

EPIC SOLUTIONS

Corporate Profile

Core Offerings

Epic Solutions stands as the authorized service provider for renowned brands, including **RICOH**, **OKI**, **PANTUM**, and **SCAN COIN**, within the UAE. Our specialization lies in delivering a diverse spectrum of cutting-edge office automation products, specifically curated to enhance operational efficiency. Our extensive offerings encompass an array of solutions such as desktop printers, A4 Multi-function Printers (MFPs), and A3 photocopiers.

Nestled in the UAE, Epic Solutions is fortified by a dedicated cadre of technical and customer support experts, adept at swiftly navigating any scenario. Backed by an illustrious 35-year trajectory in the industry, we have garnered a wealth of experience, rendering us proficient in offering comprehensive office automation solutions. At the core of our ethos lies an unwavering commitment to delivering seamless assistance and empowering our clientele to excel in their operational endeavours.



Background

Established as a pivotal entity within the distinguished PAI Group, Epic Solutions traces its lineage back to the group's inception in 1989. The PAI Group stands as a bedrock in the realm of office automation, heralding the presence of eminent industry stalwarts in the UAE. This illustrious alliance encompasses industry titans such as New Smart Office Automation, ALTECH International, and JAK Trading LLC. Together, our collective efforts orchestrate the sale of approximately 25,000 photocopiers annually, resonating across the African region and the dynamic landscape of the UAE.

Epic Solutions, a prominent member of this consortium, exudes prominence within the United Arab Emirates. Encompassing all seven emirates, we leave an indelible mark through our expansive network, fortified by unwavering technical prowess and unparalleled after-sales support. Our resonance within the industry is a testament to the confluence of our experience, synergies, and commitment, creating a formidable presence that has redefined office automation in both the African region and the UAE.



Chairman's Message

Since our commencement, PAI Group have been committed to revolutionize the way businesses operated by providing the state of art solutions in office automation domain. Our relentless pursuit of excellence has positioned us as a trusted partner for office Automation solutions, catering to the diverse needs of businesses in UAE.

In this fast-paced digital era, we understand the importance of efficient and seamless office processes. Our comprehensive range of innovative products and services are designed to optimize productivity, Reduce Costs, and streamline workflows. Whether it's state-of-the-art multifunction printers, advanced document management systems, or intelligent workflow solutions, we have you covered.

At the heart of our success lies our unwavering dedication to customer satisfaction. We believe in building long-term relationship based on trust, reliability, and personalized support. Our team of highly skilled professionals are committed to understand your unique requirements and provide tailored solutions that align with your business goals.

As we navigate the ever-evolving landscape of office automation, we remain steadfast in our commitment to innovation. We continuously invest in research and development to stay at the forefront of technological advancements, ensuring that our clients benefit from the latest solutions that drive efficiency and productivity.

I would like to express my gratitude to our clients and partners for their unwavering trust and support throughout our journey. Together, we have achieved remarkable milestones, and we are excited about the opportunities that lie ahead.

Thank you for considering us as your preferred office automation partner. We look forward to serving you and exceeding your expectations.

Mission



Empower businesses with transformative technologies Through innovative solutions, enable our clients to conquer their challenges, streamline operations, and achieve unparalleled efficiency. Guided by a commitment to excellence, we strive to be the driving force that propels our clients' success and shapes a future where possibilities are limitless.



Vision



To be the leading provider of State-of-the-art office automation Solutions in UAE, providing Organizations with innovative technologies that will increase productivity, efficiency, and collaboration, while providing exceptional customer service to exceed their expectations.

Value Statement

At Epic Solutions, we are driven by a set of core values that guide our actions and define our identity.

Customer-Centric Excellence:

We prioritize customers, offering tailored solutions that exceed expectations.

Pioneering Innovation:

We leverage cutting-edge tech for advanced office solutions

Ethical Integrity:

Honest, transparent practices build trust.

Collective Synergy:

Collaboration fuels extraordinary outcomes.

Lifelong Learning:

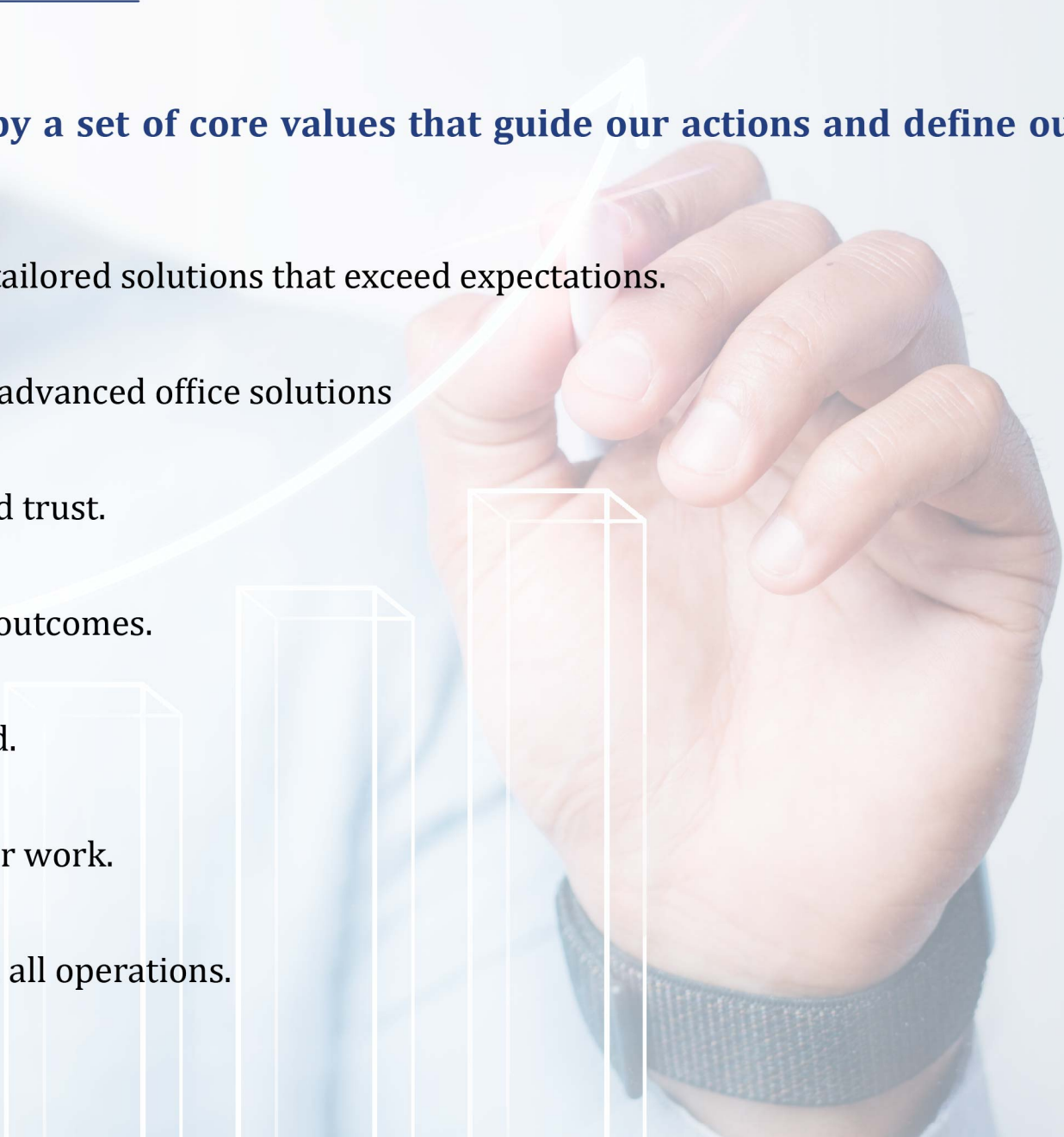
Continuous growth keeps us ahead.

Uncompromising Quality

Excellence shapes all aspects of our work.

Sustainability

We integrate eco-consciousness in all operations.



RICOH
imagine. change.

A4/A3 Office Multifunction Solutions



Ricoh's multifunction devices seamlessly combine printing, scanning, and copying for unparalleled efficiency. Adaptable configurations and sophisticated features redefine workflow, unlocking new possibilities for effective office management.

PANTUM

Printing Solutions

Elevate printing and photocopying with **PANTUM's** A4 devices. Seamlessly integrating into modern workplaces, they redefine efficiency with streamlined design, user-friendly interfaces, and high-quality output, making productivity the new norm.



OKI®

Specialized Printing Solutions



OKI crafts tailored solutions for specific printing needs, from vibrant graphics to precise documentation. Unparalleled results arise from their advanced printing technologies, pushing boundaries in color accuracy and media versatility.



Print Management Solutions

Our offerings encompass innovative print management solutions designed to streamline and optimize printing workflows. We collaborate with leading platforms such as **PaperCut**, **MyQ**, **Gespape** and **Y Soft** to provide cutting-edge solutions that enhance control, security, and efficiency in printing environments.

PaperCut[™]

We offer implementation and support services for **PaperCut**, a leading print management solution. **PaperCut** enables businesses to monitor, control, and manage their print activities across the organization. With features like print job tracking, quotas, and rules-based printing, **PaperCut** helps businesses reduce printing waste, enforce print policies, and allocate costs accurately. Our experienced team ensures seamless integration of **PaperCut** into existing printing infrastructure and provides ongoing support to maximize its benefits.

myQ

Our print management solutions also include **MyQ**, a comprehensive platform designed to streamline printing workflows and optimize print infrastructure. **MyQ** offers features such as secure printing, user authentication, and reporting tools, enabling businesses to control access to print resources and enforce security policies. Our experts assist in the deployment, customization, and integration of **MyQ** to meet the unique requirements of our clients' printing environments.



Gespage is another robust print management solution that we offer. It provides businesses with centralized print management capabilities, including user authentication, cost allocation, and print rules enforcement. **Gespage** helps organizations reduce costs, improve document security, and promote sustainable printing practices. Our team ensures a seamless implementation of **Gespage** and provides ongoing support to help businesses leverage its full potential.



Y Soft is a globally operating company that enables businesses to run smarter with intelligent enterprise office solutions. Today, their integrated software and hardware solutions - the **Y Soft** Safe Q platform - provide organizations the opportunity to become highly competitive through the use of efficient 2D and 3D print solutions, document capture capabilities, and streamlined, automated workflows.

Customization and Integration

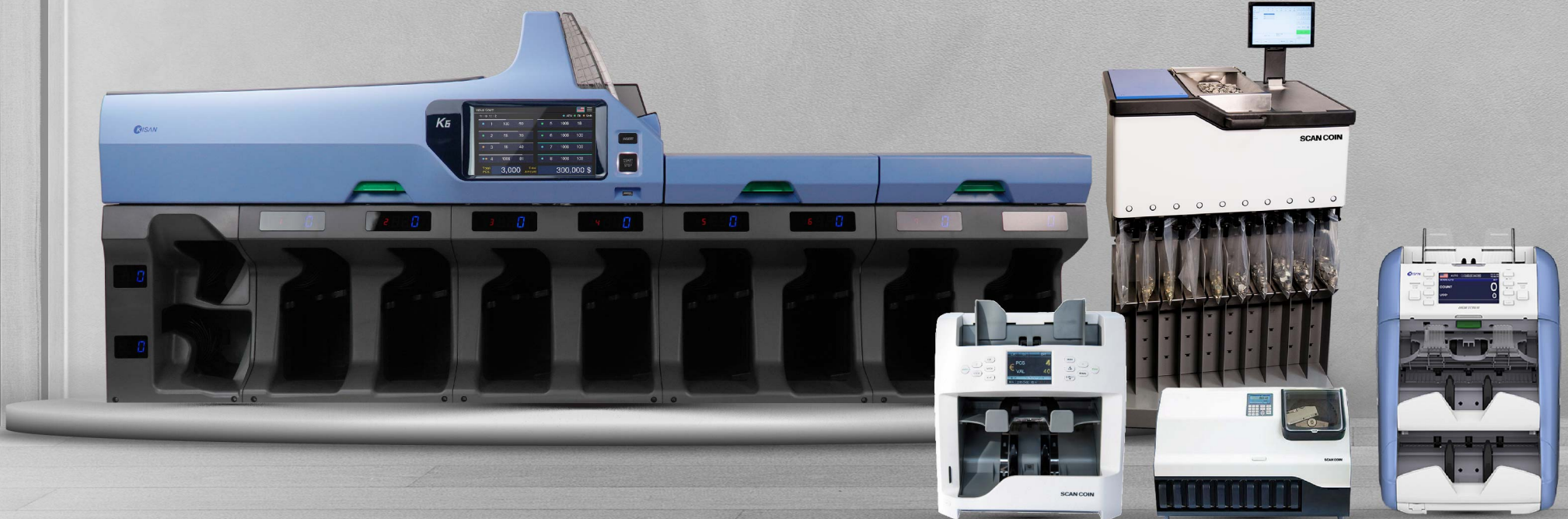
We understand that each organization has specific print management requirements. Our team works closely with clients to understand their needs and customize the selected print management solution accordingly. We ensure seamless integration with existing printing infrastructure, network systems, and user directories. By tailoring the solution to our clients' unique workflows, we help them achieve optimal efficiency and productivity.

SCAN COIN



Cash Management Solutions

Together with two global brands in cash management industry, EPIC Solutions revolutionizes cash management with end-to-end solutions. Navigating currency intricacies, their technology-driven offerings ensure precise counting, sorting, authentication, and reporting. By optimizing cash handling, businesses can focus on growth and service.



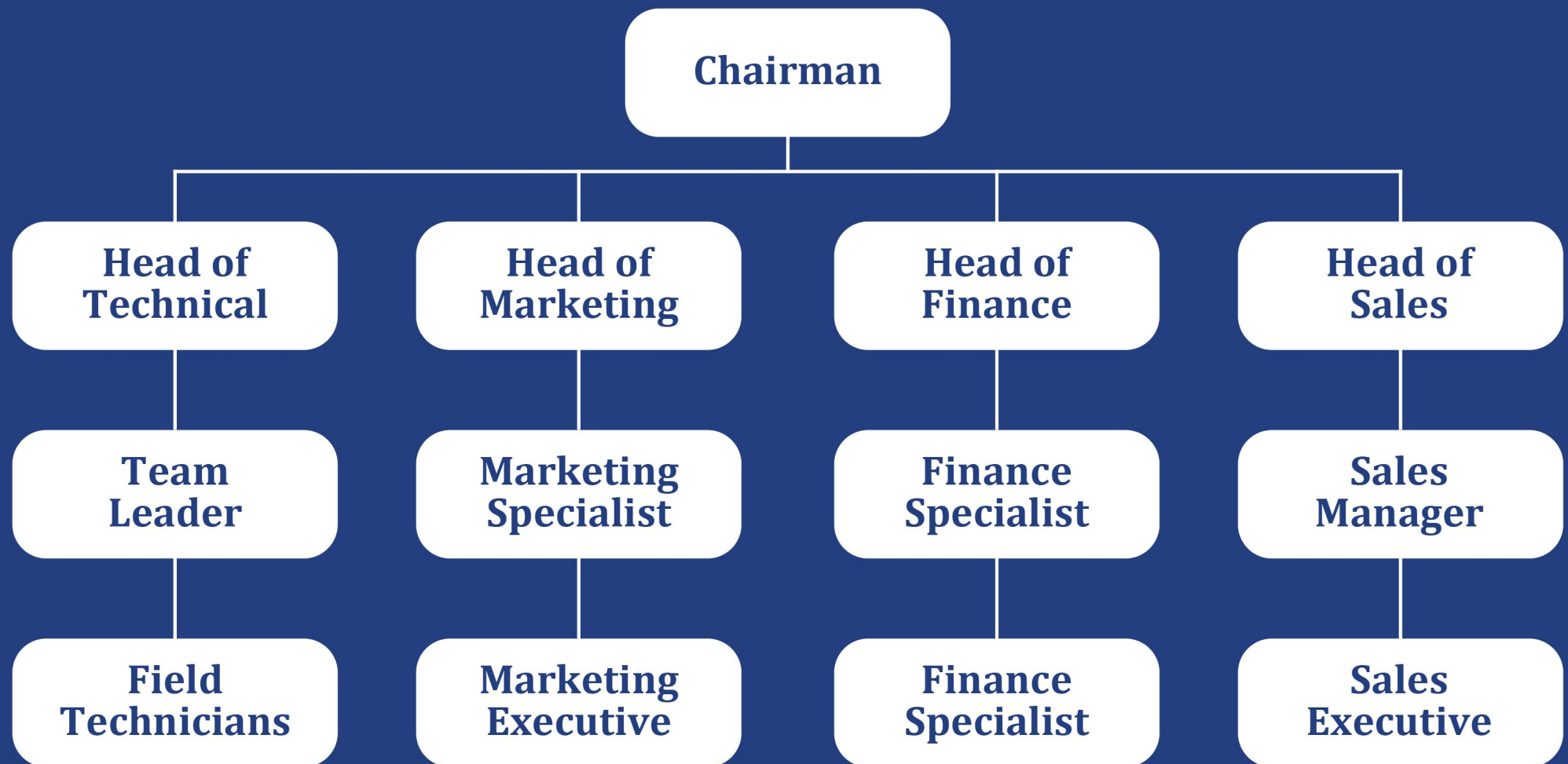
Clientele

Our esteemed clientele comprises a diverse array of industry leaders and organizations



We are honoured to collaborate with these prominent organizations, each representing a diverse range of industries and sectors. Their trust in our solutions further motivates us to continuously innovate and provide exceptional value to their operations.

Organizational Structure



Corporate Social Responsibility

Corporate Social Responsibility (CSR) is an integral part of our office automation company's values and operations. We are committed to making a positive impact on society, the environment, and the communities we serve. Our CSR initiatives focus on the following areas:

Environmental Sustainability

We prioritize environmental sustainability by promoting responsible business practices. We strive to minimize our carbon footprint, reduce waste generation, and conserve natural resources. Through energy-efficient operations, recycling programs, and sustainable procurement practices, we aim to contribute to a greener future.

Community Engagement

We actively engage with the local community to support and uplift those in need. We collaborate with non-profit organizations, educational institutions, and community groups to contribute our resources, expertise, and time. Our initiatives may include volunteering, donating office equipment, or sponsoring educational programs that empower individuals and enhance their opportunities.

Digital Inclusion

We believe in bridging the digital divide and promoting digital inclusion. We work towards ensuring that everyone has access to technology and digital resources. This may involve partnering with organizations to provide technology training, donating refurbished equipment to underprivileged communities, or supporting initiatives that promote digital literacy and skills development.

Ethical Business Practices

We uphold the highest ethical standards in our business operations. We adhere to legal and regulatory requirements, promote fair and ethical business practices, and maintain transparency in all our dealings. We strive to build long-term relationships with our customers, suppliers, and partners based on trust, integrity, and mutual respect.

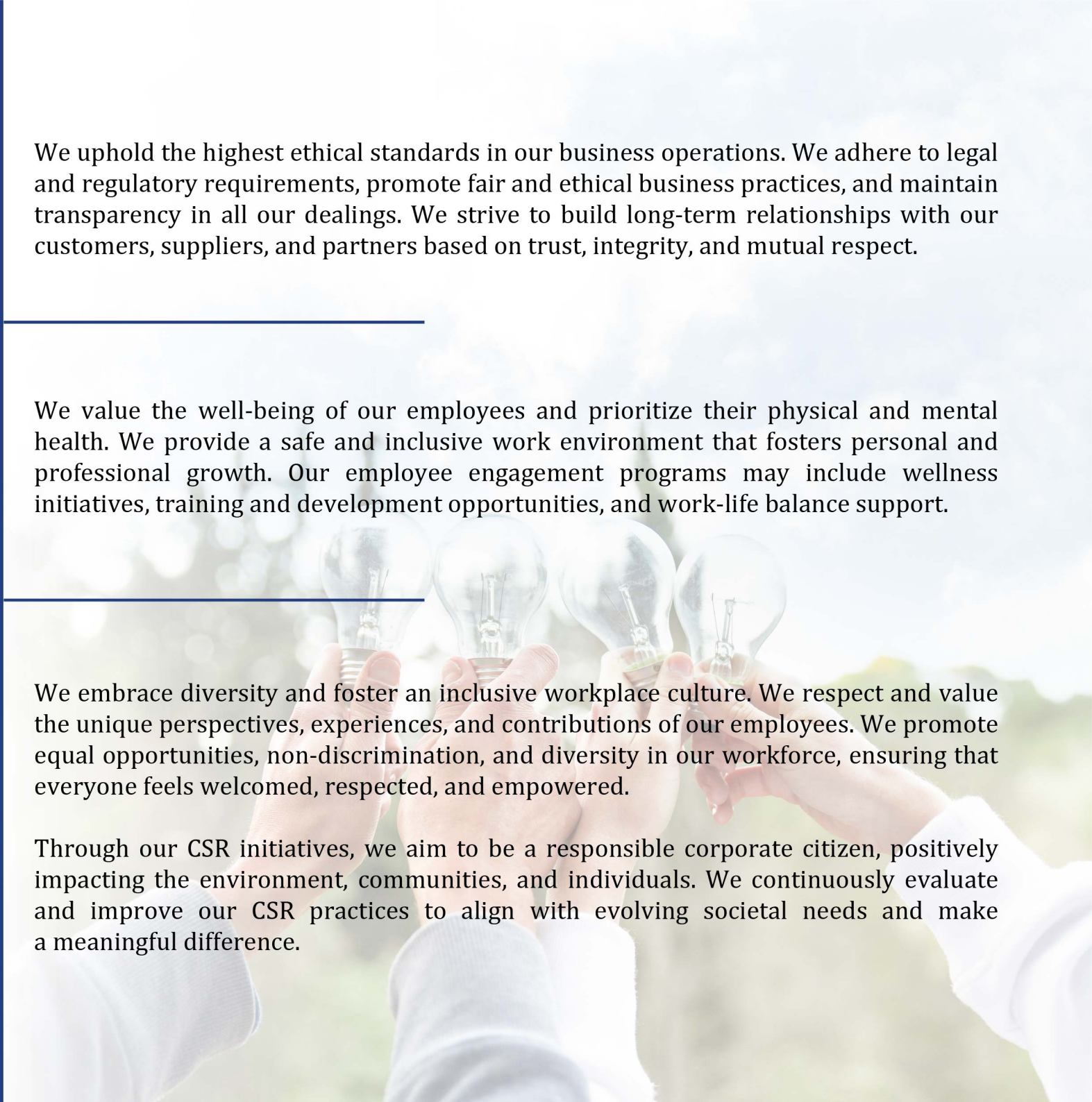
Employee Well-being

We value the well-being of our employees and prioritize their physical and mental health. We provide a safe and inclusive work environment that fosters personal and professional growth. Our employee engagement programs may include wellness initiatives, training and development opportunities, and work-life balance support.

Diversity and Inclusion

We embrace diversity and foster an inclusive workplace culture. We respect and value the unique perspectives, experiences, and contributions of our employees. We promote equal opportunities, non-discrimination, and diversity in our workforce, ensuring that everyone feels welcomed, respected, and empowered.

Through our CSR initiatives, we aim to be a responsible corporate citizen, positively impacting the environment, communities, and individuals. We continuously evaluate and improve our CSR practices to align with evolving societal needs and make a meaningful difference.



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