

# Bytes Document Solutions Company Profile



**BYTES**  
DOCUMENT SOLUTIONS  
XEROX AUTHORISED DISTRIBUTOR

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# Corporate Profile

## About Us

Bytes Document Solutions offers a comprehensive range of products and services to the document management industry serving over 10, 000 customers across Sub-Saharan Africa. Through its three independent business divisions: Xerox, LaserCom/Papergeni and NOR Paper, the group continues to provide innovative and diverse product and service offerings supported by 80 service centers' across the continent.

- Xerox: Markets and services the complete range of Xerox document equipment, software solutions and services - authorized distributor for Sub-Saharan Africa
- LaserCom: Delivers mailing services, data printing, print-on-demand, electronic document delivery and direct marketing services.
- NOR Paper: Provides specialised paper to the printing industry and office supplies and consumables - one of South Africa's largest paper merchants.

## Quick Facts

History: Established in South Africa in **1964** as **Rank Xerox**

Ownership: **Altron** and **Kagiso Investments**

Leadership: Chief Executive Officer: **Hennie du Plessis**

People: Staff complement in excess of **1350**

Customers: Over **10, 000** customers across South Africa

Service: **40** South African service centres and **40 sub-Saharan African** service centres

BBBEE: Accredited by Empowerdex as a **Level 2 Value Added Supplier** in June 2010

Quality: **ISO9001:2008** certified

## Company Philosophy

The Bytes philosophy, "finding better ways to do great work" is embodied in our work ethos. Our employees are encouraged daily to live the values of innovation underpinned by high quality outputs and service excellence. This manifests in Bytes being positioned as the long standing market leader in document technologies, products and services. Adding value that improves our customers' work processes and business results remain at the core of all that we do.

## Xerox Mission Statement

Through the world's leading technology and services in business process and document management, we're at the heart of enterprises small to large, giving our clients the freedom to focus on what matters most: their real business.

## Core Values

One thing that never changes is our core values.

- We succeed through satisfied customers
- We value and empower employees
- We deliver quality and excellence in all we do
- We provide superior return to our shareholders
- We use technology to deliver market leadership
- We behave responsibly as a corporate citizen



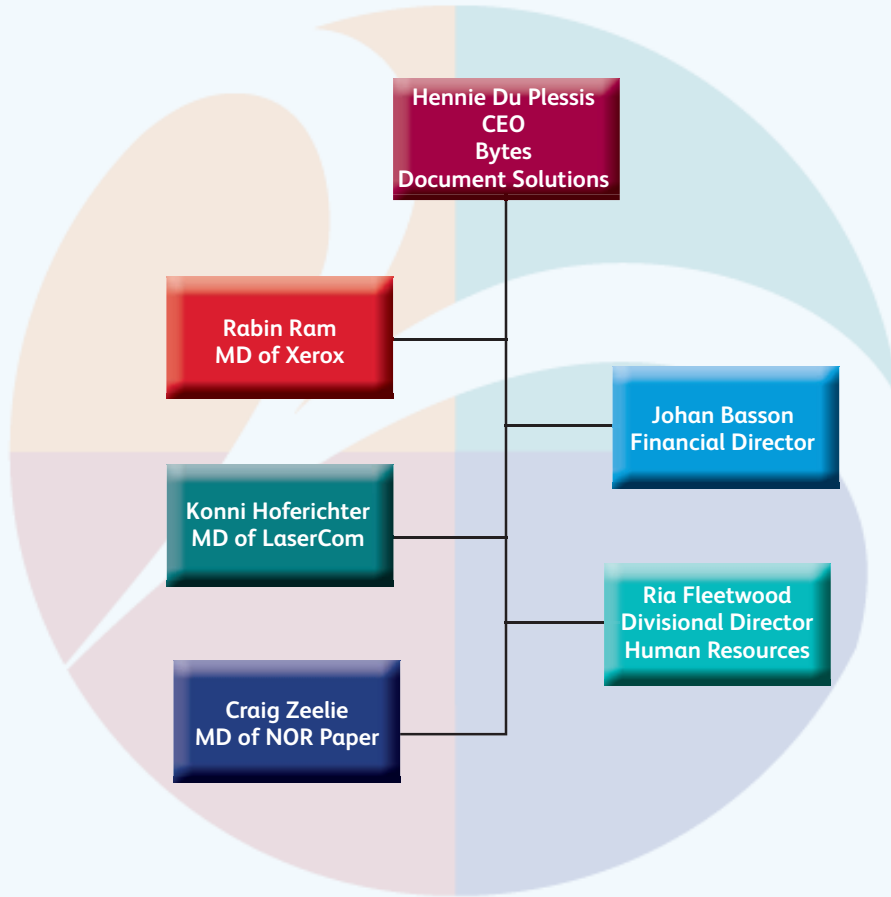
## Our Commitment

We commit to providing value added solutions and to remaining relevant to our customers in the face of changing market dynamics. In doing so, we will commit to meet the diverse needs of our broad customer base.

# Group Structure

Bytes Document Solutions forms part of the Bytes Technology Group, a member of the JSE-Listed Altron Group and part-owned by Kagiso Strategic investments.

## Executive Committee



## Milestones

### 1959 – 2000

Xerox revolutionised the printing industry on 19 September 1959 with the launch of the fast, economical Xerox 914 – the first automatic, plain-paper commercial copier. This paved the way for even more ground-breaking inventions and technological advancements that positioned Xerox as the leaders in their field. Xerox spends approximately 4% of their revenue on research and development.

For more information on the historical highlights of Xerox, please visit:

[www.xerox.com](http://www.xerox.com)

### 2000 – 2003

- Xerox SA secures the exclusive Sub-Saharan distributorship for Xerox products.
- Xerox operation becomes 100% owned after acquisition of Xerox Limited's 50% plus 1 share.

## 2003 – 2004

- The Bytes Group sells 27 % of its Bytes South African operations to Kagiso in a BEE deal.
- The Bytes Group purchases CS Holdings as well as 50 % of Xerox SA from Xerox International to move to 100% ownership and re-brands Xerox SA as Bytes Document Solutions.
- The Xerox exclusive distribution agreement is renewed for a further 10 years.
- Xerox increases its distribution rights to 22 African countries.

## 2008

- Bytes Document Solutions acquires NOR Paper.

## 2009

- Bytes Document Solutions is announced as “Partner of the Year” and wins the “Productivity Through Partnerships” award at the XEROX Middle-East and Africa Operations Conference held in Dubai.
- Bytes Document Solutions upgrades its support structure and presence in Zimbabwe by appointing Document Support Centre as its exclusive distributor.
- Bytes Document Solutions wins the award for the Best Company within Bytes in 2009. With R1,8 billion of revenue and operating profit of R179 million, Bytes Document Solutions consolidated its position as the key contributor to the Bytes group.

## 2010

- Xerox distribution rights increased to 27 African countries

## 2011

- Bytes Document Solutions wins the Xerox Middle East & Africa Partner of the Year Award for 2010. This prestigious award is contested by Xerox distributors in 76 countries within the Xerox MEA regions. listed corporation in the US. In addition, Xerox has been named as one of the most diverse corporations in the world, and one of the best in terms of employing women)
- LaserCom has a Level 2 Contributor and Value-Adding Supplier status.

## Transformation



At Bytes Document Solutions, we believe that our people are our most important asset. We value the diversity in our people and we understand the

benefits of having a workforce that is representative of the people we serve. We will continue to transform and our diversity will remain a moral imperative and a business and competitive advantage supported by:

- Our long standing commitment to maintaining an inclusive and progressive workplace that values all ways of thinking, cultural differences and new perspectives
- Our 2009/2010 achievement of Level 2 Score (89.98 %) BBBEE (dti scorecard)
- Our high BBBEE rating in the areas of ownership, socio-development, procurement and skills development.
- Our compliance with the dti's code of good practise and the Level 2 Plus Value –Adding Enterprise status allows customers to claim

R156.25 for every R100 spent with the company towards their own BBBEE preferential procurement score.

- The full support of Xerox in its broad-based black economic empowerment efforts.
- Our people empowerment (Ursula Burns recently became the first black woman to head up a major listed corporation in the US. In addition, Xerox has been named as one of the most diverse corporations in the world, and one of the best in terms of employing women)
- LaserCom has a Level 2 Contributor and Value-Adding Supplier status.

## South African Awards Earned

- 2005 Bytes Document Solutions wins the Altron Group award for transformation.
- 2006 Bytes Document Solutions is ranked 4th by the Financial Mail as the most empowered company in the ICT sector and 10th as the most empowered company.
- 2009 LaserCom wins the Altron BBBEE Award for Most Improved Company

- 2010 LaserCom wins the Altron BBBEE Award for Most Improved Company

## Skills Development

Skills development remains a key priority for us at Bytes. 3% of payroll is invested to ensure the development of our workforce. The following initiatives further support our skills development strategy:

- Our study aid programme, which encourages employees to develop themselves.
- Assistance with school fees for the children of low income employees

## Socio-Economic development

- We continue to score full marks (BBBEE) for social economic development and enterprise development by supporting black-empowered companies that we established as far back as 1999.

## Preferential Procurement

- Preferential procurement in terms of supporting small black and black women-owned businesses remains a key priority.

# Bytes Document Solutions Cares

## Sustainability

We view sustainability as a way of doing business and not as a cost of doing business. Bytes Document Solutions is dependent on the sustainability of the businesses of our customers.

To the end we:

- Work hard and remain relevant to the changing needs of our customers.
- Innovate so that we can provide leading edge, technologically advanced solutions to meet the future needs of our markets
- Remain committed and cognisant of the needs to diversify and transform our workforce within the context of the SA regulatory environment (EE/DTi)
- Practise responsible corporate citizenship on matters relating to the environment. (First in our industry to launch remanufacturing initiatives and leading in creating waste-free products, reducing greenhouse gas emissions, integrating energy-efficient tools in our facilities and walking the talk on recycling is just some of the many ways in which we demonstrate our commitment to sustainability and the environment)

By running our business in an environmentally responsible manner we enable and assist our customers create greener workplaces where they can work smarter, faster and better in ways that are good for their bottom line and good for the environment.

For more information on how we care for our environment, please visit: [www.xerox.com](http://www.xerox.com)



# Sponsorship

Supporting sports and education in SA remains a cornerstone of our values. Our support for the community has enabled people in need to improve their living conditions or the quality for their lives and has also inculcated a culture within our organisation that is supportive of this cause. As such we promote a philosophy of continuous learning and an interest in sport.

## Highlights: Education Initiatives

We have recently made grants totalling in excess of R2.5 m to the University of the Free State, Nelson Mandela Metropolitan University, University of Johannesburg and UNISA in our pledge to support education

## Highlights: Sports Initiatives

We provide various rugby and sports organisations with sponsorships of which the Xerox Lions sponsorship (2003 to 2010) was by far the biggest. As part of our Corporate Social Investment Programme, we also donated R1, 5 m rand towards the Lions Rugby Development Programme from 2003 to 2010, which focused on sports development for the underprivileged

## Other sports sponsorships:

- R1m to UFS (University of Free State) Rugby Team, Shimlas to boost rugby in SA
- Donation of R500 000 to Grey High Rugby Union
- R1 million grant to local universities.

## Corporate Social Initiatives



In South Africa, Bytes Document Solutions lives out the Xerox corporate social investment ethos by investing 1 % of net profit after tax in this important area of business responsibility.

# Social Investment Projects

- **Tembisa High School** - selected as beneficiary and “adopted” by Bytes Document Solutions.

Renovation and supplies to the hotel school at Tembisa High.

Building of tennis courts at Tembisa High School.

- **Nyiko Primary Schools** - selected as beneficiary and “adopted” by Bytes Document Solutions.

Building of a multipurpose sports facility at Nyiko Primary School.

- **Orange Farm School.**

Built a computer centre at Orange Farm School.

- **The University of the North West.**

A donation for the development of a SeTswana spell check at The University of the North West.

- Various upliftment projects - school in the KwaZulu Natal region:

- This included renovating the schools buildings, refurbishing the laboratories and building computer, centres’ at all the following schools:

- **Fundokuhle High School**
- **Mhlumba Primary School**
- **Phathakahle High School**
- **Verdiet Primary School**
- **Lethukuthula Jnr. Primary School.**

## Community upliftment programme

- In 2008 Bytes Document Solutions employees joined forces to build ten houses in Orange Farm, to alleviate the housing shortfall in South Africa. Orange Farm is a settlement next to the Golden Highway near Soweto, Gauteng.



Xerox is a leading global enterprise for business process and document management. Through its broad portfolio of technology, services and outsourcing offerings, Xerox provides the essential back-office support that clears the way for clients to focus on what they do best: their real business. Xerox provides leading-edge document technology, services, software and supplies for production and office environments of any size. We support **27 countries in Sub-Saharan Africa** and operate through an extensive network of distributors, dealers, concessionaires and channel partners.

### Quick Facts

2009 Revenue: **\$22 billion**

Chairman and CEO: **Ursula M. Burns**

Headquarters: **45 Glover Avenue Norwalk, CT 06856-4505**

Employees: **136 000**

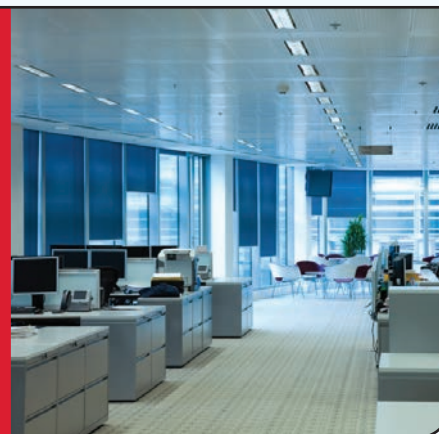
Geographic Scope: **160 countries**

History: Founded in **1906** as the **Haloid Company**:

Named **Haloid Xerox** in **1958** and **Xerox Corporation** in **1961**;  
acquired **Affiliated Computer Services** in **2010**.

NYSE Symbol: **XRX**

Contact: **800-ASK-XEROX** or **xerox.com**



## XEROX System Sales

We provide a wide range of products to suit the individual needs of our customers ranging from small business or home users to customers in the graphic design industry or large enterprises. These include:

### Office Products

Visit: [www.office.xerox.com](http://www.office.xerox.com)

Our office products provide colour print, copy, scan, and fax solutions to fit any office budget. Click on any of the links below to learn more about our product offerings.

- Multifunction
- Printers
- Copiers
- Software solutions
- Supplies and Consumables
- Scanners

### Production Solutions

Visit: [www.xerox.com](http://www.xerox.com)

Our production solutions include commercial printing technology and development tools to strengthen your digital printing business. Click on any of the links below to learn more about our product offerings.

- Digital Presses
- Production Printers & Copiers
- Continuous Feed Printers
- Wide Format
- Workflow & Software
- Services we offer
- Industries we serve

Through Systems Support, we improve our customers' work processes and business results by providing products as well as training, services and support.



## XEROX Service Delivery

With a strong focus on customer excellence, a commitment to quality, integrity and on-time service delivery we pride ourselves on delivering the highest levels of customer services. Our distribution model includes concessionaires and resellers through which we market our products. We provide our own technical services to these customers to guarantee excellent customer service.

- Service Level Agreements can be tailored to customer requirements. This varies from two-hour to eight-hour response times to on-site engineers.
- Our fully computerised Call Centres operate in line with stringent international benchmark standards.
- Independently run customer satisfaction surveys show that 93-95% of customers would not only recommend the company to other potential customers, but also buy Xerox products again.
- ISO – Bytes Document Solutions Technical Services has been awarded ISO 9001:2008 certification for its quality processes and safety compliance.

## XEROX Software Solutions

We provide the widest portfolio of technology offerings to the document and document management industries. We offer our clients:

**Software Solutions**  
**Hosted Services**  
**Outsourcing**  
**Development**

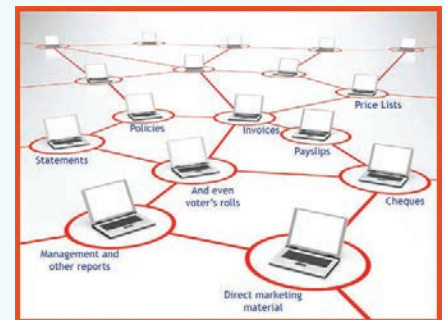
Visit: [www.silverlinesoftware.co.za](http://www.silverlinesoftware.co.za) to find out more.

## LaserCom

**LaserCom**  
Personalised Communication Solutions

### About Us

As a leader in personalised communication solutions, LaserCom generates more than 30 million pages a month on behalf of corporate South Africa. LaserCom delivers mailing services, data printing, print-on-demand, electronic document delivery and direct marketing services. PaperGeni, a division of LaserCom, designs and manufactures a wide range of specialised envelopes depending on customer requirements. PaperGeni has also grown and expanded with the manufacture of paper tally rolls for ATM machines and retail outlets as well as a vast range of printer cartridges for desktop printers.



Visit: [www.lasercom.co.za](http://www.lasercom.co.za) for more information

## NOR Paper

**nor paper**  
leaders in service excellence



### About Us

NOR Paper, a division of Bytes Document Solutions, is one of the largest paper merchants for commercial printers and also one of the largest suppliers of office supplies, with branches throughout South Africa. Active since 1974, NOR today supplies an extensive range of papers that include sundry supplies, board, commercial coated papers, uncoated papers, general stationery-grade paper and carbonless papers, with over 30 different grades in range. NOR's office division supplies paper, ink cartridges and stationery to offices of all sizes. NOR provides customers with the finest papers sourced from around the world. The company is renowned for rapid turnaround and rapid delivery, so customers hold little or no stock.

## Products

- Top Environmental Coated Premium Art Paper Gloss & Matt
- Triple Green Art Coated Premium Art Paper Gloss & Silk (While Stock Lasts)
- Neo Art Double Coated Premium Art Paper Gloss & Matt
- Mega Double Coated Premium Art Paper Gloss & Silk (While Stock Lasts)
- Arctic White Bond
- Typek Bond
- Laser Pre-print
- CA Cartridge
- Camelot Cartridge
- Bristol Board White & Pastel
- Spectra Tints
- Lazer Brights
- Notturmo Black
- Falcon Carbonless Paper – Sheets
- Falcon Carbonless Paper – Reels
- Alpine Art SBS Board
- GraphiArt Pro 2 Side Coated Board
- Grey Chipboard
- Norkote
- Self Adhesive
- Ivory Board

### Price List – Print Products

## Office Product Portfolio

### Uncoated Paper

- White Bond
- Pastels
- Strong Tints

### Coated Paper

- Colotech+
- Colotech Gloss Coated
- Colotech Supergloss

### Speciality Media

- Dura Paper
- Docucard
- Never Tear White Opaque Sheets

## Wide Format

- Plain Bond Paper (80gsm)
- Dye Sublimation Large Format (Rolls)
- PPC Thermal Stabilised Film and Durester Film 0.08mm
- Draughting Products
- Diazo paper and film
- Plan filing system, toners, trimmers, etc
- CAD Plotter products
- Inkjet SG Matt Range
- IDG 180 gsm instant dry gloss
- PE Gloss Film
- Inkjet Specialities
- Digi Photo Paper

## Stationery

- Desk Letter Trays
- Cube Holders
- Lever Arch Files
- Manuscript Books
- Transparencies
- Xerox Labels
- Colotech Labels
- Bindertape
- Carbonless

## Office Products Price List



## BBBEE

Our BBBEE rating as a Level Two Contributor, with Value Added Supplier status, allows our customers to claim 156.25% of their spend towards their preferential procurement measurement for their own BBBEE status.



### Environment & Sustainability

Sustainability is our way of doing business. We have aligned our goals for the environment and health and safety in five key areas to make an impact across our value chain worldwide. Together with our suppliers, customers, and stakeholders we strive to maintain the highest standards to preserve our environment and protect and enhance the health and safety of our employees and communities.

#### Reduce energy use to protect our climate

We reduce carbon emissions by cutting energy use in Xerox facilities and provide energy-efficient products and solutions to our customers.

#### Preserve biodiversity and the world's forests

Xerox works with partners to advance a sustainable paper cycle through environmentally sound paper offerings, advances in forest management standards, and products and services that reduce offices' dependency on paper.

#### Preserve clean air and clean water

We are committed to eliminating the use of toxic materials and heavy metals from our product supply chain. Prevent and manage waste

Xerox products are designed to use resources efficiently—minimizing waste, and reusing or recycling materials.

#### Ensure health and safety

Xerox creates safe and efficient products, maintains a safe workplace for our people, supports health and wellness programs, and reduces injury and exposure to hazardous materials.



## Contact us



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