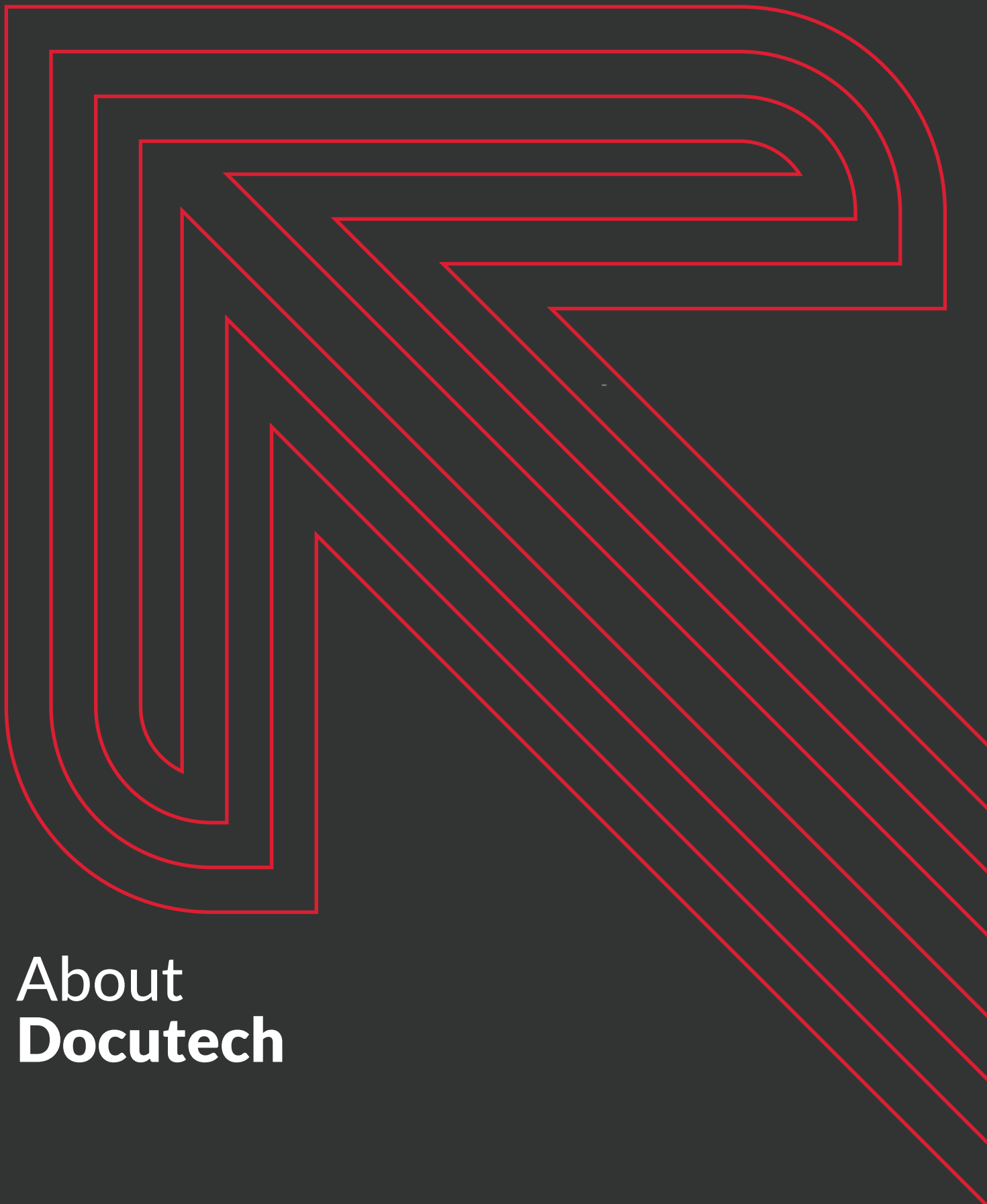


For the last decade, Docutech have provided its customers with sincere assessment of their needs and state of the art solutions to increase their operational and financial performance. With time we have witnessed consistent growth, achieved a long-term success and faced with challenging times.

The national and international economic conditions required us to show agility, flexibility whilst keeping as a priority the preservation of our guiding principle: customer first.

At Docutech we believe that business relationships are only viable and successful when all the parties involved are benefiting. We understand our responsibility in the ecosystem we belong too. It is fundamental that transparency and common interest are the main drivers of our relationships with our suppliers, customers, company colleagues, competitors and the public authorities involved in our operation. We consider that employees make a company, hence, investments on human resource and trainings are done across all management levels.

In summary, Integrity, honesty, competency, collaboration, creativity and respect are the values defining Docutech the best. Our vision is to deliver a customer experience second to none.



About
Docutech

Who We Are

Created in 2009, we are a Document Management Systems specialist, distributor and implementation Partners of Xerox, Kofax, Equitrac, Lenovo and Newgen. We partner our customers and use technology, products and services at our disposal to complete modern workspace design. We have established along the years partnership with original equipment manufacturers allowing us to execute our vision and provide state-of-the-art cost-efficient solutions to our customers.

We have a Historic Partnership with Xerox Holdings Corporation. Xerox is an American company that sells print and digital document products and services. Xerox is consistently placed in the Fortune 500 companies. Docutech was the first company to provide and deliver a Ghanaian national Managed Print Services contract in Ghana in 2011. Since then, our managed print service portfolio has grown exponentially both in private and public sector.

Since 2018, Docutech and Xerox installed more digital production presses than any other manufacturer in Ghana. This success was thanks to the continuous focus and investment on training to build in-house plus in-country expertise. Our strategy focus on business performance indicators and after-sales service. Thanks to constant monitoring of our activities and to our consistent quest to propose cost efficient products and solutions whilst being adamant in providing the best quality we are becoming the natural choice for printing professionals, commercial printers and printing presses in the region.

To complement our documents services offer we are an implementation partner of Kofax and Equitrac. Kofax is a leading Intelligence Automation Service Provider that specializes in Intelligent Automation software services and products which helps organizations transform information intensive business processes, reduce manual work and errors, minimize costs, and improve customer engagement. Our partnership with Equitrac, a subsidiary company of Kofax which specializes in intelligent print management allows us to provide software which makes printing work simply, securely and with maximum savings through document capture and print management analytics.

Naturally we added also to our offer Enterprise Content Management solutions. With Docushare of Xerox or NewGen software, one of the world's leading companies in Information Digitalization, we can structure all your content management needs. Newgen services include Enterprise Content Management (ECM), Business Process Management and Customer Communication Management. Their wide range of services and products under these three thematic areas helps to structure and organize content, processes and communication with utmost ease and convenience with any business.

Our strong partnership with Lenovo allows us to propose PC's, Tablets, Phones, Smart devices and servers/storage solutions to cater various type of requirements.

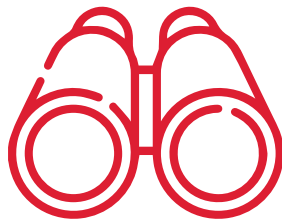
Our Mission

To deliver state of the art technology and service in all our areas of business. We partner with recognized global leaders and invest in the development of our staff.



Our Vision

To provide an ideal, purpose-built digital and cost efficient workplace enabling productivity in a secure environment. We work to create this ideal workspace so you can focus on your business and go digital.



Our Culture

It is critical to sustain our culture and its impact on every employee and partnership in order to produce state-of-the-art technology and service in all of our areas of operation. Employee turnover is a stronger indicator for us as a company. Simply put, happy, engaged employees who are given ongoing opportunities for advancement and who are treated not only as coworkers but also as friends. Genuine friendships flourish in a positive work atmosphere. You can be sure that the professional dynamic will be just as favorable when coworkers opt to spend time with each other outside of the office.

Our culture doesn't just appear out of nowhere when we have a clear mission and values; it is expressed and communicated throughout the business, and it can then be carried out by leadership and employees at all levels. Every employee recognizes the ideals that make up a positive business culture. These principles and mission are visible and branded throughout the company's internal and external communications.



At Docutech Ghana, we are committed to providing our clients with solutions that are innovative, appropriate and cost effective. As an independent dealer, we are in the ideal position to give you unbiased advice in order to arrive at the correct solution for your company.



Products & Services

Our Services

Managed Print Services

MPS is about more than just printers. It's everything related to printers, their output, supplies and support, the way you use documents, and the people and processes that intersect each of these. MPS helps you gain visibility and control of document processes and costs. This ultimately saves money, automates steps, boosts productivity, and improves document security and environmental sustainability. Sounds great? Read on to find out more.

Build a Better Work Experience

Xerox® Managed Print Services uses comprehensive security, analytics, digitisation and cloud technologies and software to deliver a more seamless work experience across paper and digital platforms.



SECURITY

Comprehensive security built into Xerox® Managed Print Services and ConnectKey® Technology.



CLOUD

Scalable, low-touch IT infrastructure and advanced capabilities and solutions.



ANALYTICS

Analytics for a more connected and intelligent workplace.



DIGITALISATION

Optimise and automate processes for seamless collaboration and increased productivity.

Managed Print Services

- ✦ **Complete View Pro Assessment for Print Services:** Accurate savings analytics start with detailed knowledge of your current operating environment. We help you identify ways to deliver more efficient services and reduce costs.
- ✦ **Content Management Services:** Capture, store, share and transform paper-based and electronic documents from the web, desktop applications, tablets, smart phones, and multifunction printers.
- ✦ **Document Analytics Services:** Understand how, where and why documents are used, and then work smarter through digitization, workflow optimization and distributed access.
- ✦ **MFP Workflow App Customization Service:** Harness the power of ConnectKey technology to create highly targeted workflows that aren't available through off-the-shelf software.
- ✦ **Mobile Print Solution:** Our mobile print app locates printers within a public print network using GPS and maps, and securely sends a print job to the desired location.
- ✦ **Print Awareness Tool:** A gamification approach to sustainability management and reducing print volumes.
- ✦ **Print Security Audit Service:** The software scans your network and audits entire printer fleets, then manages firmware updates and ongoing reporting.
- ✦ **Secure Print Manager Suite:** Add more print security, control, and reporting without disrupting IT infrastructure. Print-based processes become even more cost-efficient, secure and automated through tools for authentication, print roaming, reporting, a rules engine, and a credit & reporting module.
- ✦ **Workflow Assessment Services:** Gain a data-driven view of document-based business processes. This package combines Xerox workflow domain expertise, qualitative and quantitative information gathering, and proprietary tools and analytics. These result in more efficient, secure and optimized document processes.



Document Capture, Digitization & Archiving

More than ever, efficient management of huge volume of data is important for overall success of an organization. However, most of the critical business data is locked in either paper or electronic documents.

In this digital age, corporate leaders, like you, must ensure that your business users understand the right meaning held within a document, streamline data-driven processes, enhance operational efficiency and make well-informed decisions. Leverage OmniXtract, packaged with Newgen OmniFlow iBPS suite, that swiftly extracts critical data from documents of different layouts. It collects documents from input sources, makes them legible, extracts data with precision, and continuously improves extraction accuracy.

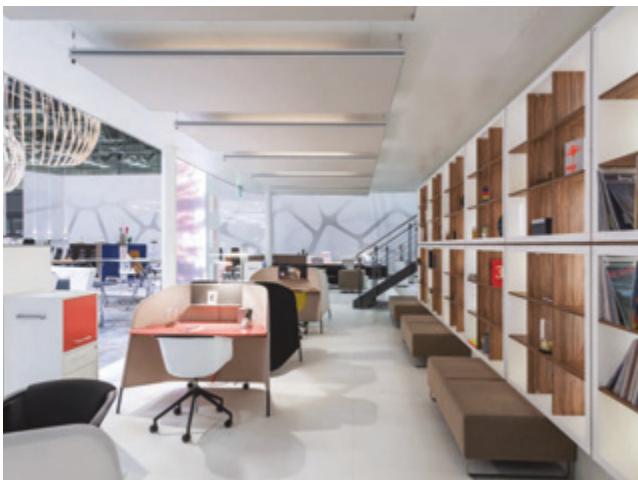
Digitization optimizes and considerably increases the efficiency of working with them. Documents converted into electronic form can be archived, retrieved, and shared with other users easily, safely, and at minimum cost. Working with electronic documents takes place in the Document Management System application which permits further processing of the documents via a number of advanced functions.



Office Design & Building Services

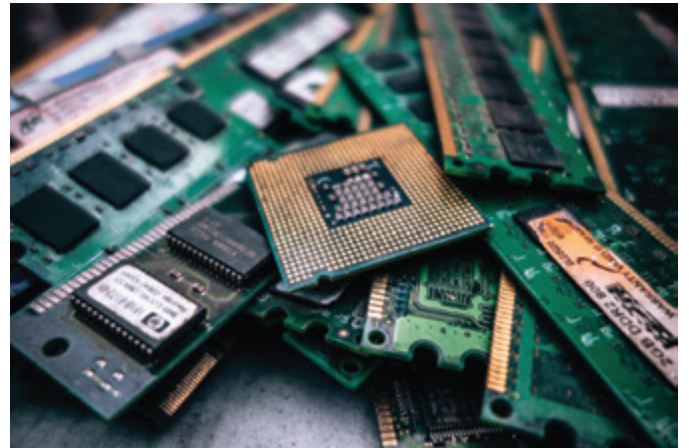
Our service cover design and execution of civil works, interiors, electricals works, fire protection & alarm systems, access control, LAN and data cabling, electronic surveillance and Video Conferencing Equipment installations.

Our experience in modern offices technologies and automation coupled with our partnership with Sedus (Germany) allows us to create very functional, modern, trendy offices.



ICT Maintenance & Support Services

At Docutech we know that ICT maintenance and support at whatever level and however complex, is essential to ensure smooth business operations. More and more businesses are relying on quick and hassle free ICT functions to stay competitive in today's highly globalised world and to ensure customer satisfaction through prompt and quality customer service. Thus, whether your requirement is for assistance with your internal IT support or for a comprehensive, fully managed outsourced IT function, we can offer the exact package to meet your individual needs. Listed below are some of the common ICT support activities:



- ✦ Troubleshoot and restore network connectivity
- ✦ Fine-tune network performance
- ✦ Service servers, desktops, notebooks, printers and other peripheral equipment
- ✦ Optimise hardware and software performance
- ✦ Update system and software patches
- ✦ Clean up malware from computers
- ✦ Hard disk Defragmentation



Docutech service packages cater for all sizes and sectors of businesses and associated budgets and usually based on a flexible monthly contract payment plan. These also include a comprehensive and bespoke Service Level Agreement that is developed in close association with the customer's needs and criteria. Packages consist of varying levels of the following features:

- ✦ Network management
- ✦ Servers, desk tops, laptops, printers and other peripheral equipment
- ✦ Active service monitoring
- ✦ Help desk
- ✦ Remote and on-site support
- ✦ System health checks



Our Products

Office Printers

Xerox® created office printing more than 75 years ago, and our black and white and colour office laser printers and multifunction laser printers have won awards and industry accolades ever since. Innovative features — such as mobile printing, WiFi connectivity and premium security — ensure you're always up to date with the latest office laser printer technology.



Multifunction / All-in-One Printers

No matter which Xerox multifunction printer (MFP) / all-in-one laser printer you choose, you'll get easy-to-use interfaces, reliable paper handling, advanced security and sophisticated tools for controlling costs. Turn your multifunction laser printer into a smart workplace assistant with Wi-Fi connectivity, mobile printing, tablet-like touch-screens, and cloud-connected apps.



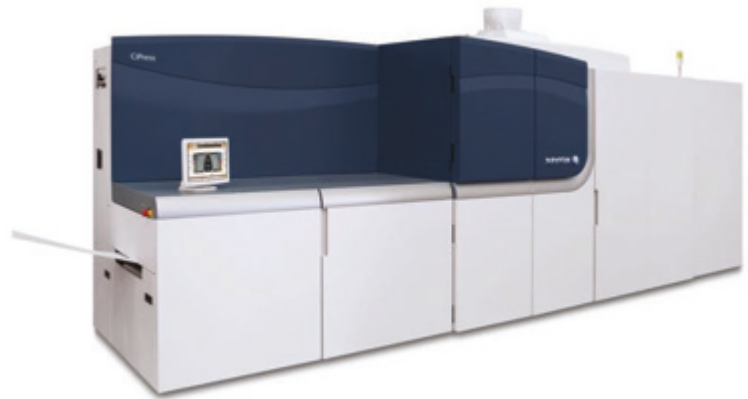
Production & Digital Press Printers

Xerox® created the broadest digital printing press portfolio of cut-sheet digital presses and production printers on the market. Sheet-fed digital printing presses are ideal for graphic communications and commercial print providers' high-speed, high-volume printing applications, including publishing, transaction printing, direct mail, packaging and photo publishing.



Production Inkjet Presses

High-volume, production inkjet presses are the fastest-growing sector of digital printing. They can help you capitalize on color books, personalized catalogs, trans-promo and direct mail. Our inkjet presses and continuous feed printers — including the industry's first entry production inkjet portfolio — are modular to grow with your business.



Xerox Refurbished Printers

We offer a range of Xerox certified refurbished products at a reduced price. Each refurbished product has a defined check list and maximum copy count limit that ensures quality and future reliability. Equipment from the Xerox® Refurbished programme uses all Xerox parts and knowledge in their manufacturing process, this means that you can count on high quality and high performance day after day.



Paper & Consumables

Our Papers and print media are engineered to bring out the very best in digital printing. Whether you need to create a high-end brochure, a captivating proposal or presentation, an eye-catching business card, pamphlet or window decal, you get great results with our digitally optimized media.

We propose high-performance paper suitable for everyday laser, inkjet and offset applications. The paper we propose delivers reliable and consistent performance page after page in copiers, laser printers, and inkjet. Our paper is Available in A4, A3 and SRA3.

The Docutech line of Specialty Media Line can meet a wide variety of needs. From everyday usage to high-volume jobs, and from digital printing to more specialty applications, you'll find just what you need for your business or for professional-looking graphics printing needs.

Our line of Specialty Media portfolio is suitable for all kinds of jobs such as varying from Invitation cards, Call cards, Funeral service, etc. Many of our Multipurpose Printer Papers are guaranteed to be 99.99% jam-free on high-speed digital printing equipment, so you can trust that they will perform jam free and hassle-free...every time. Our specialty media have been manufactured specially to meet the Digital graphic art printing requirement without compensating on the print quality. Our variety of Coated and uncoated stock of specialty/ fancy paper ranges from 120 GSM to 400 GSM. Our variety includes Golden, Silver, Textured, Texture Embossed and Never Tear Media ensuring it meets all the occasion printing requirement.

When you use genuine Xerox® Toners or supplies, you'll get vibrant colors, sharp text, crisp fine lines, and consistent output – page after page. You expect excellence from your Xerox® printer, and only our supplies can ensure that with every print. Never compromise on quality. Get Xerox® performance and reliability in all your office supplies, including toner and replacement cartridges that are formulated to provide the best image quality and most reliable printing.



Office Computers, Workstations & Laptops

The goal of Docutech's partnership with LENOVO is to continue to provide and support businesses and government agencies with the best office computers and laptops available.

We understand the need for IT to improve efficiency, simplify processes, and keep end users up and running. We understand that your customers demand quick and painless help. Lenovo's relationship with us has the potential to deliver.

We provide superior assistance with world-class professionals available to assist you with all of your hardware and software requirements.



Office Furniture and More

Our services cover the design and execution of office spaces. We have the capacity to create and propose the drawings and furniture layouts prior to execution. If you have your drawings and specifications ready, then we can then just work on the supply and execution scope.

Docutech is the distributor of Sedus in Ghana and Ivory Coast. Sedus is a German brand that has been operating for more than 140 years. In 1925, Sedus launched the first spring-mounted swivel chair in the whole of Europe. Today Sedus is the leading office chairs manufacturer in Europe.



Outdoor Furniture

Docutech is the distributor of CORO in Ghana and Ivory Coast. CORO is an Italian company specialized in outdoor furniture (seat to sofas) focused on design and durability. The materials used are not subject to variations due to temperature and atmospheric agents, which makes them Ideal for equatorial countries like Ghana. CORO creates and supplies Chairs, Sofa, Armchairs, Stools, Sun loungers, Sunshades, Pergola, Tables, Pots and showers.



Docutech Ltd. has a staff of about 39 highly qualified professionals who graduated from the most reputable education institutions of Ghana and from all over the world. They are all dedicated to Professional Excellence and actively work provide our clients with accurate services. You need the right solution for your office, our team works with Customer Delight as our main objective.



Our Management

Organogram





Jean-Louis Feghali

Managing Director

Meet Jean-Louis, he has a Master's Degree from L'Ecole Nationale Supérieure des Techniques Industrielles et des Mines d'Alès - France and has fulfilled the requirements of the International Master Programme in Automotive Engineering of Chalmers University of Technology Goteborg – Sweden. After years working for international car manufacturers, he joined Docutech in 2009.

He is a strong believer that continual investment in human and technical capacity is an accelerator to enterprise growth when the enterprise is led in the right direction. He led Docutech into being the market leader in Managed Print Services in Ghana. Positioning Docutech into a professional and competitive creator of workspaces is his vision.



Joe Alhassan Fuseini

General Manager

Joe Alhassan Fuseini is the head of our Production Systems Group, thereby handling our commercial printing clients. He holds a Bachelor of Arts in Integrated Development Studies and a Master of Business Administration. He is a splendid team player with unique communication skills and in-depth knowledge about the Digital production space in Ghana.

He has previously served in several top management positions with ARSRC, GKL, IBSS, and Albert Foundation, but to mention a few.

Mohammed Jasny

Enterprise Content Management – Manager

Our enterprise content management section is headed by Jasny. In the implementation of digitalization and document preservation, we work together with banks and other private organizations. His area of expertise is in the field of information and communication technology (ICT). He's also a member of the Computer Society of Australia (ACS).



Saraphine Elizabeth Afun

Manager, HR and Administration

Saraphine Elizabeth Afun is a Senior Administrative Assistant in Docutech Ghana Limited who serves as the personal assistant to the Managing Director and also doubles as Head of Administration and Human Resources. She holds a Master's Degree in Business Decision Management from Coventry University, UK.

She's an adaptable administrative assistant with six years experience working in various office environments. Her professional purpose is to use her positive attitude and tireless energy to support and encourage others to work hard and succeed.





Hassan Khalid

Finance Manager

Hassan Khalid holds a professional qualification of ACCA (Association of Chartered Certified Accountants). He holds a Bsc (Hons) in Applied Accounting from Oxford Brookes University – London. He has five (5) years working experience in managing and maintaining accountancy and finance with exposure to different industries in Pakistan and UAE.

He began his working career as a Lecturer with SKANS School of Accountancy Lahore, where he lectured Business and Corporate Law. He later moved on and become an Accounts Executive with Marina Gulf Trading Co. Dubai-UAE. In his time at Al Taief Trading Co. LLC, he worked as Manager Accounts where he led in the implementation of marketing schemes, strategic implementation of corporate plans and mentoring staff in customer relationship development.



Kamal Gugliani

Service Operation Manager

Kamal Gugliani is the current Service Operations Manager. He brings with him 24 years of rich experience of working with Xerox India and Markem Imaje who are leaders in Office Automation and Industrial Automation. His area of expertise has been in Service Management, Technical Management, and Customer Experience Improvement. His qualification includes Bachelor of Engineering in Electrical Engineering from Delhi University, India and MBA in Systems Administration.

He is a customer oriented person who loves to ensure that his customer's needs and requirements are promptly met. His extensive knowledge of Xerox products is an asset to the company.

Bijumon Babu

Manager - Technical Department

Bijumon Babu holds a Bachelor in Electrical Engineering qualification from Goa University. Joined Docutech as Head of Technical Department. His vision emphasizes on good Customer Service experience to any customer who steps into Docutech.

He previously was with Xerox India Ltd, Production System Group as a Specialist Engineer for the past 14years. He is one of the best-qualified Engineers in our Industry



Mahesh Sudhakar Patil

Sales Manager

Mahesh is a result oriented professional with total 30 years of work experience. Out of these 7 years in technical and 22 years in sales, marketing, operation, training and business development. He joined Docutech Limited in June 2018 as Sales Manager. He Advance Diploma in Business Management and Diploma in industrial Electronic Engineering by Technical Board of Maharashtra from New Mumbai among other certifications.



John Aflamah

Manager, HR and Administration

John is a graduate from Chartered Institute Marketing, UK. He has over 10 years experience the Office Automation Industry. He is results and knows what to propose to customers given time, so as to save cost. He currently charge of Tenders and Government business.





Yasir Riaz

Senior Accountant

Yasir has been with Docutech for the past four years. He is our Senior Accountant and dutifully manages the various accounts of Docutech. He is a member of the Association of Chartered Management Accountants (ACMA-PAK). He has previous work experience working in a similar role in Pakistan.



Mary Afua Norvienyo Tordzro

Invoicing/Administrative Personnel

Meet Mary, she holds a Master's Degree in Accounting from Jiangsu University in the People's Republic of China and a Bachelor of Science degree in Accounting from University of Professional Studies, Accra. She is a resourceful and energetic person with over 8 years working experience in a account and finance positions with diverse organizations where she gained extensive insight in her field of profession.

Our partnership with world-class brands makes us the one-stop place for office supplies for your office set up needs.



Our
Partners

Lenovo

The goal of Docutech's partnership with LENOVO is to continue to provide and support businesses and government agencies with the best office computers and laptops available.

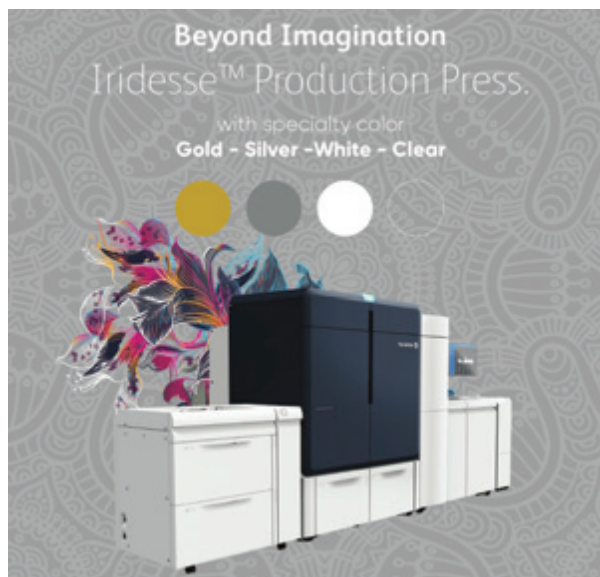
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We provide superior assistance with world-class professionals available to assist you with all of your hardware and software requirements.





Xerox Corporation, Ltd. is a provider of document management technology, such as printers, photocopiers and multi-function peripherals (MFP) as well as related services. The multinational company's headquarters are in Norwalk, Connecticut.





The cooperation, which is in line with Docutech's expansion plan, aims to increase Docutech's reach in Ghana by introducing Canon's innovative and cutting-edge Wide Format technology. Docutech hopes to enhance its already comprehensive portfolio with a variety of wide-format printing products and solutions as a result of this strategic alliance with Canon, offering businesses a cost-effective and long-term printing option.



Canon Colorado 1650



Canon imagePROGRAF PRO-6100S



Canon imagePROGRAF TM-300



Canon imagePROGRAF TX-3000



Docutech has collaborated with DELL Technologies over the years in order to build a forward-thinking infrastructure in the information technology space. We believe that our partnership will be driven by a common goal to drive human progress, as we have a diverse team with unique perspectives and directions.

Docutech is well-positioned to help Ghanaian businesses and corporations grow by utilizing high-performance computing to support ambitious social impact and sustainability initiatives. Our primary focus will be on providing power transformation servers, storage, and network solutions that adapt and scale to your company's needs.



Duplo

Docutech's partnership with Duplo exemplifies our strength and position in the digital press industry. When it comes to selling Digital Production Printers, our success with leading information technology partners like Xerox has built trust and confidence in the market. As a result, we introduced Duplo, an automated and simple-to-use finishing solution for the print and digital packaging markets.

The capabilities of Duplo Printers are astounding. Spot UV, 3D Foiling, Slit, Cut, Crease, and Perforation can all be done in a single pass. Booklet and saddle stitching from digital and offset presses. Duplicators, folding machines, Collators, and Binding, as well as digital die cutting and die cutting. Duplo automates manual processes, simplifies complex tasks, increases efficiencies, and reduces errors to help businesses be more agile.





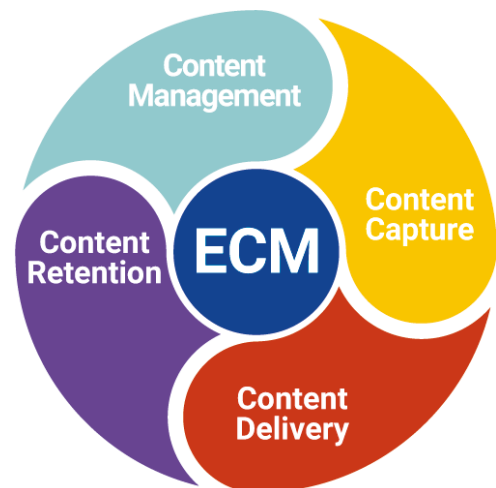
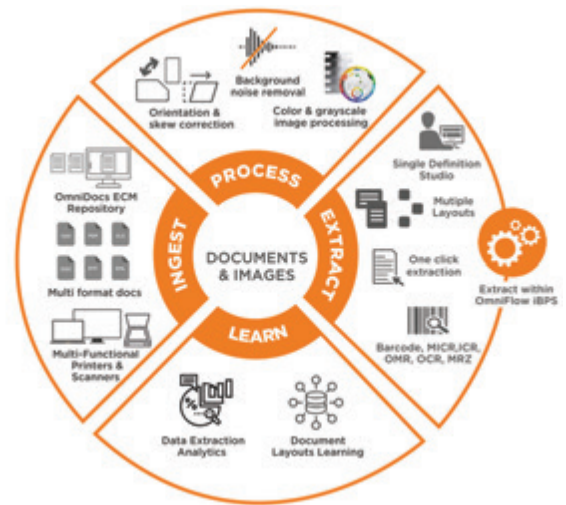
NEWGEN

Docutech is a Licensed PREMIUM PARTNER to Newgen Software Technologies with the mission to spearhead all Newgen products in Ghana with focus on Government Institutions, hospitals, schools, Insurance companies, Banks and the Telecom Industry.

Newgen Software Technologies Limited is a global provider of business process management (BPM), enterprise content management (ECM), customer communication management (CCM) solutions with a footprint in 66 countries with large, mission-critical solutions that have been deployed in Banking institutions, Insurance firms, BPOs, Healthcare payer organizations, Government, and Telecom companies.

For over two decades, organizations leveraged Newgen's innovative technologies and solutions to streamline their processes and drive smarter business decisions. Newgen through its proven configurable unified platforms provides a perfect amalgamation of information/content, technology, and processes; the building blocks of digital transformation. This has enabled clients to manage their content, processes, and communication while transforming their customers' experience, bringing agility to their operations and context to their data for real-time visibility and control.

Newgen Software is certified for ISO 9001:2015 and ISO 27001:2013.



sedus

Stoll AG, headquartered in Waldshut, is one of the leading full-range suppliers of office furniture and work place concepts. Sedus develops, produces and distributes high quality furniture "Made in Germany". The established brand of Sedus is represented by eight subsidiaries in Europe and in more than 50 countries worldwide.

Being an office furniture expert and engineering pioneer, Sedus has raised the bar again and again in its 145-year company history – particularly in the fields of ergonomics, design and sustainability. The company developed standards that gained importance on a global scale.

Sedus is synonymous with innovation, technology and aesthetics and keeps contributing to the "office environment" with new product ideas and contemporary concepts.

Sedus turns its attention especially to current trends and changes in the office world. New forms of working and organisational structures demand flexible, aesthetic furnishing and customised solutions facilitating movement and communication, with a special focus on employee health.





Kofax Inc. (Kofax) is an American process automation software provider with international headquarters in Irvine, California.

Founded in 1985, Kofax provides process management, robotic process automation, e-signature, and mobility and customer communication services to 25,000 customers in 70 countries throughout the Americas, EMEA, and Asia Pacific. The company employs a staff of approximately 1,381 in 75 countries as of 2014.

In 2015, Kofax was named the Most Innovative Solution for Banking Customer Authentication by Grand Prix Banque & Innovation. By 2017, the brand was recognized as a Best Channel Vendor by Business Solutions Magazine in January, a Hot Vendor in Robotic Process Automation in September, and the Most Innovative Solution for Banking Customer Authentication by Grand Prix Banque & Innovation in October. Kofax Kapow was added to Constellation ShortList for Robotic Process Automation in February 2018.

Kofax offers a wide range of products and service which includes:

➤ **Kofax Insight**

real-time reporting, dashboard, visualization and extract, transform, load (ETL) capabilities for both data and process analytics.

➤ **Kofax Total Agility**

business process and case management, data integration, advanced analytics and mobility in a single platform

➤ **Kofax Read Soft Online**

processing automation solution with a low support/maintenance cost for consumers

➤ **Kofax Capture**

replicate digital information to extract.

➤ **Kofax SignDoc**

integrated with Kofax FraudOne to capture signatures at new account opening and pass them to a database for verification.





Our partnership with Equitrac , a subdiary company of Kofax. Equitrac is a global software company that provides document cost management (auditing, allocation, recovery) and output management solutions for printers, copiers and multifunction devices. Its target markets are professional services firms, general office and enterprise plus hospitality and higher education.

The company has more than a 70% market share among large law firms. Equitrac is headquartered in Plantation, Florida; has offices in the United States, Canada and Europe and global distribution via a network of distributors and resellers. The company is a Microsoft Silver Certified Partner.

Equitrac's software offerings include Equitrac Professional, a document accounting and cost management tool, marketed toward large legal and AEC companies

For the general office environment, Equitrac market their Equitrac Office product and for educational establishments and universities, Equitrac offer Equitrac Express. Both Office and Express are based on the same core module with specific features aligned to each market segment.





CORO came into being at the end of 2002 with the aim of making a place for itself in the still little-developed outdoor furniture design market. The impact of CORO's presentation to the press was immediately positive, the quality of the imaging and the expression of the company philosophy receiving universal applause.





We've teamed up with CZUR to supply everyone with the smart scanners they need to scan and copy documents.

The CZUR scanner has been proven by customers from over 90 countries and shown there is a growing need for cost-effective digital solutions. Traditional office devices were always provided by well-established brand companies and were generally accepted as expensive, cumbersome, and generally difficult to operate: Our CZUR book scanner now can provide a more cost-effective option and is much easier to use.



Shine Pro Series

Portable document scanner
is scanning page as quick as a flash



Golden Pin Design Award 2019



Our provision of quality brands strengthens our relationship with our clients.



Our
Clients





Schlumberger



FLUOR®



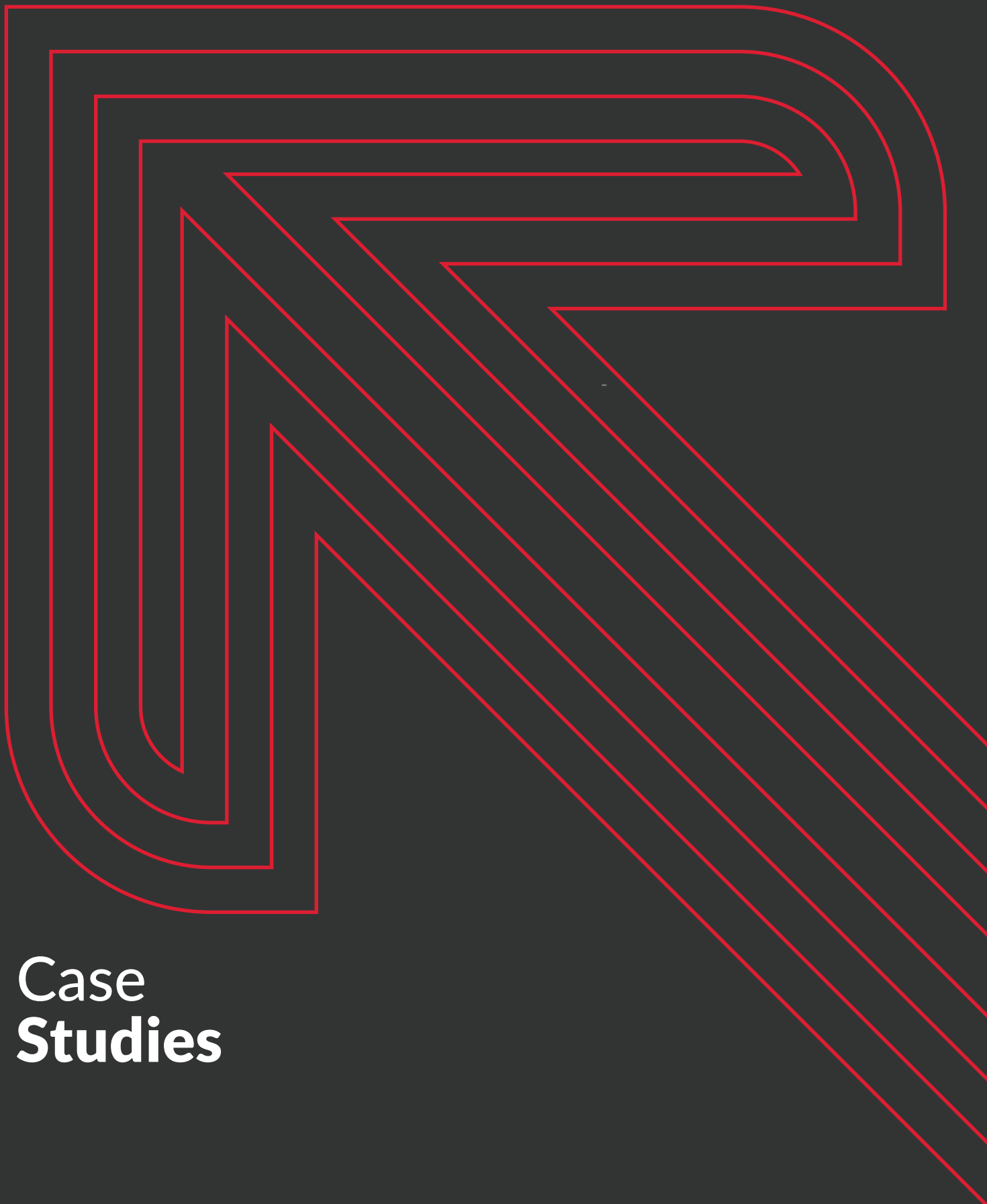
KOMATSU

PHILIPS

FedEx



**WEST
AFRICAN
RESCUE ASSOCIATION**
AFFILIATED WITH INTERNATIONAL SOS



Case
Studies

Reduction in IT Service Calls

MPS Client



EcoBank is one of the leading Financial institution in Ghana with branches spread across Accra and other cities in Ghana.
Reduction in IT
Service Calls

MPS Business Challenge

The firm was managing 4 separate suppliers for their printing and imaging needs - distributed print fleet, high-speed walk-up copiers,

The IT services and procurement teams spent countless hours dealing with multiple vendors and managing print equipment downtime.

With low speed and inefficient equipment causing higher cost of operation it was evident to look for an efficient solution

In addition, the IT management team's time was consumed by meetings with multiple vendors to attempt to rectify print downtime, support and equipment issues affecting multiple office locations. Multiple vendors meant finger-pointing with each vendor blaming issues on one another. This meant significant time wasted with no resolution, leaving print users extremely frustrated and efficiency compromised.

Any equipment downtime is a serious issue as Banking professionals work toward client deadlines that are carved in stone. So, this was a crucial issue that needed to be resolved.



Improved Customer Experience

MPS Solution and Execution

EcoBank engaged Docutech due to their past experience in implementing similar solution in other Big Financial institution in Ghana and their tie-up with Xerox who are world's no. one brand in Managed Print Services. Docutech was asked to:

- 1) Reduce strain on the IT department
- 2) Reduce equipment downtime
- 3) Reduce order complexity and related administration costs of supporting the print environment
- 4) Improve user experience

The firm's #1 strategic initiative was to improve overall print user experience and productivity.

Reduction in Operational Cost

The Docutech's MPS team leading the project was tasked with developing a plan and leading the team to meet these departmental and organizational objectives. In order to achieve these objectives, the Docutech project team would first have to understand each office's and department's individual requirements for printing and imaging, and user workflows.

The Docutech team recommended and implemented the following:

- ✦ Updated and simplified the print infrastructure of over 150 print devices – from devices averaging more than 10 years old to an updated, standardized fleet of devices across Head-office and other locations.
- ✦ Consolidating Printer, copier and scanner devices into one Multifunction Printer thus saving on floor space and improving efficiency
- ✦ Prevented unauthorized usage of devices by enabling PIN based login on the machines
- ✦ Supported user efficiency gains by implementing scanning workflow with one-touch scan that compresses the file, creates a PDF and routes the document to the email box of the receiver
- ✦ Tracking user print and copy usage through Print Management Software
- ✦ Centralised monitoring of all Printing devices and proactively supporting them
- ✦ Implementing Follow-Me technology through which user can move to any printer in the building and release his/her print job from any machine

Complete visibility of Print Costs

MPS Outcome and Results

EcoBank is ecstatic with the outcome of the MPS solution. Docutech completely simplified the process to support their whole printing and imaging environment with one number to call and one vendor to take complete responsibility for the print environment.

Pro-active management of printing and imaging equipment service and support through Xerox's remote monitoring system resulted in drastically reduced downtime and dramatically improved print environment reliability and user experience.

A well-planned and executed print hardware upgrade resulted in a massive reduction in the IT service calls.

Complete monitoring of all print and copy activities on all MFPs

Monthly reporting of user wise copy and print thus bringing accountability in the system and reduces wastages

This has been a significant win for the firm's executive team, given that increased user productivity was the number one strategic initiative. With the dramatic reduction in downtime and pro-active management the average equipment uptime is consistently running at above 99% uptime since implemented.

Key benefits of the managed print services solution include:

Reduction in Printing cost

More than 99% uptime of print equipment

Increased user experience and productivity

Reduced wasted time by IT and administrative teams on managing multiple print and imaging vendors

Complete visibility of Print and Copy costs



Our
Events

Xerox FIND YOUR SOLUTION 2019

Docutech Ghana Limited, the authorized local distributor of Xerox products in Ghana, trained over 80 business professionals and educators at the Xerox Find Your Solution two-day workshop held from the 18- 19th September 2019 at the Marriott Hotel in printing technologies and digital software that can be utilized to advance their businesses.



Xerox Iridesse Production Press West Africa Launch

Docutech Limited, the Authorized Distributor of Xerox Products in Ghana, hosted the West Africa unveiling of the Xerox Iridesse® Production Press, an innovation that is revolutionizing the digital print industry.

The guest of honor for the event, Mr. David Asante, Managing Director of the Ghana Publishing Company made remarks about the expected impact of the Iridesse on Ghana's publishing industry before an audience of global Xerox representatives, delegates from top press and publishing houses, creative agencies, and Peter Courtney, Head of Trade for the British High Commission.



Networking Soirée with the UK-Ghana Chamber of Commerce

We hosted a Networking Soirée with the UK- GHANA Chamber of Commerce at the Alliance Française d'Accra, to interact and improve our business relationship.



Xerox Color Explosion 2022

The company displayed its products at an event called Xerox Colour Explosion, which drew printing companies and advertising agencies from across the country. It was held in Accra New Town, a suburb of Accra known as the capital's print hub and event featured an array of Xerox technology, including various digital presses such as the Xerox PRIMELINK C9070 for color printing, which can print up to 11 colors. Alan Brownley, EMEA Partner Manager, explained how Xerox and Docutech Ghana are working to equip printing press businesses with modern print technology so that they can do more while reaping massive returns on investment.



GIPS Event 2022

Docutech was one of several corporations that sponsored the Ghana Institute of Procurement and Supply's swearing-in ceremony for their new governing executives at the British Council in Accra. We displayed our products with various brand assets as event Partners, directly engaged managers with product offerings, and welcomed them to our booth.



We believe in giving back to the community. We donate some of our earnings to a local charity every year. In addition, we always support causes that are close to the hearts of our members of staff. Over the years, these causes have become part of our culture.



Our Corporate Social Responsibility

Standard Chartered Futuremakers Initiative

We supported the FUTUREMARKERS Initiative by Standard Chartered Bank which aims to tackle inequality and promote greater economic inclusion in our markets by 2023. This initiative aims to empower the next generation to learn, earn and grow through Education, Employability and Entrepreneurship.



Donation to the Nneka Youth Foundation

The Management and Staff of Docutech Ghana as part of its Corporate Social Responsibility donates to the Nneka Youth Foundation in aid of their annual Nneka Summer Camp held in August. The Nneka Summer Camp aims at bringing together rural children to be taken through self- development skills and training.

Nneka Youth Foundation, a non-governmental organization with the mission to support children in rural communities by giving them the hope of becoming world changers by equipping them with educational and vocational skills to better their lives and their community as a whole. The NGO has over the years has been able to achieve its goals through benevolent donations of corporate Ghana, of which Docutech Ghana Limited has been apart of this amazing journey.





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