

Advanced Technology

JAOtech listens to its French customers

A lasting partnership

A unique technical and human know-how

ITANCIA, recognised technical expertise

An expandable repairing capacity

ITANCIA's environmental solutions

About ITANCIA



JAOtech chooses ITANCIA to repair its multimedia terminals in France

JAOtech, the market leader in the manufacture of multimedia terminals (MMT) for the medical sector, has chosen the ITANCIA Group to assure its technical support in France. This is a unique way of ensuring the growth of its activities in France.

Advanced Technology

Since 2006, the company JAOtech has been manufacturing Patient Terminals, using cutting edge industrial technologies, which are then marketed in Europe, Asia and the United States. 50,000 multimedia terminals have already been sold to clinics and hospitals all over the world, including 15,000 installed in France.



JAOtech listens to its French customers

Spurred on by the significant growth in demand for this type of product in France, JAOtech was looking for a repair expert in France that would allow it to provide an even better service to its French customers. "It was important to find a service partner located in France to be close to our customer and be able to repair our products quickly and effectively without a language barrier", declares Peter Yates, Quality and Operations Manager at JAOtech.

A lasting partnership

JAOtech chooses ITANCIA as the service centre to repair all the UK constructor's equipment and especially the new range of patient terminals such as 15" Zivo, 15.4" Jima, 17" Obie and 18.5" Arie.

The service launch date for this project is effective since February 2010, with a 3-month integration period.



1

A unique technical and human know-how

ITANCIA has unique human and technical know-how. 300 JAOtech terminals have already been repaired in 2010.

According to Bart Dolsma, European Sales Director at JAOtech, "ITANCIA is the ideal partner to strengthen our Support Service in France. The excellent reputation of its technical services and logistics are real assets that will ensure the positive development of our activities".

2

Four majors businesses core

- **Electronic products & cards**
- **Electronic subcontracting :** board wiring, component replacement, reballing
- **Power electronics :** inverters
- **Display equipment :** mainly flat screens

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A high repair rate

ITANCIA has become even stronger in recent years in the sector of electronic repair of industrial and IT equipment with the acquisition of repair centres situated near Grenoble and Cholet. The repair rate is efficient at 99.3%, with a deadline of 5 working days.



ITANCIA, recognised technical expertise

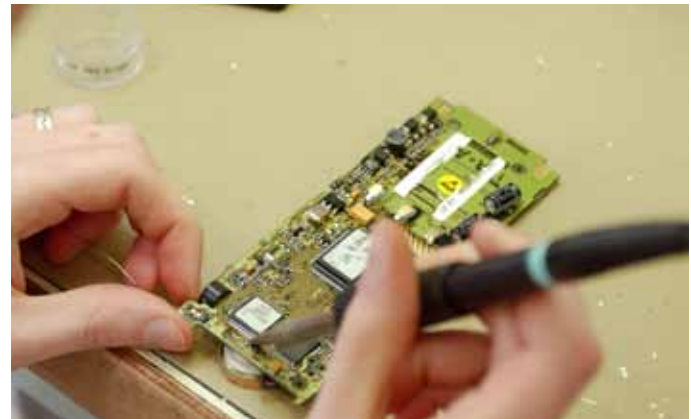
Driven by the desire to increase its commitment to its clients, ITANCIA has conquered a new market. "We are delighted to have been chosen by JAOtech. This agreement proves ITANCIA's aptitude to provide electronic repair services outside of the scope of its traditional market which is that of telecommunications equipment and corporate networks. For us, JAOtech's offer is the best in the market concerning smart terminals for patients in hospitals", adds Thierry Le Goff.

An expandable repairing capacity

Thanks to its evolutive repair capacity, its storage area of 10,000 sq. metres, the expertise of its 135 technicians, and its ISO 9001 certified quality repair work, the ITANCIA repair centre proposes a real quality service dedicated and adapted to the needs of JAOtech.

"This project shows our reactivity and capacity to adapt to our client's needs and market demands. Thanks to our R&D engineers, we are capable of diagnosing all types of electronic malfunctions.

Therefore ITANCIA can deliver industrial repair processes including analysis of malfunctions, creation of repair processes, technician training and implementation of sourcing procedures. That allows us today to ensure a repair rate for JAOTECH of over 99%, equivalent to our usual quality standard", continues Thierry Le Goff, the Vice President of Operations at ITANCIA.



ITANCIA's environmental solutions

ITANCIA was above all chosen for the quality of its technical expertise. But by proposing environmental solutions spanning the entire life cycle of its clients' professional equipment, ITANCIA has given JAOtech another important reason to work with it. As a leading manufacturer, JAOtech could only salute such a commitment to sustainable development.

About ITANCIA

ITANCIA is a French success story and one of the main value-added, pan-European distributors specialised in the distribution of professional communication solutions. With over 2500 resellers, the group's activity encompasses 4 complementary service activities:

- Multi-brand IT distribution of telecommunications and network infrastructure equipment
- Sale of 'Eco-recycled' products (revision and reconditioning)
- Electronic repair of industrial and IT equipment
- Tailor-made logistics solutions

ITANCIA is an environmentally and socially responsible, ISO 9001 and 14001 certified company which employs over 300 people split between Nanterre (head office), 2 production and repair sites (in Isère and Maine et Loire) and 8 subsidiaries in Germany, Switzerland, Poland, the Czech Republic, Italy, Spain, Portugal and Tunisia.