



COMPANY PROFILE:



Introduction

MH Office Machines & Stationers cc is a family-owned and -operated business that was established in 1983. Owned by Marius van Staden, who has over 30 years' experience and accomplishments in the office automation and reprographic industry, the company values commitment, loyalty and honesty. These qualities ensure a winning recipe which is still of strong value today.

Due to a combination of experience and these business principles, the company has received the Premier Award; Outstanding Growth; Outstanding Performance; Member of the Big Five; and Highest Consumables Turnover, year after year. Over the past years, the company has grown into the largest respected independent distributor for the Ricoh range in the Northern Cape and surrounding areas.

Our Market

MH Office Machines & Stationers cc provides tailor-made cost analysis and document management consulting, starting from individuals to very large organisations. We provide our clients with the most reliable, cost-effective and technologically advanced printing, copying, scanning and faxing equipment. For the past 30 years, we have helped hundreds of organisations in the Northern Cape to understand and implement cost-effective solutions for their information output needs.

We also supply a large proportion of our client base with original toners and inks for various printing devices. This in turn enables us to increase our client base and propose equipment that will be more cost-efficient. Our goal is to ensure a long, satisfactory relationship between us and our clients.

Our business always seems to prosper during difficult economical times, due to our passion for cost savings, shown in consulting with our customers.

Our expertise counts in our favour, as proven by our retention of the many satisfied customers who have been with us for the last 30 years and are still making use of our services today.

Our Vision

MH Office Machines & Stationers has the vision of becoming one of the leading information technology houses in the Northern Cape and its neighbouring provinces, through the provision of high quality products and excellent service.

We are passionate about our role in helping our clients achieve maximum benefit from their IT and document distribution infrastructure. We believe wholeheartedly in our ability to improve and maintain the highest level of advantages from efficient systems.

- Creating an excellent reputation countrywide
- Hiring the best skills available in the market
- Introducing the latest technology
- Investing in training and re-skilling of staff
- Price competitiveness
- Emphasis on customer satisfaction

Our Mission

We strive to become the largest supplier of Office Automation in the Northern Cape and to provide the best guaranteed back-up service available. MH Office Machines has developed a reputation for complete honesty and dedication to our customers. Our sales consultants are trained to propose a solution that best meets customer needs, rather than seeking the highest commission. As one of our many satisfied customers, you can expect fair pricing, on-time delivery, quality training, professional installation and superb after-sales service from all our qualified staff.

Our people

At MH Office Machines, we strive to promote our in-house intellectual capital and dedicated staff. We view our staff complement as integral to the success of the company. The company is owned by Mr M van Staden and consists of 24 full-time employees, well trained in satisfying our customers. We employ seven trained service technicians who are competent in servicing all digital and Analogue equipment. Our sales department consists of six knowledgeable sales representatives who are readily available to answer any questions or concerns that may arise.

Value statement

- We believe in integrity and honesty.
- We believe in customer service and customer satisfaction.
- We subscribe to sound business principles, transparency and profitability.
- We believe in the value of our employees, customers and other stakeholders.
- We subscribe to the laws and regulations of our country and the industry we operate in.

Products

- Ricoh Copiers, Printers, Faxes and Multifunction devices
- Personal computers • Notebooks • Network devices and peripherals
- Guillotines • Binders • Laminators • Shredders • Projectors
- Toners and cartridges for various printing devices
- Office supplies • Paper • Bulk stationery

Services

From our Head Office at 57 Long street, Kimberley, we plan, dispatch and control a distribution and service network that covers the entire Northern Cape. Satellite offices situated in Upington and Springbok, with a service centre in Vryburg, form part of our sales and technical support in the Northern Cape area.

Our service technicians are assigned various regions throughout the Northern Cape. We also have a refurbishing department with well-trained technicians to rebuild used equipment for customers not in the market for new equipment.

For more sophisticated equipment, we also have an in-house certified network specialist who is fully trained on all hardware and software. Our technicians continually update their knowledge through extensive certification courses and technical training. We are certified by Ricoh to sell and service their full line of products.

We only use authentic Ricoh parts and supplies to insure minimal downtime for the customer. At MH Office Machines & Stationers, we pride ourselves in responding to customer needs, with a fast two-hour response on average. We go beyond mere installation to provide in-depth training services, so that our customers will be able to use all of the features on their machines.

Our company's priority is always customer service.

There is still one tool more powerful than all the new technology combined... word of mouth. As our client, we will work to win your continued satisfaction and praise.

Our clients are our most important partners.