

Date 1 August 2012  
 Attention Stordoc Attorney law firms  
 Re **Scanner Maintenance Information – for Canon devices**

### Overview

Smart Office Service is a multi-Brand service provider for all Office Automation products since 1986. We specialize in Maintenance for all Document Management equipment, Desktop Multifunction and Single Function Printers, Wide format Printers and High volume Multifunction devices. We currently service 45 000 devices nationwide with 26 branches across South Africa. All the branches are solely owned and not Franchise based therefore all contractual agreements and SLA will be enforce country wide

### Staff Compliment

Smart Office services consist of 335 technical accredited engineer's country wide. 60 call centre agents, 32 service Managers and 306 other general staff.

### Stock Holding

We have a 32 Million Rand with of Spares and Consumables stock holding which 3.2 Million is spare parts that is boot stock across all the engineers

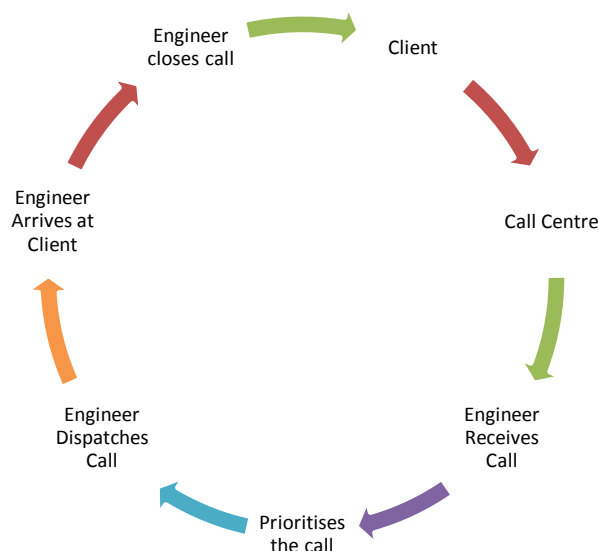
### Call Logging Process

Below is our call logging process that is used centrally therefore you will have one point of contact.

All service calls can be logged through:

- [premiumsupport@smart-office.co.za](mailto:premiumsupport@smart-office.co.za) or
- our Call Centre on **0861 767 737**.

When Logging a service call please ensure you have your Model and Serial Number on Hand



## Proposal

Canon South Africa will be the distributor of the Dr Canon Scanners.

Smart Office Service will be the service provider for all Maintenance across all the sites in South Africa where Law Compliance distributes to Stordoc attorney law firms.

**The maintenance for all the scanners will be on site based on the following general response times:**

- **0-50 km will be 4 hours**
- **51 to 100+ will 8 hours**
- **100+ will be next day**

However, please see separate Canon SOS Response times list available on [www.lawcompliance.co.za](http://www.lawcompliance.co.za) for actual response times per area in hours.

Office Hours will be Mon to Fri 08h00 to 16h30 excluding Public Holidays and Weekends

## Pricing

### Option 1

Will be based on a 3 year care pack that includes all consumables and Lamps

DR-2020U	R 2 165.67
DR-3010C	R 2 421.54
DR-M160C	R 3 314.52

### Option 2

Will be based on a 3 year care pack that excludes all Exchange Kits like rollers and Lamps

DR-2020U	R 1 285.00
DR-3010C	R 1 640.00
DR-M160C	R 2 275.00

All Flatbed Lide scanners will be done on an exchange basis, with the Attorney law firm able to purchase a new device.

## Document Process

Law Compliance will place the order for the devices once approval has been received from the customer.

Canon South Africa will deliver the devices to respective Site. Law Compliance will email the maintenance agreement to [Scanservicecontracts@smart-office.co.za](mailto:Scanservicecontracts@smart-office.co.za) for Activation.

Smart Office will invoice the Customer directly for the 3 year Care pack.