



ABOUT THE DOCUMENT EXCELLENCE GROUP

The DocX Group is one of South Africa's premier and leading printing, production printing, document management, communications, consumables, and financial solutions provider.

Providing and distributing industry-leading and award-winning brands to assist companies in meeting their daily demands and challenges.

Originally founded in 2002, the DocX brand was established by John Goldie, who today, has more than 28 years of experience in the industry. The DocX Group's commitment to serve excellence, coupled with a long-term focus, is the cornerstone of our brand. While the DocX Group's core focus started as being purely product based in the early years, the brand has evolved to encompass solutions as well as the outcomes of a total work-space provider.

Today, we operate alongside our clients to help them realize their goals and offer our clients a complete package of more solutions, services, and innovative technology.

The products marked by the DocX Group are carefully selected for their worldwide reputations that support the company's mission and vision of providing quality products at cost effective rates, whilst maintaining high service levels at all times. Our products and services ensures that we provide clients with one total integrated solution that includes:



Office Platform
Solutions



Services



Telecommunications



Financial
Solutions



Office Consumables



Document Excellence Group

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www.docx.co.za II ww w.pabx.co.za



OFFICE PLATFORM SOLUTIONS

DocX is a platinum Xerox partner, national distributor, and one of the largest ASPs in South Africa for the full and extensive range of Xerox Document Solutions, Multifunctional Printers and Managed Print Services.

We aim to assist our clients in gaining control over their document processing by providing each of our clients with a skilled solution specialist as their trusted driver, who devotes themselves towards optimizing each company's business activities by tailor-made solutions to fit the organization's requirements whilst cutting down on unnecessary costs.

Our managed Print Service and low-cost Printing solutions provide clients with a detailed print analytics report which illustrates the company's overall print demand, by replacing problematic infrastructure with award-winning equipment that boasts better quality, speed, and long-term durability, we can create better job handling and cost control in the workplace



CONSUMABLES

We have complemented our range of office equipment with high quality consumables that aid in ensuring that your office and office equipment runs efficiently and cost effectively. We are able to proactively maintain our clients stationery and inventory stock levels by doing stock takes and replenishing levels in the office.

Our products include -

- Copiers & scanners
- Toners & drums
- Office stationery & replenishment services
- Cleaning materials

For your convenience, visit our online store to order consumables online @ <https://docx.co.za/office-consumables/>



SERVICE

Our customer-orientated focus on our business practices is exemplified through our exclusive service center which provides clients with highly skilled and proficient support service for all office equipment sold by DocX.

Key components of our services include -

Services


The services division keeps our customers machines in optimal working order. Our workforce is available to book your service call and manage your needs and expectations for a great service experience.


Support


Our highly trained staff and specialized technicians will ensure the best quality workmanship and professionalism to best support every step of the Docx service experience


Service Level Agreements (SLA)

A SLA is a contract between DocX and the end user that defines the level of service expected from the service provider and as such we expect nothing but the best for our clients and will endeavor to provide the absolute best service at all times.

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TELECOMMUNICATIONS

At DocX we custom make solutions around our customer needs through in-depth needs analysis and a great understanding of an ever changing and growing market. We offer full turnkey solutions in the telecoms, connectivity and IT space. These include PABX on premise and hosted solutions, Fibre and wireless connectivity, Firewalls, real time monitoring and reporting, load balancing, content filtering and more.

We pride ourselves on customer service and have our own in house service team as well as partnerships with select providers to ensure a seamless experience from beginning to end as well as to make sure we maintain competitive pricing year after year. For more information, please visit our website at www.pabx.co.za.

Our products and services include:

OUR PARTNERS



SILVASHAW TECHNOLOGIES
THRIVE ON THE INFORMATION AGE

CONNECTIVITY

- Fibre (Broadband, Premium)
- Wireless broadband
- LTE
- Satellit
- Fail-over and redundancy links

TELEPHONY

- Voice for business (hosted, premise, and competitive call rates)

IT

- Firewalls
- Real time monitoring and reporting (speed, quality, and content)
- Fail-over
- Load balancing
- VPN's
- SD-WAN
- Content filtering
- Malware and ransomware protection



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Full Service Level Agreement

Our customer-oriented approach to our business practices is exemplified through our exclusive service center which provides clients with highly skilled and proficient support service for all equipment sold by Document Excellence.

Key components of our service include:



Services

The services division keeps our customer's machines in optimal working order. Our workforce is available to book your service call and manage your needs and expectations for a positive service experience.



Support

Our highly trained staff and specialized technicians will ensure the highest quality workmanship and professionalism to efficiently support every step of the Document Excellence Service experience.



Service Level Agreements (SLA)

An SLA is a contract between Document Excellence and the end user that defines the level of service expected from the service provider. As such we expect nothing but the highest quality service for our clients and will endeavor to provide the absolute finest service at all time.

Document Excellence undertakes to maintain the contracted equipment in proper working order and that the quality and reliability of the equipment shall be maintained throughout the duration of the service period. Preventative maintenance calls will be undertaken periodically to ensure consistent uptime.



SLA Inclusions

- Service
- Service parts
- Toner
- Consumables
- Spare parts
- Labour
- Traveling Expenses
- Customer training

We guarantee, we don't promise



Cost Saving

Annual cost savings with Hardware, software and Consulting combined



Up Time

Guaranteed uptime on all Integrated solutions Managed by our team



Reliability

Monobrand equipment and Software solutions to suit all Your business needs



Happy Clients

Making sure our clients are happy at all times fulfills our day



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OUR MISSION AND VISION STATEMENT

Our strategic intent is to help people find better ways to do great work by constantly leading in document technologies, telecommunications, products, and services that improve our customer's work processes and business results. We help businesses connect, collaborate, and take care of their employees and customers by being your trusted business advisor."




DocX's Ethical Business - Code of Conduct embodies and reinforces our commitment to integrity and helps our people resolve ethics and compliance concerns consistent with our core values. DocX's core values are a set of beliefs beyond compromise. They are a part of our heritage and future."



"The Document Excellence Group strives to build long-term relationships with clients through premium products and services that can be trusted. Clients ranging from blue chip corporate companies, medium and small enterprises to educational institutions form part of our client base."

WHERE TO FIND US

Document Excellence (Pty) Ltd
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 We are listed on Google Maps
Find us by searching for Document Excellence



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