



Outsource Digital take Toshiba Gold

Outsource Digital topped the list of 400 dealers in South Africa to take the Number One spot, achieving the Gold Toshiba Dealer of the Year award at a gala event on 20 August 2013.

Founded by Ryan Pickford in 2004, this innovative office automation specialist company has continually reinvented itself to stay ahead of the industry curve, and is today is a leader in turnkey business automation solutions.

On accepting the award, Pickford, managing director of the Outsource Group said: "It is due to the dedication and determination of the Outsource Digital team that we have received this highly coveted Toshiba Dealer of the Year award, and we would like to thank everyone for their hard work and dedication. Without our team this would not be possible. In addition we thank Toshiba South Africa for their partnership and support." In 2004, this team numbered just four and it was from this base that Outsource Digital grew to become the country's leading supplier of Toshiba copiers.

"Outsource Digital is able to provide networked copy, print, fax and scan solutions in small, medium or large environments," says Pickford, adding that the Outsource Telecoms division which focuses on complete PABX and digital telephones, voice and data solutions has twice been named a Platinum Samsung reseller for PABX.

A client base that includes Platmin Limited, Safrican Limited, Fresenius Medical Care, SATAWU, Workforce Holdings, DeafSA, Bakos Brothers and Mota Engil SA is a testament to the company's standing in a highly competitive market.

"Our expansion into Outsource Finance, which offers a broad range of rental solutions for office equipment, has seen rapid growth" says Pickford. "We are also extremely excited with Outsource SMART, our latest offering which is an interactive and collaborative learning environment for the next-generation classroom".

As with all Outsource Group initiatives and products, Pickford asserts that customer needs have always come first: "Importantly, the growth of all our divisions is due in no small part to our commitment to customer service".

The company's distinctive "One Touch Point" customer service approach is a key differentiator in the industry: Customers deal with one person in one company for all services, and billing is centralised across all business solutions. Pickford says Outsource Group customer support and service has extensive reach across Southern Africa, with branches in Pretoria, Johannesburg, Durban, Cape Town and Nelspruit.

"Our team of on-site, highly qualified technical experts provide a four-hour response time along with preventative maintenance programs. While awards like the Toshiba Dealer of the Year acknowledge our staff, we are driven by exceptional service and commitment to our customers".

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