



Company Profile, Overview of Service & Quality Statement



3d System Sales Ltd
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3d System Sales Limited

COMPANY HISTORY AND VISION

- ◇ Started in 2003 with private funding.
- ◇ Trading profitably from first year onwards.
- ◇ Initially offering value add services to VAR's, with no direct end user sales.
- ◇ 2006 saw direct sales via Internet presence, focusing on specialised products from Nvidia (Quadro Professional Graphics), 3dConnexion (Motion Controllers) and Avid (Video Editing Software).
- ◇ 2008 saw expansion into system and spares sales for UNIX based host computers from SGI, HP, ENCORE and IBM.
- ◇ Large inventory of legacy spares for long term support purposes.
- ◇ Built on successful relationships with other partners, building long lasting working relationships, example partnerships include CCTV Security systems installation and computer room builds.
- ◇ Reputation for excellent customer service, high repeat business ratio with worldwide customer base.
- ◇ Achieved an ISO 9001 : 2008 UKAS quality management system accreditation in Summer 2011.
- ◇ Relocated in May 2011 to new larger Hi-Tech facilities in order to meet demand for service related sales.
- ◇ Existing overseas service contract awarded early 2011, next day onsite response.
- ◇ Expanding workforce with highly skilled and experienced technicians from the Real-Time simulation and Video post production industry.
- ◇ Considerate to our environment wherever possible, we aim to reduce waste and consumption and work with ISO 14001 accreditation attained in summer 2011.
- ◇ Our focus for 2012 is the expansion of our customer base and service department.

Company Profile

3d System Sales Ltd is in business to supply and support systems for extended lifecycles. Typically these systems may be in service for periods in excess of 15 years, in round the clock continuous operation, within diverse markets such as real-time computing, high-performance computing and video post production.

As the market place in which we operate is primarily mission critical our aim is to remain a flexible and capable service and supply entity. As staffing levels of large companies are under increasing pressure of reduction, larger corporations are looking more and more to smaller flexible suppliers to 'fill the gap' at critical times with short term requirements. With this in mind, the company is building upon its 9 year history by continuing to employ highly skilled support specialists who have industry relevant experience, allowing us to offer a very fast reaction to any emergency customer requirement, surpassing competitors who rely solely on specialist contractors who may not always be available when required.

Building on vast experience supporting legacy computer systems and working within an extensive worldwide supply chain for specialist and commodity components, we help our customers maintain systems in fully functional condition. Extending the useful life is a priority, improving the return on investment for customers.

When required, the company can utilise a network of contacts made over the last 20 years by the directors to provide additional key skills on special projects.

We help customers realise a value in older systems that may no longer be required by reselling or recycling systems to an extensive customer base. All parts and systems are disposed of in accordance to individual customers terms and conditions.

3d system Sales Ltd will work alongside our customer base to identify services that are currently not available or hard to come by, and develop solutions inline with those requirements.

Service Offering

- ◇ International full service contracts
- ◇ Logistics support for spares only contracts
- ◇ Adhoc spare parts supply and repair
- ◇ Long term warehousing facility for critical system spares to guarantee provision when required.
- ◇ System build and test capabilities to relieve production burdens at busy times.
- ◇ Cable Manufacture.
- ◇ Small batch PC build.
- ◇ System asset management.
- ◇ Updates and upgrades to existing systems.
- ◇ Portable Appliance testing
- ◇ WEEE directive compliance
- ◇ End of life asset disposal

Quality statement

Business Goal

To provide quality responsive and reliable technical support and logistics services to an expanding customer base that use technology to augment their business and rely on it to provide revenue, making it mission critical.

Business Management Procedures

Our business system complies with the requirements of BS EN ISO 9001:2008. We achieved accreditation in the summer of 2011. A director has been assigned to monitoring and ensuring full compliance as an on-going function, with regular audits to maintain compliance.

Business Principles

Quality is derived from staff commitment to personal service and excellence. This belief is stated in our core business principles:-

Customer Focus

Customer requirements are paramount. Quality begins and ends with the customer and we strive to always satisfy their needs. This is reflected in our flexibility both as individuals and as an organisation.

Relationships

We build mutually beneficial relationships with customers and suppliers.

Innovation

We continuously search for and supply new products and services that could help our customers meet future requirements, delivering guidance and assistance on best implementation.

Teamwork

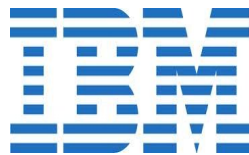
Our employees work together as a team to satisfy our customers needs.

Continual Improvement

Through management review of our business management procedures we aim to continually improve our business performance, processes, products and services.

Supported Manufacturers

All services listed are offered for current and legacy systems from the following manufacturers. This is a sample of the OEM's we work with and should not be considered final, please ask us for help with any other manufacturer's product.



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