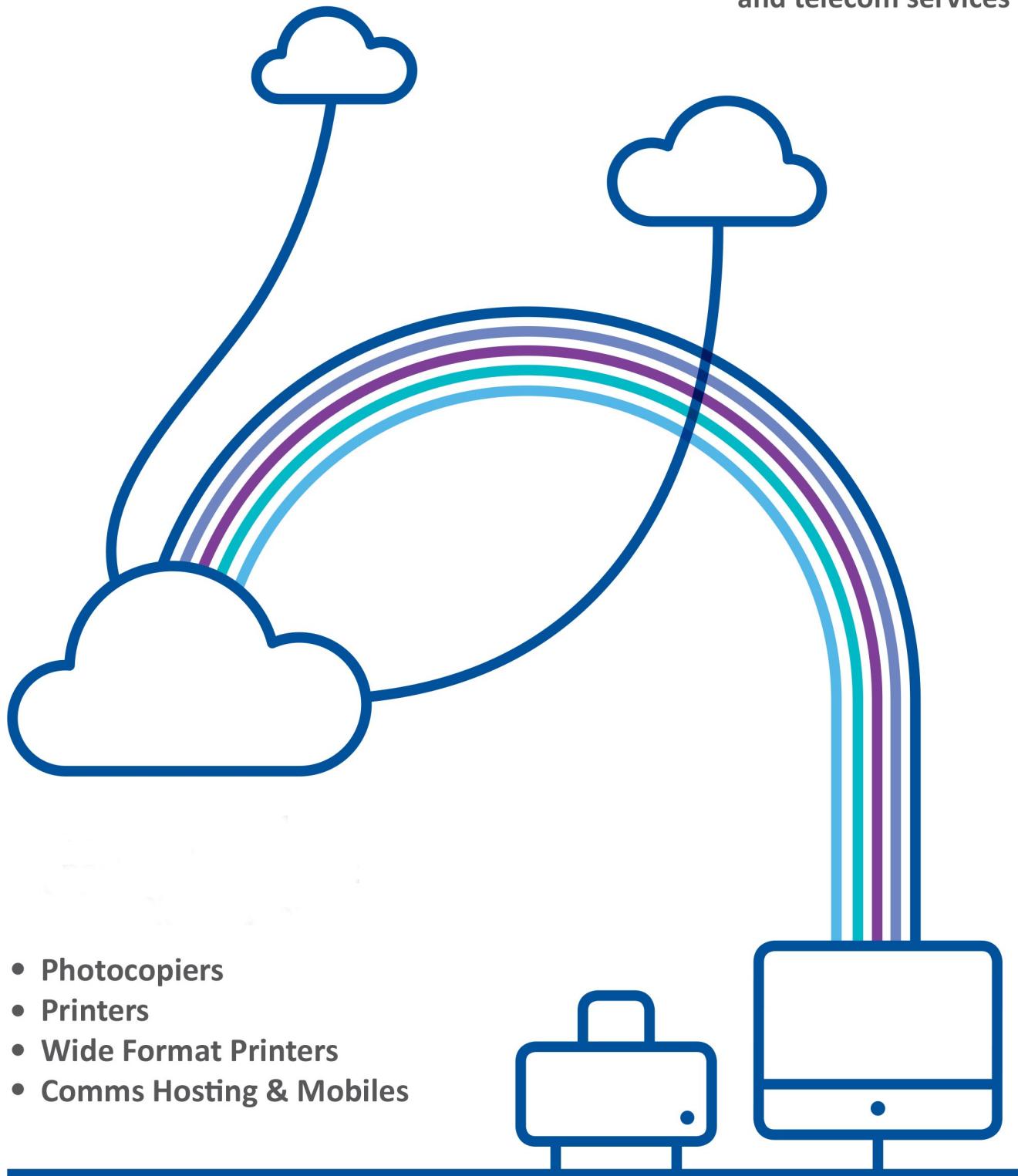


A brighter business future



The experts in
photocopiers, print, IT
and telecom services



- Photocopiers
- Printers
- Wide Format Printers
- Comms Hosting & Mobiles

Introduction to Concorde

Concorde is a locally based leading supplier of document and print management hardware and software, IT consulting, on-premise, IT infrastructure and Cloud based services.

Established over 30 years ago in Exeter, we have expanded to cover the entire South West to further support our customers. Together with other associated companies we have been able to provide first class products and services across the UK to in excess of 3,000 customers.

Our mission is simple: to become your strategic print and IT partner of choice. We already provide the necessary vision, skills and products to support the businesses of thousands of our customers, and we'd like to do the same for you.

We use our own unique tools to uncover many of the hidden costs and issues associated with conventional printing, copying, scanning and IT delivery and then combine these findings with our expert industry knowledge to propose unique solutions tailored to your specific needs.

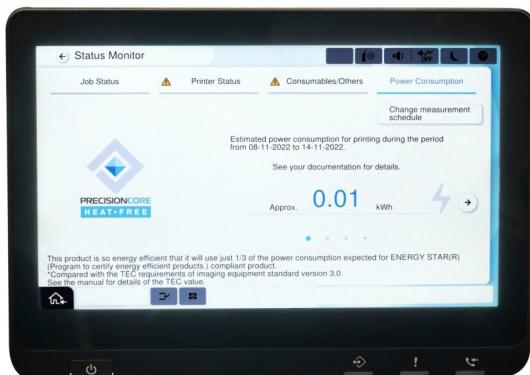


Epson Workforce Enterprise AM-C Series



See what power you're using...

The Epson AMC series include a Status Monitor which gives weekly estimates of the power consumed



We focus on delivering measurable financial and operational improvements and have been able to unlock hidden profits within our customers businesses.

By choosing Concorde you'll get highly experienced and dedicated professionals with access to market leading products and services as well as an exceptional level of performance and value, to support your decision about making us your printing and IT solutions provider.



Kyocera
TASKalfa TA2554ci



Document and Print Solutions

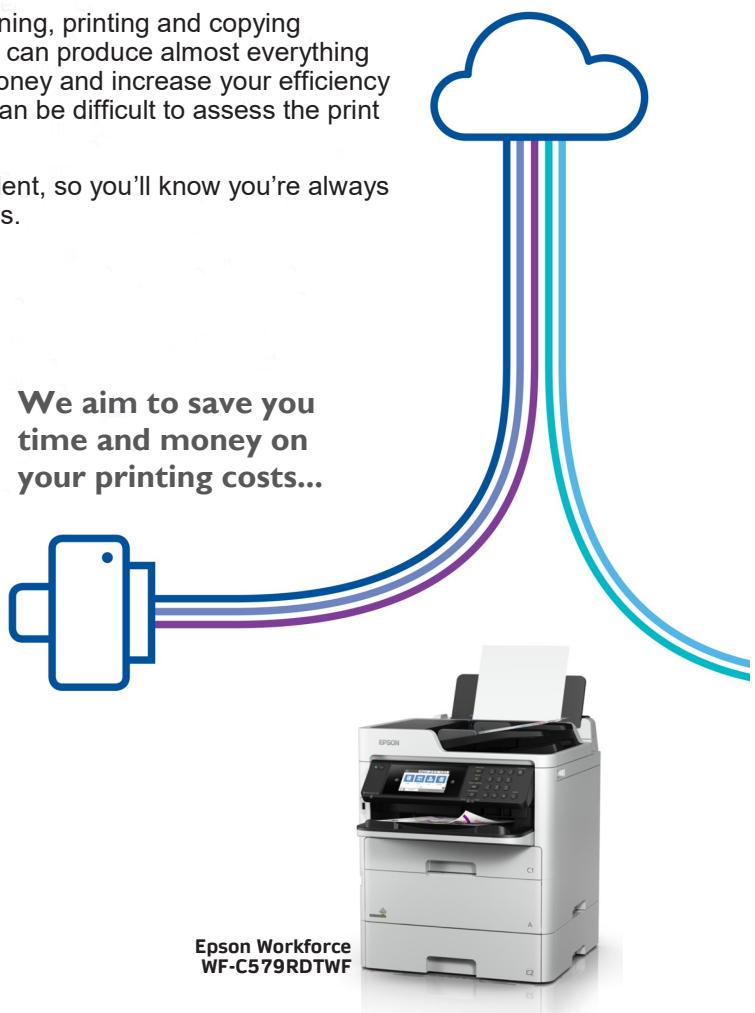
Technology is becoming so sophisticated that scanning, printing and copying equipment can seem more complex than ever. You can produce almost everything you need in-house which can save you time and money and increase your efficiency and productivity. However, with so much choice it can be difficult to assess the print solutions that best suit your business needs.

This is where Concorde can help. We are independent, so you'll know you're always getting impartial advice about your equipment needs.

There is very rarely a single solution answer, but you can be assured that our expertise and experience means that we will explore all of the options based on our detailed findings and offer you a range of suitable options. We always have one eye on the future requirements of your business and will make sure that our suggestions are representative of this.

To guarantee you seamless and uninterrupted device performance we offer a range of different levels of support that we are happy to advise you on and can tailor these to your specific needs.

We aim to save you time and money on your printing costs...



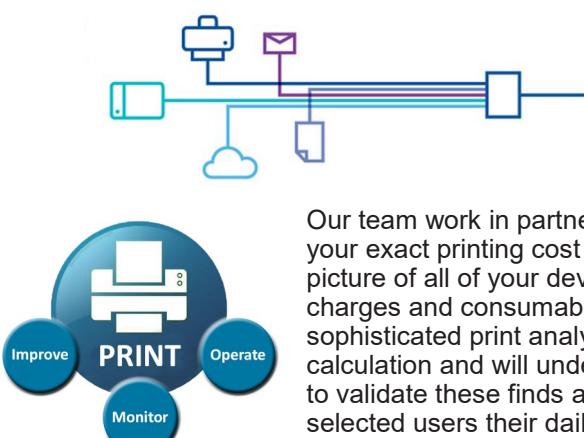
Managed Print Services

Is your print environment working properly for you?

Printing costs are expensive for all organisations, and reducing your costs in this area can help you improve your bottom line.

Concorde's Managed Print Services (MPS) can put you back in control of your costs and our experts will make sure your print environment is not only appropriate for your needs, but will deliver trouble free performance for your organisation.

- REDUCED PRINT COSTS
- SAVING TIME AND MONEY
- INCREASED PRODUCTIVITY & EFFICIENCY
- LESS EMPLOYEE STRESS
- REDUCE WASTE AND CARBON FOOTPRINT
- COMPETITIVE ADVANTAGE



Our team work in partnership with you to analyse your exact printing cost per page, including a true picture of all of your device costs, maintenance charges and consumables. We use our range of sophisticated print analysis tools to make this calculation and will undertake a detailed site survey to validate these finds as well as discuss with selected users their daily requirements.

PaperCut[®]
Reseller

....whilst increasing your efficiency and productivity

Document Management

Searching for misplaced documents can waste valuable time and potentially cost you missed business opportunities, not to mention the added stress it causes.

Filing is a task that is dreaded by many, but is a key requirement of all businesses. Document management systems enable you to automatically file, update and track any document in your business, making lost paperwork a thing of the past.



■ Instant Access

You'll be able to get hold of years worth of documents in seconds

■ More Time

Less time spent looking for your files gives you more time to be getting on with your work

■ Increased Productivity

Routine filing tasks are eliminated so you can spend your time being more productive

■ More Space

Reduced storage needs mean that you can make better and more effective use of your space

■ Professional Approach

Having everything to hand gives your customers confidence in your working processes & procedures

■ Improved Speed

Customers will benefit from an improvement in the speed and delivery of their requirements, resulting in higher levels of customer service.

Concorde Complete Systems Assurance (MFP's & Telecomms)



Concorde Complete Systems Assurance (CCSA) cover is provided for ongoing support either remotely via Concorde's Helpdesk team, or if required by an onsite Field Technician for all print and scan related issues associated with the supplied equipment.

We measure our customer response and satisfaction rate through tracking Key Performance Indicators (KPI's). This includes 'Call Activity' monitoring and management of all aspects of field service, including data analysis to assess the overall effectiveness of our response. Our ongoing monitoring and evaluation process means that we can make sure you're getting the prompt and appropriate support you need to resolve your issue.

- Access to our Help Desk manned by our fully trained accredited technicians
- Remote diagnostics
- Installation of print drivers following computer format/replacement
- Additional configuration of scan destination Address Books
- Reconfiguration of the equipment following network infrastructure changes, such as ISP migration or non-supplied hardware replacement
- Print driver and device specific software/firmware updates
- Troubleshooting device related network, print and scanning problems
- Additional refresher or new staff training required for print/scan operation and configuration, including supplied software applications
- Automatic Toner ordering
- Next working day toner delivery
- Automated meter readings for accurate billing
- Telecomms configuration
- Telecomms training



Unified Business Communications

As businesses grow and develop, new business communications technology are added and often changed to adapt to new challenges and working environments. This can often lead to multiple suppliers for Broadband, telephony and remote working solutions bringing about technical support headaches and various contracts with different end dates.



Since 2016, Concorde has been helping customers to rationalise their business communications by providing a comprehensive portfolio of telephone and data services all backed up by our pre and post sales support. Concorde keeps things simple by avoiding punitive, long-term contracts, hidden charges and indecipherable bills helping our customers to save both time and, in most cases, money.

Concorde is an authorized partner for EE, Gamma Telecom and Three Network. Enabling us to offer cutting edge communications solutions for businesses of all sizes.

With sales and service support covering Devon, Cornwall, Somerset and Dorset, Concorde can offer a complete service wrap for:

- Hosted telephone systems including remote workers and site offices
- Internet connectivity including FTTP and leased line services
- Mobile phone services including competitively priced “unlimited” data plans
- Rural internet connectivity via 4G

So, whether you need a single mobile phone connection or a large, multi-sited telephone system, contact Concorde today to see what we can do for you.



Audio conferencing



Web collaboration



Video conferencing



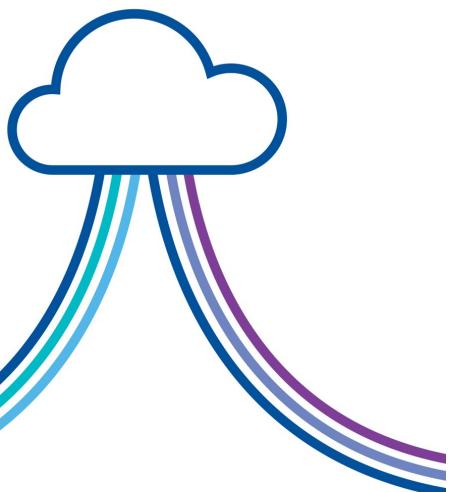
Instant messaging



Outlook integration



Presence



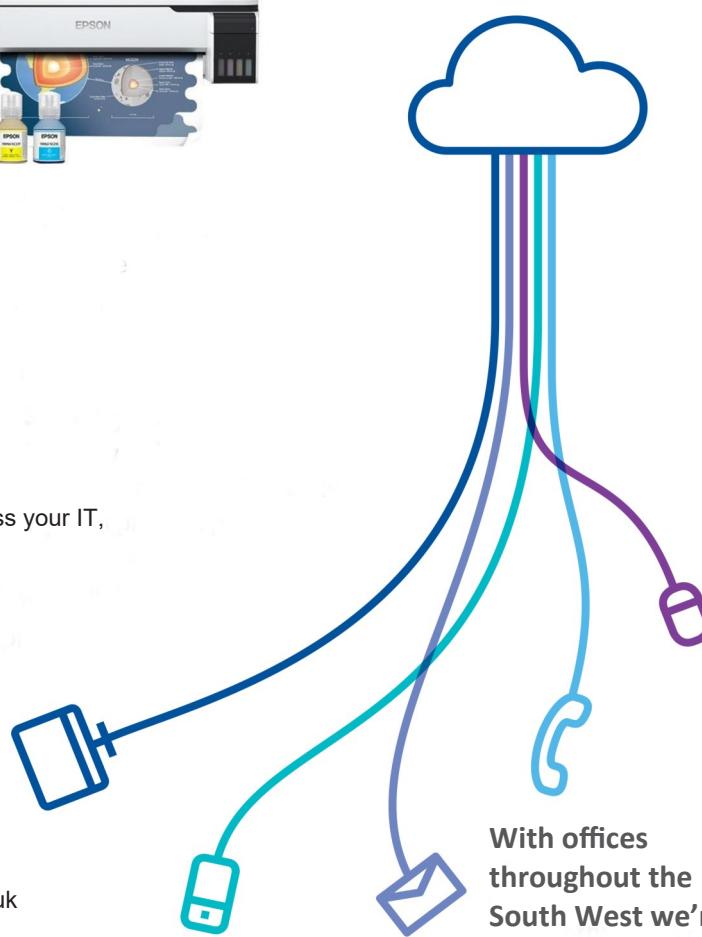
Epson Wide Format Print Solutions

- These printers are ideal for individual or multi-user environments
- Range of printers to suit architects, engineering, construction professionals, education, and home workers
- Create and reproduce top-quality CAD drawings, posters, photo , enlargements, canvases, backlits, banners, and event graphics, concept and contract proofs
- Flexibility: Available as desktop or floor standing (includes stand)
- Silent and compact with a light, robust body suitable for office environments
- Clean design: Thoughtfully designed to fit seamlessly into most environments
- Ease of use: Even when away from the desktop
- Print technical and architectural drawings in great detail, with ease via wireless printing on some models



Surecolor T3100M *

* Available with cartridge or re-fillable consumables



With offices throughout the South West we're well placed to help your business

Get in touch

Contact one of our expert advisors at Concorde to discuss your IT, document and printing requirements.

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