



 **SEMINOLE**
OFFICE SOLUTIONS



Seminole Office Solutions

Who We Are

Established in February of 1984 by Diane and Terry Willcox, Seminole Office Solutions is a locally owned office equipment & solutions dealer in the Central Florida area. In the beginning, we began selling and servicing fax machines, typewriters, and calculators, then shortly thereafter added copiers, shredders, and supplies. We have evolved over the last three decades to become one of the largest woman-owned independent dealers in Central Florida. Gone are the days of the typewriter, and just as we have evolved then, we continue to evolve today. Our primary focus is combining hardware and software solutions to meet the daily challenges of our clients' businesses. We strive to make our clients more efficient and profitable using today's tools and technology.

What We Do

We continue to evolve as technology is changing rapidly. As an independent dealer, we can choose the best hardware and software available in the market combined with the superior customer service you receive as a local, caring independent dealer. We proudly offer Toshiba, Lanier, and Epson digital lines of black and white along with full color multifunctional devices and printers. We offer solutions for electronic document filing solutions by Square-9 and Docuware. As an authorized dealer for Toshiba, Lanier, Epson, Square-9 and Docuware, our team is equipped with the knowledge to not only assist your organization with choosing a proper hardware/software solution, but we are trained to support and service the solutions we provide. We have established an excellent internal infrastructure through the development of cross training, career path development and continuing education. We have developed and retained a dedicated team of employees to provide quality service and support. We have provided office automation solutions to a variety of commercial, local, and national organizations as well as all types of federal, state, county, and city agencies throughout our long history. Seminole Office Solutions is currently serving the Central Florida area and has long-term plans to continue providing quality products and services to our Central Florida clients. By continuing to remain an independent dealer, we have the flexibility to choose the best solutions for our clients. This is because we are not limited to one manufacturer or product line and can quickly react to changing market conditions and product solutions that are available in our marketplace. We can offer so much more in customer service and support as an independent dealer. It begins with the equipment setup, delivery, installation, training, IT support and integration and continues with the best invoicing and meter billing system around.

Why We Do It

At Seminole Office Solutions we love what we do. We provide a workplace that is conducive for employee growth both professionally and financially. We employ only individuals who share our philosophy of integrity and service. By doing such we hope never to disappoint our clients, who are also our friends and neighbors.

Managed IT Services

We get excited about technology. We know technology can truly transform an organization to be more empowered, efficient, nimble, and competitive. But technology should also be predictable, reliable, stress free and affordable.

Our Managed IT Services first places an emphasis on proactive measures to stabilize and protect your technology platform. We implement industry “best practices” combined with leading edge tools to constantly monitor, analyze, and perform maintenance to keep your systems running at peak performance. From this strong and secure foundation, we start working with you on a strategic technology roadmap to gain the biggest competitive advantage from your technology investment.

Our program offers a mix of product and services including:

- Team of experienced IT pros with wide a range of technical expertise and solid people skills
- 24 x 7 monitoring and maintenance to keep minor issues from becoming major problems
- Leading edge Cybersecurity tools and services including end user training and testing
- Antivirus & Malware, EDR, SEIM, and SOC services. DNS filtering & Dark Web monitoring
- Network infrastructure support including secure Wi-Fi and Firewall management
- Server and VM server configuration and maintenance
- Business Continuity and Disaster Recovery
- 24 X 7 Help Desk and Onsite Support
- Cloud based services like Azure and Office365
- Asset and Vendor Management
- Strategic planning and insight to industry trends

You get a team of knowledgeable technology professionals using some of the most advanced tools in the industry for a predictable and consistent monthly fee.



**Advanced
Cybersecurity**



**Team of
IT Experts**



**System Monitoring
& Maintenance**



**Strategic
Planning**

Document Solutions

Our document automation and management solutions can transform the way your critical information is captured, shared, processed, and stored in your organization. These solutions provide many advantages over traditional paper-based processes.

- Increase the speed and accuracy of information as it moves through your organization
- Increase accountability and visibility in your document process and workflow
- Speed up approval processes for accounts payable
- Save time and tedious manual keying with automatic capture, index, and document routing
- Provide a central document repository where people have secure access to information
- Improve remote worker's access to information without compromising security
- Provide document audit trails for compliance purposes

As a Partner of Square 9 GlobalSearch and Docuware, Seminole Office Solutions can help you design and implement a document system that is affordable and effective. Our specialist will support you before, during and after the sale.

Whether it's GlobalSearch, Docuware or one of our other award-winning solutions like Papercut or XM Cloud faxing, our solutions are designed to help you do business better.



Office Print & Imaging

The office MFP and printer have evolved like everything else in technology. Today's systems offer more automation, security, and business tools to reduce printing costs and save time.

We represent leading manufacturers Ricoh, Toshiba and Epson. We analyze your entire printer fleet to find cost-saving opportunities. The savings can be dramatic! Some other advantages we offer:

- Automated monitoring and submission of toner orders and meter readings. Some service calls can be placed automatically as well.
- The strongest guarantees in the industry on response times, uptime, and customer satisfaction.
- Help Desk staff to quickly resolve your printing questions or connectivity issues.
- Advanced security to keep your MFP device from becoming an entry point for cyber criminals.

A comprehensive line of office printers and MFPs to fit your needs are all backed by award winning service. Save money, simplify admin and IT, and focus on your important business goals. Let us do a complimentary print fleet analysis and see what we can do for you!

Our Managed Print Services combine hardware, service, and automation to deliver both time and money savings for your team. We are factory trained and authorized on Toshiba, Ricoh and Epson.



Award Winning
Office Systems



Guaranteed
Satisfaction



Award Winning
Service



Save Time
and Money



Automate and Streamline Admin

Success Story

"I wanted to share we have been with Seminole Office Solutions for over 10 years and have been very appreciative of their professionalism in service and sales. Please take time to thank everyone. The recent copiers we bought are great and I appreciate your team persistence in getting them set up correctly."

-- James C. Oakley / Vice President
TWC Services

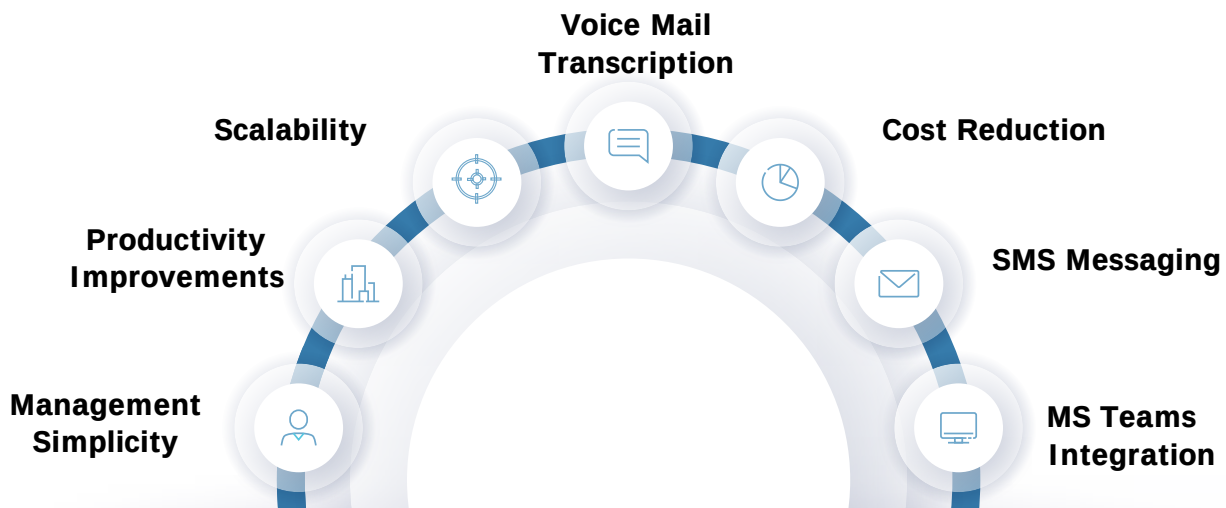
VoIP Phone Systems

VoIP Phone Systems for Business

A VoIP phone system for your office may seem intimidating for those who have years of experience using a traditional system. It's understandable to hesitate to switch to an innovative IP telephony structure. The latest VoIP technology phone systems proved all the traditional functionality through your existing in-house computer network. SemTech IT Solutions can swiftly walk you through the new system and line out the short and long-term benefits of utilizing such a system for your office. Innovation through a VoIP system can be one of the most important steps a business owner can take to improve business communications and productivity.

Benefits of Using VoIP

Here are some common features you'll need to consider for a VoIP phone system.



What is a VoIP Digital Phone System?

Today's businesses are always trying to find ways to improve productivity and reduce costs. VoIP is one of those few implementations that can bring about both of those goals much more effectively than your traditional phone setups and IP telephony. This is a completely new way for your staff to communicate with clients and customers and passing information that is vital for your growth as a company. This is the perfect solution for managing a mobile workforce that is always on the go or working remotely from home or various locations. And it doesn't matter if you have a 5-person office staff or a significant multi-location operation, SemTech IT Solutions will assist in the design, build and support of your new VoIP phone system.

National Services

The world is truly becoming a smaller place. Multi-site and multi-state organizations are becoming a more common reality. If you find yourself in this situation, know that Seminole Office Solutions will support you and deliver our full range of services to almost anywhere in the United States. Support every office like it's your "main" office, by giving your staff the tools and support resources necessary to maximize their contribution to your bottom line.

Wherever You Need Us

Through our membership with Technology Assurance Group (TAG), an association of managed technology services providers (MTSPs) serving more than 130 marketplaces across the United States and Canada, Seminole Office Solutions truly has the ability to deliver a national support solution.

As a premier member of TAG, Seminole Office Solutions is now positioned as the leader in managed technology services, providing advanced solutions to the marketplace. To become a TAG Member, we met rigorous annual qualifications through required company and employee training programs. This unique relationship enables us to adopt cutting edge best business practices, deliver innovative programs, and partner with elite technology manufacturers and application service providers. As a result of this exclusive membership, Seminole Office Solutions is the most competitive company in the industry. We have a greater capacity to increase our customers' profitability, enhance employee productivity, and provide sustainable competitive advantages. To learn more about TAG, please visit www.tagnational.com.

When You Need Us

Seminole Office Solutions will be there when you need us. Whether it's an implementation we're planning together weeks or months in advance, or an emergency service ticket in the most remote part of the United States, you can count on us to honor our commitments. We even give you the ability to monitor the status of each project or service request via our web-based Client Portal, where you can enter, track, and review the status of service tickets at any point in time.

