



CORPORATE PROFILE 2011

*EVERYTHING RELATED TO PRINT + I.T.,
DELIVERED FAST + EFFICIENTLY*

MISSION AND VISION

The LaserFast vision is to be the leading, independent provider of print and I.T. solutions to businesses across Australia.

Our vision is to be acknowledged as the undisputed experts in delivering speed and efficiency to an organisation's print and I.T. infrastructure. We do everything the 'LaserFast Way' - which means we make it happen, we do it fast and we do it professionally.

Our goal is for every LaserFast client to know we have the capability to transform their multi-function devices, printers and I.T. equipment from devices that just operate within a business, to an environment that is well managed, efficient and provides a streamlined user experience.

LaserFast is totally committed to delivering unparalleled service to our clients.



CAPABILITIES

LaserFast provide clients with a single, independent source for all their print and I.T. requirements, including procurement and management of multi-function devices, printers, supplies and I.T. equipment as well as fleet management and work flow applications.

LaserFast supply solutions and services to businesses of all sizes, from large corporations to sole operators. Our clients include many of Australia's largest corporations and government departments, as well as thousands of medium and small businesses. We also provide warranty service on behalf of major manufacturers and vendors.

Core Services:

- › Multi-function Device and Printer Sales
- › Management of new and existing Print Fleets
- › On-Site Printer Repairs
- › Printer Supplies
- › I.T. Hardware Sales
- › Managed I.T. Services

Multi-function Device & Printer Sales

LaserFast has long-term partnerships with all major multi-function device (MFD) and printer manufacturers and offers independent, professional advice on the devices that will best suit our client's document requirements.

Every business has different print requirements. Our experts are able to match projected workload and budget to the best available multi-function devices or printers. We offer finance options, after-sales service, repairs, supplies and can manage warranty claims if they arise.

CAPABILITIES (CONT.)

Management of new and existing Print Fleets

All tasks associated with printing, including management of existing print devices, ordering of consumables and parts, service and the procurement of multi-function devices, printers and workflow solutions can be managed by LaserFast in a Managed Print Services Agreement.

Businesses have a wide variety of printing needs and LaserFast utilises the most advanced software available to help evaluate a company's existing print environment. We also utilise a traditional method of evaluating a client's print environment - talking to clients face-to-face to fully understand their needs!

Our print experts analyse the results of their evaluation and design a solution to better manage existing equipment, as well as providing a strategy to develop the print fleet for future business needs. LaserFast will not encourage you to simply purchase a new print fleet when the life of a current print fleet can be prolonged.

The key features of a LaserFast Managed Print Service Agreement include:

- › alignment of print fleet resources with business needs
- › a strategy to prolong the life of your existing print fleet
- › proactive management of resources throughout the life of the agreement
- › a single point of contact for all management, service and support
- › web based print management applications to track print fleet usage
- › itemisation of business area print usage and costs
- › significantly reduced print management costs.

A LaserFast Managed Print Service Agreement is designed with the client's needs in mind. It saves a company time, resources and money while ensuring the print fleet supports the needs of the business.



CAPABILITIES (CONT.)

On-Site Printer Repairs

LaserFast delivers an on-site repair service at a fixed labour rate across Australia. In excess of 40,000 copiers, laser printers and multi-function devices are serviced annually.

Our on-site repair service features include:

- › 4 hour on-site response for metro locations
- › no-obligation parts quotation (if parts required)
- › online job logging and job status tracking option
- › no contracts required.

Printer Supplies

LaserFast stocks and supplies genuine and compatible toners, ink cartridges and parts for copiers, printers and multi-function devices of all sizes and brands.

Professional advice is on hand to advise our clients of the most suitable cartridges for their devices. Our prices are extremely competitive and delivery is fast and efficient to anywhere in Australia.

Our supply service features include:

- › all brands and models - genuine and compatible
- › competitive pricing
- › fast delivery
- › online ordering and tracking option
- › professional advice available.

I.T. Hardware Sales

LaserFast has been in business for over 14 years and during this time has built strong relationships with many iconic brands and suppliers such as HP, IBM/Lenovo, Toshiba, Samsung, Ingram Micro and Dynamic Supplies to name but a few.

As an independent supplier we're able to offer our clients I.T. equipment from the full range available from all vendors - based upon our client's own specifications, requirements and budget.

We can supply hardware ranging from one mobile device through to domain servers for corporations - either for outright purchase or under finance.

CAPABILITIES (CONT.)

Managed I.T. Services

LaserFast's technology expertise becomes your competitive advantage. Through pro-active management, our client's I.T. systems are operational, available and secure, so they can focus on the everyday demands of their business.

LaserFast Managed I.T. Services consist of various service level offerings that provide affordable proactive I.T. management, support, warehousing and logistics.

Our Managed I.T. Services include:

- › security, virus and spyware monitoring and management
- › system auditing, application usage and disk drive analysis
- › backup and disaster recovery
- › warehousing and logistics
- › I.T. asset management
- › Communications:
 - Data - network, internet and firewall business grade solutions
 - Hosting - from entry level virtual hosting to dedicated hosting and co-location



LOCATIONS

The LaserFast national head office is in Hawthorn, Victoria. From here our operations team coordinates technicians in each state to attend to our clients' needs across Australia.

LaserFast provide service and repairs in all metropolitan locations within 4 hours:

- › Melbourne
- › Sydney
- › Brisbane
- › Perth
- › Adelaide
- › Canberra
- › Gold Coast

Outside of the metropolitan regions, the LaserFast network of regional and remote technicians provide service to hundreds of customers - usually within 24 hours or less.



LASERFAST

CLIENTS

LaserFast's strength and market presence comes from our large client base. We have over 9,000 active direct clients and we provide service to a further 3,500 companies on behalf of large manufacturers and vendors.

Our clients include:

- › National Australia Bank (NAB)
- › Fosters Group
- › Cadbury Schweppes
- › Exxon Mobil
- › Epworth Health
- › Orica
- › DHL
- › National Foods
- › Kennards Hire
- › Run Property Group
- › Jellis Craig
- › Assa Abloy
- › Fisher & Paykel
- › Stamford Hotels
- › Sofitel Hotels
- › Linfox Transport Group
- › McAfee
- › Punt Hill Apartments Group
- › Ray's Outdoors
- › Sydney Convention and Exhibition Centre
- › Hotel Intercontinental
- › ALH Group
- › Connect East



PARTNERSHIPS

LaserFast has well established relationships with all major multi-function, printer and I.T. suppliers & manufacturers and as such, our clients have unrivalled flexibility in the services and equipment we supply to our clients.

As we are independent, we are not tied to any particular manufacturer, which allows us to select the best possible equipment at a price that suits the requirements and the budgets of our clients.

Our partners include:

- › HP (Hewlett Packard)
- › Lexmark
- › Brother
- › Samsung
- › Konica Minolta
- › Ricoh
- › Canon
- › Toshiba
- › IBM/Lenovo

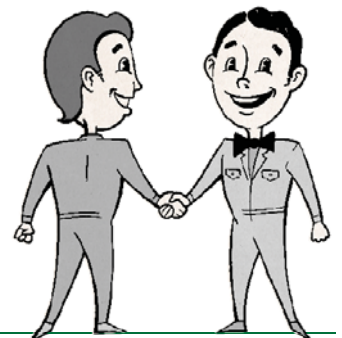
LEXMARK



RICOH Canon TOSHIBA

brother IBM

lenovo





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