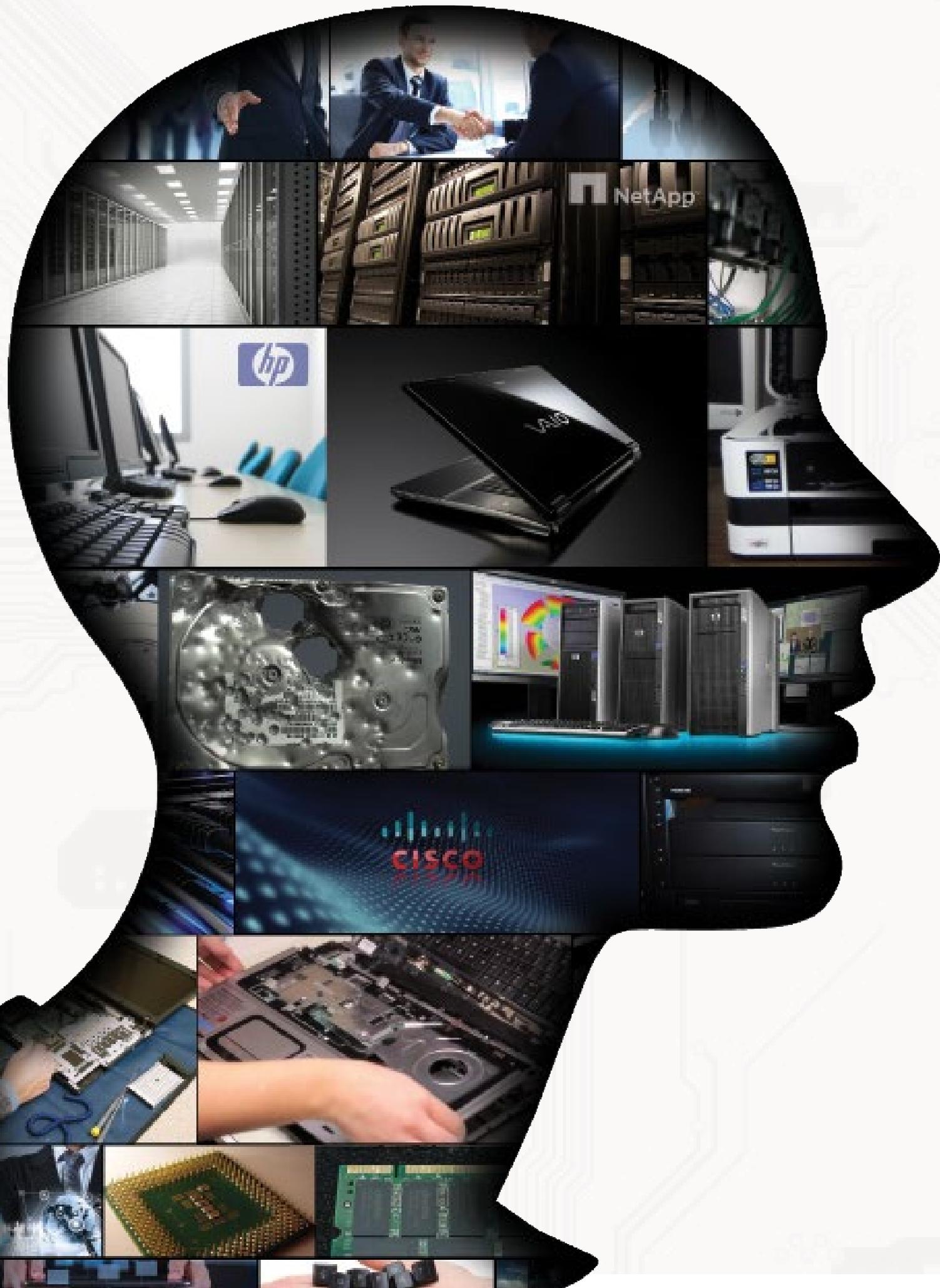


**alfanet**  
ADVANCED IT DISTRIBUTION

ADVANCED IT PRODUCTS  
AND SERVICES

COMPANY PROFILE

**Microsoft**  
AUTHORIZED  
Refurbisher



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## The Company

Alfanet S.A. is the largest distributor of refurbished electronic equipment in Greece and the Balkans. During its 20-year presence in the IT domain, it has acquired a wide clientele both from the private and the public sector.

With its 6,000 m2 privately owned premises in the Kalochori Industrial Park of Thessaloniki, commercial offices in Athens and warehouses in a number of European countries, Alfanet is well-positioned to offer unique high tech solutions to thousands of companies and organizations nationwide and across Europe, too, aiming to provide its network of partners and clients with quality and excellence of service.

To that end, the company is structured into three distinct but interlinked units:  
**1. IT Remarketing:** The IT Remarketing Unit is responsible for the distribution, leasing and management of refurbished electronics. Through an extended network of suppliers, Alfanet sources all kinds of equipment mainly from roll-outs or dissolving enterprises and leasing companies.

**2. Asset Disposal:** The Asset Disposal Unit is in charge of the collection, transportation and destruction, if required, of redundant and waste electronic equipment. Properly authorized by the Greek Ministry of Environment, Energy and Climate Change (YPEKA), Alfanet wholly takes care of the secure collection of IT items not used by companies and organizations so that they are either recycled or rechanneled into the stream of business in an environmentally sound manner.

**3. Data Destruction & Erasure:** The Data Destruction and Erasure Unit provide certified solutions for the wipe-off and/or destruction of sensitive data. Data sanitization is accomplished through software and tools developed by Blancco, the global leader in certified data erasure.

## IT Remarketing - Distribution

Having been active in the IT distribution sector for twenty years, Alfanet is known for successfully handling high volumes of equipment including desktop PCs, laptops/notebooks, LCD monitors, printers, servers, storages, workstations, POS systems and all associated spare parts.

With our extensive portfolio of equipment, sourced from leasing companies, the roll-outs of large corporations in Europe and the surplus production of well-known manufacturers, we are able to offer the most comprehensive and at the same time cost-effective solutions on branded and fully functional refurbished IT devices.

Bearing MAR (Microsoft Authorized Refurbisher) and ADISA (Asset Disposal and Information Security Alliance) credentials, our refurbishment process has moreover granted us the exclusive right across Greece and Southeast Europe to provide 12, 24 or 36-month warranties further extendable.



## Refurbishing Processes

To comply with MAR, ADISA and ISO 9001 standards, reusable IT items handled by Alfanet go through a refurbishment process which guarantees their high functionality before they are redeployed or re-introduced into the market.

This process involves the following six steps analysed further below:

**STEP 1:** Equipment Reception / Initial Functionality Testing / Configuration documentation

**STEP 2:** Data Erasure / Upgrading / Parts Replacement

**STEP 3:** O/S Installation

**STEP 4:** Labelling

**STEP 5:** Quality Control

**STEP 6:** Painting and Packaging



### STEP 1 - Equipment Reception / Initial Functionality Testing / Configuration documentation

Being a key stage, this step ensures the efficient flow of the whole process and includes working condition checks and component level logs. The entire process is recorded in our Warehouse and Distribution Management Information System, which keeps detailed records for all of the above functions.

The diagnostic assessment of the equipment which takes place during functionality testing involves both internal and external parts, whether main operation components (motherboards, graphic cards, capacitors, etc) or secondary (screws, plastic parts and aesthetic features). BIOS updates come next followed by the secure removal of data on the hard drives certified and enabled by Blancco.

Where the equipment satisfies all screening criteria, items are fully recorded in a special software program with detailed configuration information and under serial number.

### STEP 2: Data Erasure, Upgrading and Parts Replacement

At the second step we replace any defective components, such as motherboards, capacitors, CMOS batteries, CPU cooling fans, RAM, hard disc drives, graphic cards, optical drives, internal cables, etc.

Moreover, we can upgrade equipment to suit a customer's needs and/or specifications, upon request.

### STEP 3: O/S Installation

This step involves the installation of a licensed Microsoft Windows Operating System, which provides

- Recovery partition
- Updates
- Microsoft Security Essentials.

Where requested by our clients, we can also image their equipment with their own software.

### STEP 4: Labeling

By means of a special software program, a label is printed for each of our remanufactured items, which provides a comprehensive breakdown of its components with detailed disc and hardware serial number indications. This particular process is a necessary part of the ADISA and ISO standards through which we ensure our high refurbishment quality.



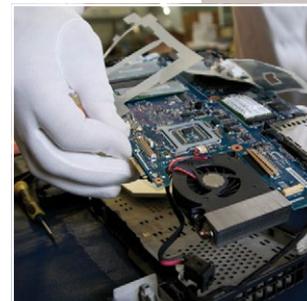
### STEP 5: Quality Control

This step is the most important of the refurbishment process because it guarantees excellent functionality and reliability for the equipment that will be re-used.

The final quality control includes:

- Visual inspection of the interior and exterior of the device.
- Testing all parts with special software (HDD Sentinel Pro, HD Tune Pro, Full Memtest, etc.)
- Full ports testing
- Operating System checks (updates, latest drivers, etc.)
- Burn-in testing.

Lastly, a detailed report is printed, which is attached to the packaging of the product.



### STEP 6: Painting and Packaging

The last step comprises painting and packaging the equipment. To ensure optimum cosmetic condition, the devices are painted with the original equipment manufacturer (OEM) colors inside specially designed paint booths using the latest painting, color and pigment techniques.

Afterwards the equipment is cleaned and packaged either in bulk (bulk packaging) or in individual recycled cardboard boxes (retail packaging). Stratocell foam is used for enhanced safety.

Finally, detailed product specification labels are attached on the exterior of the packaging.





Microsoft

## Microsoft AUTHORIZED Refurbisher

Alfanet S.A. is a trusted Microsoft Authorized Refurbisher (MAR), which means that our company has been certified by Microsoft to deliver genuine O/S and software licenses on any refurbished computer available for sale to our customers.

This, in turn, eliminates the risk of purchasing a used device without a properly-licensed operating system and adds credibility to every remarketed unit.

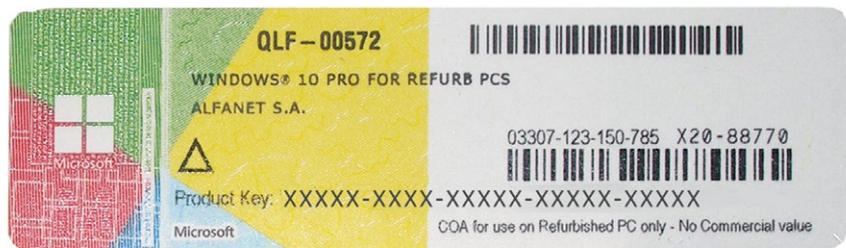
More generally, the MAR program is addressed to major, well-established computer refurbishers, like Alfanet, that meet the following three criteria:

1. They manage at least 5,000 laptops and desktops per month,

2. They have consistently shown they have the technical competence for installing Windows Operating Systems at a large scale,

3. They comply with all safety protocols required to handle such mass deployments.

As a Microsoft Authorized Refurbisher, Alfanet is entitled to affix the genuine Windows Certificate of Authenticity (COA) label on every device that so qualifies and therefore add greater value to it.



Alfanet provides added value to each computer system it distributes as a MAR partner because:

- we have genuine Microsoft software pre-installed on all our refurbished IT equipment
- We offer sensitive data erasure services and use environmentally sustainable practices for the refurbishment or recycling of IT products, therefore contributing to the reduction of waste electronic equipment.

Microsoft Authorized Refurbishers provide complete PC solutions creating value for your business. They have years of experience professionally refurbishing computers and servers, employing sophisticated techniques to ensure data security along with the best practices and compliance methods regarding environmental sustainability.





# IT asset management

Alfanet Asset Management Services are focused on maximizing our customers' return on investment in IT assets and adopting environmentally responsible solutions for the reuse of retired equipment.

Alfanet manages the whole of this process, from the logistical management of the collection, technical processing and secure data removal through to testing and assessment to decide on remarketing or final recycling.

Every item managed through our operation is tracked through our in-house IT asset management system and can be reported on at item level. The stages throughout the process include a) electrical safety testing to verify that the equipment is safe to connect to mains power, b) diagnostic software to test the functionality of parts and components and c) data eradication software approved to CESH standards, guaranteeing the removal of software and sensitive information.

The objective of our Remarketing Service is to optimise the residual returned to our clients by operating on a profit share or fixed purchase price mechanism.

This is achieved through our excellently staffed sales department and our wide sales network across Europe, which ensure we are able to optimise the revenue return to our clients.

## Profit Share Asset Management

The profit share service starts with the receipt of an asset list or inventory from a client with details of the equipment specification, quantities and location.

A forecast of resale values is provided in advance. On arrival at Alfanet, equipment is subject to core technical processing tasks to determine its resale value. These core tasks include electrical safety (PAT) testing, functionality testing, data wiping using approved software and cosmetic grading and assessment.

Successfully processed equipment is then sold through Alfanet's established remarketing channels. Alfanet reports monthly values achieved from the resale of equipment.

## Re-use

A desirable route many organisations can choose for equipment that merely requires a refresh in the IT product life cycle and still

meets the needs of the business is to refurbish existing equipment and redeploy it back into the organisation.

Alfanet offer a range of solutions that enable an organisation to have equipment collected from one location, refurbished, re-configured, upgraded if required, repainted with OEM (Original Equipment Manufacturer) colours and redeployed to the same or another designated site.

Equipment defined by the redeployment specification is subjected to a number of tasks, as agreed with the client, to ensure the unit is visually and technically acceptable for redeployment. If passed, it can be upgraded and/or rejuvenated as appropriate to comply with the redeployment specification.

This flexible approach allows clients to redeploy equipment with different levels of refurbishment and cost.

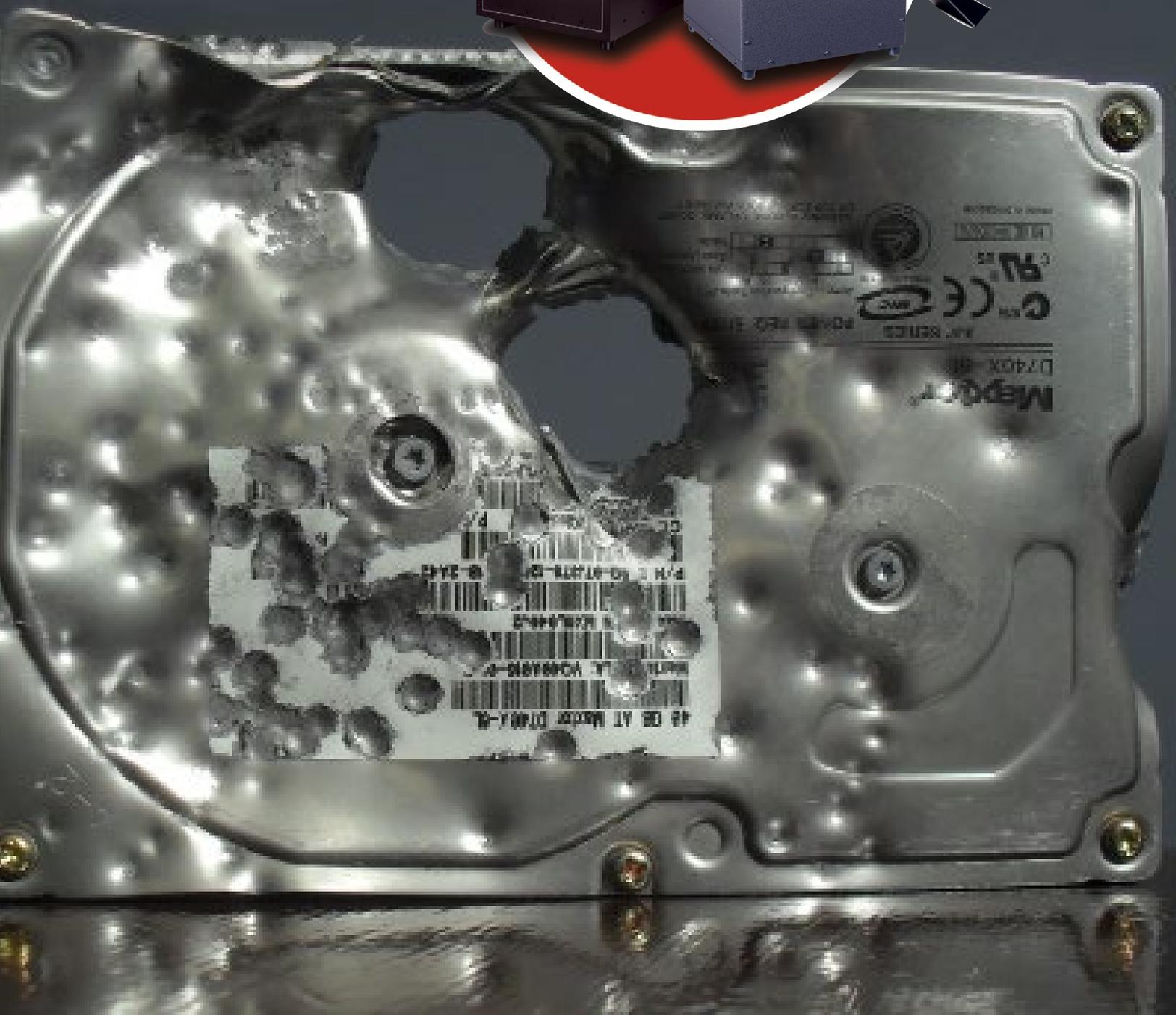
## Value Added Services

Alfanet we can provide an excellent solution that meets your corporate social responsibility objectives. Working closely with local communities and municipalities all over Greece, we can distribute your equipment to those who really need it. In addition, we work together with Digital Pipeline ([www.digitalpipeline.org](http://www.digitalpipeline.org)), a Microsoft sponsored initiative, endorsed by UNESCO that is focused on providing IT equipment to developing countries, charities and NGO's.

Alfanet also enables you to upgrade and refurbish your disposable IT equipment so that it reaches the end user in pristine functional and cosmetic condition without the slightest blemish, crack or scratch.

Our charity donation program is available to all our clients and its object is to facilitate and offer donation programs at a local, national and international level to meet our customers' specific and varied needs.

Our hard drive destruction process supported by Garner's Destroyer fully satisfies all international compliance standards, such as PCI DSS (Payment Card Industry), NIST (National Institute of Standards and Technology), NIST SP 800-36, NIST SP 800-88, HIPAA (Health Information Portability and Accountability Act), PIPEDA (Personal Information Protection and Electronic Documents Act), GLBA (Gramm-Leach-Bliley Act).



# Data Erasure - Destruction

Certified standards and approved processes demonstrate Alfanet's capability for the handling, processing and destruction of data.

Alfanet has achieved certification by ADISA, a UK organisation, which is the only internationally recognised certification body for its safety standard regulating used IT asset disposal. Moreover, as an exclusive partner of Blancco for Greece and Cyprus, Alfanet is equipped with the most advanced and highly approved solutions worldwide, thus providing fully certified and totally secure erasure and destruction of data. The above absolutely guarantee our clients their data safety through environmentally responsible methods

Alfanet provides assurance that confidential data held on IT equipment will not be accessible to unauthorized persons by:

- Eradicating data using tools approved to Common Criteria (ISO 15408), CESG, BSI and NATO standards
- Maintaining a high level of site security and secure data processing approved by ADISA
- Security screening employees
- Physically destroying data bearing equipment
- Providing certificates of data destruction
- On-site data erasure/destruction services.

## Our erasure / destruction tools

Alfanet delivers a range of services and solutions to destroy confidential and protectively marked data. These solutions will ensure compliance to data protection legislation, governmental standards and the strictest security policies for data destruction.

Data is destroyed through controlled processes and procedures with each item individually tracked through our Asset Management System.

The following methods of data destruction can be provided at Alfanet's secure facilities or at customer site, as required.

## 1. Certified Data Erasure

As part of Alfanet's core processing tasks, all data bearing items are data wiped using approved software. The erasure method that will be used depends on the customer's safety requirements and can involve one or more of the following approaches: HMG Infosec Standard 5 Lower Standard, HMG Infosec Standard 5 High Standard, Peter Gutmann's algorithm, DoD 5220 22-M, Bruce Schneier's algorithm, Navy Staff Office Publication (NAVSO P-5239) for RLL, The National Computer Security Center (NCSCTG-025), Air Force System Security Instruction 5020, US Army AR380-19, VSITR Standard/BSI-Method, OPNAVIST 5239.1A, NSA, DoD 5220 22-M ECE, DoD 5220 22-M for FEPROM, NAVSO P-5239-26 (TOP SECRET) for FEPROM, NAVSO P-5239-26 (SECRET or CONFIDENTIAL) for FEPROM, NIST 800-88 Clear/Purge Method I, NIST 800-88 Clear/Purge Method II, NIST 800-88 Clear/Purge Method I+II.

Opting for certified erasure assures the 100% secure sanitization of data and renders the data bearing medium reusable and remarketable, generating residual value.

## 2. Degaussing

Where hard disc drives or other magnetic media are irrevocably damaged and will not be used or in case the customer so requires, Alfanet utilizes special degaussers, which destroy the data carrying items completely making reuse impossible.

Alfanet uses CE and ANSI certified tools which comply with European Union and governmental standards such as

- PCI DSS (Payment Card Industry)
- NIST (National Institute of Standards and Technology)
  - NIST SP 800-36
  - NIST SP 800-88
- HIPAA (Health Information Portability and Accountability Act)
- PIPEDA (Personal Information Protection and Electronic Documents Act)
- GLBA (Gramm-Leach-Bliley Act)

## 3. Destroyer

Alfanet uses a specialised destroyer for hard disc drives, which wrecks the drives completely by mangling and breaking them to pieces. This method utterly destroys the drive and its internal components, data platters included. The hard drive enclosure and the read-write heads are also totally deformed and data retrieval of any kind is impossible.

## Certifications and Licenses

The quality and professionalism reflected in all Alfabet products and services are the foundation of our activity and the primary objectives of our growth policy in the international competitive environment we operate in.

That is why our company has obtained a number of certifications in the IT asset management sector that illustrate structured management, product quality, data assurance and environmental responsibility.

### Microsoft AUTHORIZED Refurbisher

#### • MICROSOFT AUTHORIZED REFURBISHER (MAR)

Alfabet is Microsoft's exclusive MAR partner for Greece. Our Microsoft Authorised Refurbisher certification allows us to install genuine Microsoft software on any refurbished computer we reintroduce on the market. This eliminates the risks and consequences of purchasing a used computer without a legitimate operating system. In addition, by being a Microsoft Authorized Refurbisher, Alfabet can affix the Windows 10 Certificate Of Authenticity (COA) on remarketed IT equipment, which greatly enhances the value of each unit.



#### • ADISA

Alfabet has achieved certification by ADISA, a UK organisation, which is the only internationally recognised certification body for its safety standard regulating used IT asset disposal.

ADISA was established to highlight the IT security risk within the asset disposal process and to work with all parties to help improve service quality, raise professionalism and ensure data is protected by an acceptable sanitization process.

#### • BLANCCO

Alfanet is a distributor of Blancco Technology Group, a leading global provider of data erasure solutions, and provides certified, 100% secure data removal services from any storage medium (hard disc drives, flash media, smartphones).



With software products approved by NATO, DIPCOG, USA DoD, Certified for Common Criteria, Communications-Electronics Security Group and BSI among many others, Blancco affords the most secure solutions for the sanitization of digital storage media to most companies and organizations around the world.

#### • ISO 9001

Alfanet is ISO 9001 certified and our processes adhere to all ISO quality management principles, aiming to provide the highest quality products to our customers.



We continually strive to meet and exceed our clients' expectations concerning the quality of our products and services. We promote high levels of integrity, which have earned us a superior level of respect in our industry. With a reputation for leadership and exceptional product quality, we are able to sustain constant improvement through the endeavors of our skilled, committed and motivated employees, who will achieve quality objectives every time.

#### • WASTE CARRIERS LICENSE

Alfanet is certified and licensed for the management (collection and transport) of e-waste by the Greek Directorate-General for the Environment. The decision can be viewed at the Portal of the Greek Transparency Initiative Program (<https://www.diavgeia.gov.gr/>) under the number B4\NOP1Y-1EH.



# CERTIFIED

## BUSINESS DESKTOP & LAPTOPS

### HEWLETT PACKARD



**HP Elite Series** | 8300, 8200, 8100, 8000  
**HP Pro Series** | 6300, 6200, 6000  
**HP Compaq** | DC7700, DC7800, DC7900



**HP Compaq** | 2510P, 6450B, 6710B, 6715B, 6730B, 6910P, 6930P, 8460P, 8440P, 8530P, 8540P, NC6320

### DELL



**DELL Optiplex** | 3020, 7020, 9020, 3010, 7010, 9010  
 390, 790, 990, 980, 380, 780  
 745, 755, 760, 960



**DELL** | D420, D430, D520, D530, D620, D630,  
 D820, D830, E4300, E4310, E5400, E5410, E5420,  
 E5430, E5500, E6320, E6400, E6410, E6420, E6500

### LENOVO - IBM



**LENOVO Think Centre** | M83, M93, M82, M92  
 M71, M91, M90  
 M58, M57



**IBM - LENOVO** | T60, T61, T61P, T400, T410, T420, T500, T520,  
 T530, X61, X200, X200S, X201, X220, R60, R61,  
 R400

# BUSINESS WORKSTATIONS & SERVERS



**HP Workstation** | Z820, Z800, Z620, Z600, Z420, Z400, Z210, Z200  
**HP Performance Monitor 22"** | ZR22w IPS, ZR2440w IPS, ZR30w IPS



**HP Proliant G5-G9** | DL160, DL360, DL380, DL580, ML110, ML310, ML350, C7000 / C3000  
**Blade System Blade Servers G5-G9** | BL460c, BL680c, BL465c, BL685c



**DELL Precision** | T1650, T1700, T3500, T3610, T5400, T5500, T5810, T7500  
**DELL Monitor 22"** | P2211Ht



**DELL Power Edge** | 1950, 2950, R510, R610, R620, R430, R730, T300, 2900, T630, M1000E  
**Blade Center Blade Servers** | M600, M610, M710, M720



**LENOVO Thinkstation** | T5610, T7600, T7610, T7810, T7910, C20, D20, S20, S30



**IBM Servers** | X3250, X3450, X3550, X3650, RD350, RD650, X3200, X3400, X3500  
**Blade Center Blade Servers** | E, H, T, & HT Series, HS21, HS22, HS23

TELEPHONY, TABLETS, CELL PHONES - NETWORKING - EPOS SYSTEMS

TELEPHONY, TABLETS, CELL PHONES



**IP Phones** | Cisco CP-7940G, CP-7941G, Avaya 4610SW



**Tablets:** | HP ElitePad 1000, Dell Venue 5830, Ipad Mini  
**Cell Phones:** | Iphone 4,5,5C,5S  
Galaxy S4, S4 mini, S5, S5 mini

NETWORKING - STORAGES



**Cisco 2960 Series, 3560 Series, 3750 Series, 3850 Series**  
**Cisco 4503 48Port, 4506 96Port**  
**Cisco Nexus 5010, Dell Force10**  
**Cisco Modules**



**EMC:** | Clariion CX3, CX4 Series  
VNX5100, VNX5200, VNX5300, VNX5500, VNX5700 Series  
**IBM:** | DS4000, DS5000, V7000 Series  
**Dell:** | PowerVault MD3000, MD3200, MD1400 Series  
EqualLogic PS4000, PS5000, PS6000, PS6500 Series

POS SYSTEMS - POS PERIPHERALS



**IBM SurePOS 300**  
**IBM SurePOS 500**  
**IBM SurePOS 700**

**Wincor Nixdorf Beetle MII Plus**  
**Wincor Nixdorf Beetle MIII Plus**



**Monitors:** | IBM 4820-2GB, ELO ET1522L, Wincor Nixdorf BA73A  
**Keyboards:** | IBM 93F1919, 4690-3320, Wincor TA61  
**Scanners:** | Symbol LS2208, LS5700, MC3090, MC9090  
DataLogic VS2200, 3300hsi, Magellan 8200-8400  
**Printers:** | Zebra TLP2844, Epson TM-T88V, Star DP8340

## TFT MONITORS - PRINTERS - STORAGEES - PARTS

### TFT MONITORS



**HP:** | LP1965, LA2006X led, L2245 Wide, LA2405X, Z27X  
**Dell:** | 1908FPB, E2011, P2211 Led, E2416H Led, U2713H

**Samsung:** | 943B, 203B, NS240, 2443  
**Philips:** | 200VW8FB, 240B

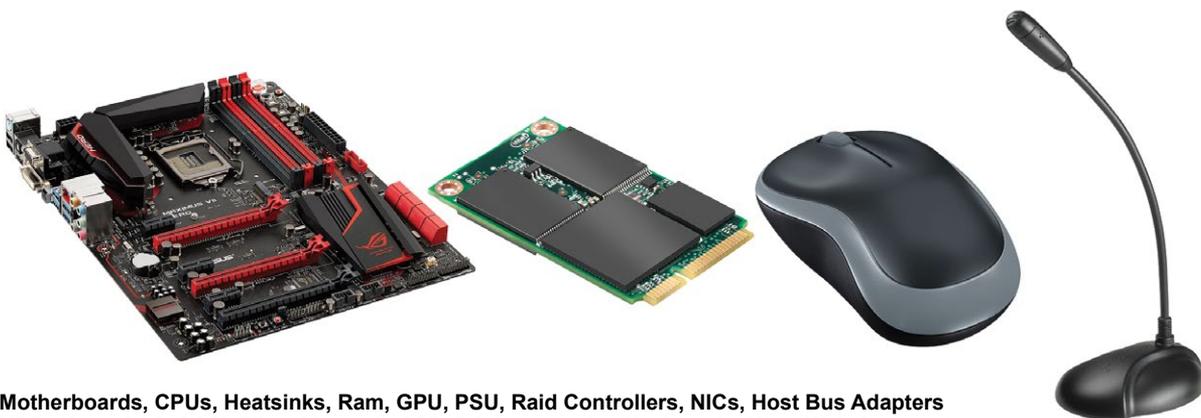
### PRINTERS



**Mono:** | Lexmark E360DN, T654DN, HP P2055DN, P4014DN  
**Color:** | Lexmark C544DN, X544DN, HP CP2025DN, M475DW

**Large Size MFP:** | Lexmark X952DE, HP 4345X, CM6030MFP  
**Dot Matrix:** | OKI ML-3320, PR2E, ML521, Wincor 4915, 4915XE

### PC, SERVER PARTS



**Motherboards, CPUs, Heatsinks, Ram, GPU, PSU, Raid Controllers, NICs, Host Bus Adapters  
 HDDs(Sata, SAS, SCSI, Fibre Channel), SSD, PC Accessories(Keyboards, Mice, Web Cameras)  
 Rack Rails, Cable management, KVM, UPS**



## Premises

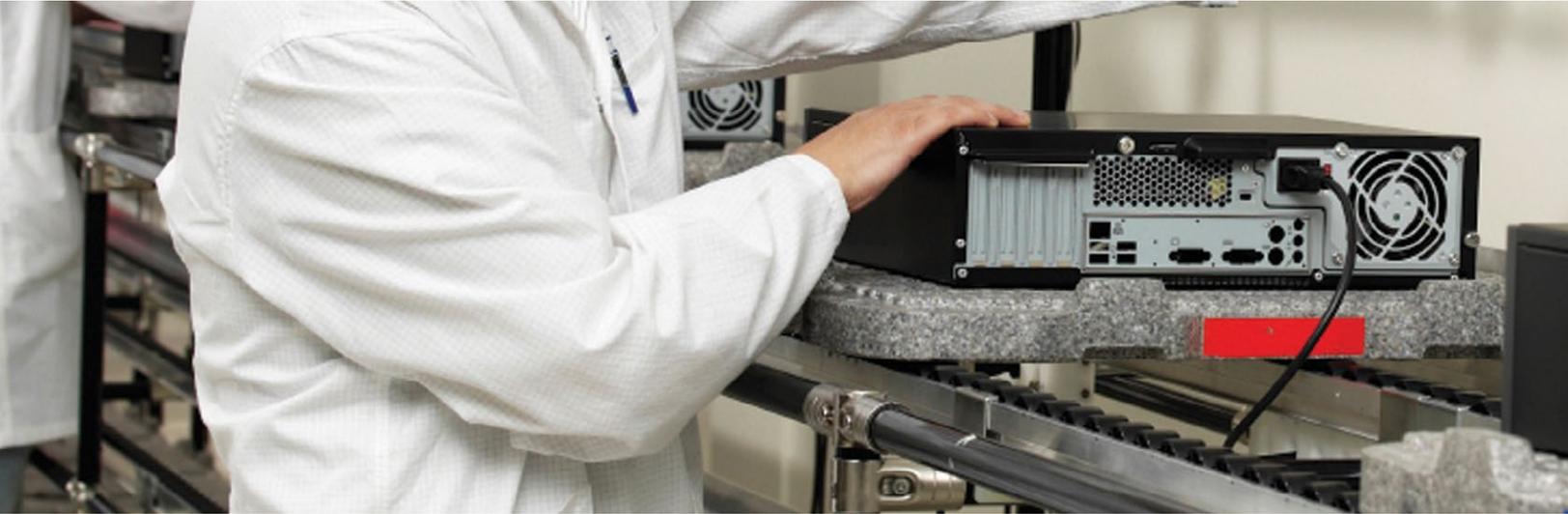
Alfanet is based in proprietary premises occupying 6,000 m<sup>2</sup> in the Kalochori Industrial Park of Thessaloniki, which comprise a state-of-the-art production infrastructure (3,700 m<sup>2</sup>), a specialized Repair Centre, modern warehousing, a quality management department and ergonomic offices to support managerial, financial, sales and customer service needs.

The production department of our facility is organized in a particularly efficient way with cutting-edge machinery and technology systems, having been structured in the interests of employee safety and optimum production processing.

Under the need for vertical manufacturing, Alfanet has equipped and organized working spaces that meet the demands of all production phases by increasing capacity in terms of number on the one hand, and improving our employees' safety and quality of work on the other.

Our company also maintains a branch office in Athens, which acts as our business hub in Southern Greece.





## Technological Infrastructure

Focused on efficiency, Alfabet has a range of highly advanced, specialized tools and equipment, capable of supporting all its management and production needs:

### Internal Organization Facilities and Equipment

- Specially designed air-conditioned Dataroom to which access is restricted, housing all technological equipment.
- IP Call Centre of 5 primary lines (40 outgoing lines) and AVAYA IP Office 500 Communication Platform with a current capacity of 250 agents, infinitely expandable.
- Enterprise Resource Planning System (Singular Logic's Enterprise ERP) with an advanced structure configured to the operational needs of Alfabet and special modules tracking sales and revenue.
- Top Service Warehouse Management System (WMS) for the integrated monitoring of all functions relating to the reception, putaway, storage, picking, packaging, shipping and dispatch of our products. Our WMS is interconnected to our ERP system to allow for automated document records.
- Customer Relationships Management System (CRM Footsteps by Singular Logic) for tracking customer history and care at an individual level.
- Service CRM/WMS, a specialised pick-up and inventory system to track and trace incoming and outgoing items as well as get real-time updates on the progress of a repair.
- Our IT system is supported by two clusters of ten primary and secondary servers utilising clustering and redundancy techniques and Hewlett Packard blade servers running on Microsoft virtualization software. It is powered by three APC uninterruptible power supply (UPS) systems with a total load capacity of 20KVA.
- Specialised data storage system by EMC based on optical fiber and fiber channel technology and affording the capability of redundancy for uninterrupted access to data.
- Alternative Hewlett Packard backup system of the LeftHand Storage series with a total capacity of 10 terabytes.
- Double firewall system protecting data against electronic threats developed by MikroTik, which allows seamless connectivity with the support of Layer 3 switches



that forestall attacks.

- Motion detection IP camera security system featuring IR capability and 30 days of recording storage to a central SAN-type repository, backed up by a security services company for monitoring premises.
- Custom-made software platform that provides instant alert to any problem in the company's machinery, networking or computerized system.
- Online dedicated line system with an alternate line delivering 40Mbps of speed and 24Mbps VPN circuit equipped with Cisco security products, to facilitate connection between the Thessaloniki head office and the Athens branch.

#### **Processing Facilities and Equipment**

- Special 12-bar Airpump Room shielding electronic systems against external interference.
- Linux system for the screening of electronic storage media supported by Hewlett Packard server products.
- Linux system for the mass production and deployment of applications supported by HP servers.
- System for the mass deployment of genuine MAR Windows 10, backed by blade servers with a Refurbisher Preinstallation Kit (RPK) in place.
- Labelling and coding system for logistics requirements based on Zebra Z4M tools. Besides the necessary barcode generation, the system provides a purpose-built form listing in detail the technical specifications of equipment.
- A specialized conveyor belt carrying equipment that has passed testing and quality control to the cosmetic refurbishment stage.
- Two air paint booths with four 200l air compressors featuring a maximum output of 9Bar and different paint feed instruments and specialized low operating temperature (40°C) curing oven to prevent the distortion of sensitive parts.
- Heat-treated Stratocell (polyethylene foam) packaging system. The cushioning material is adjusted to the dimensions of the cardboard boxes, helping create high performance packaging for the equipment inside.
- Electric lifts with 1,500kg load capacity and lifting height maximum of 6 m, equaling maximum storey height at our premises.

## Repair Centre

The **Alfanet Repair Centre** comprises one of the key areas in our company.

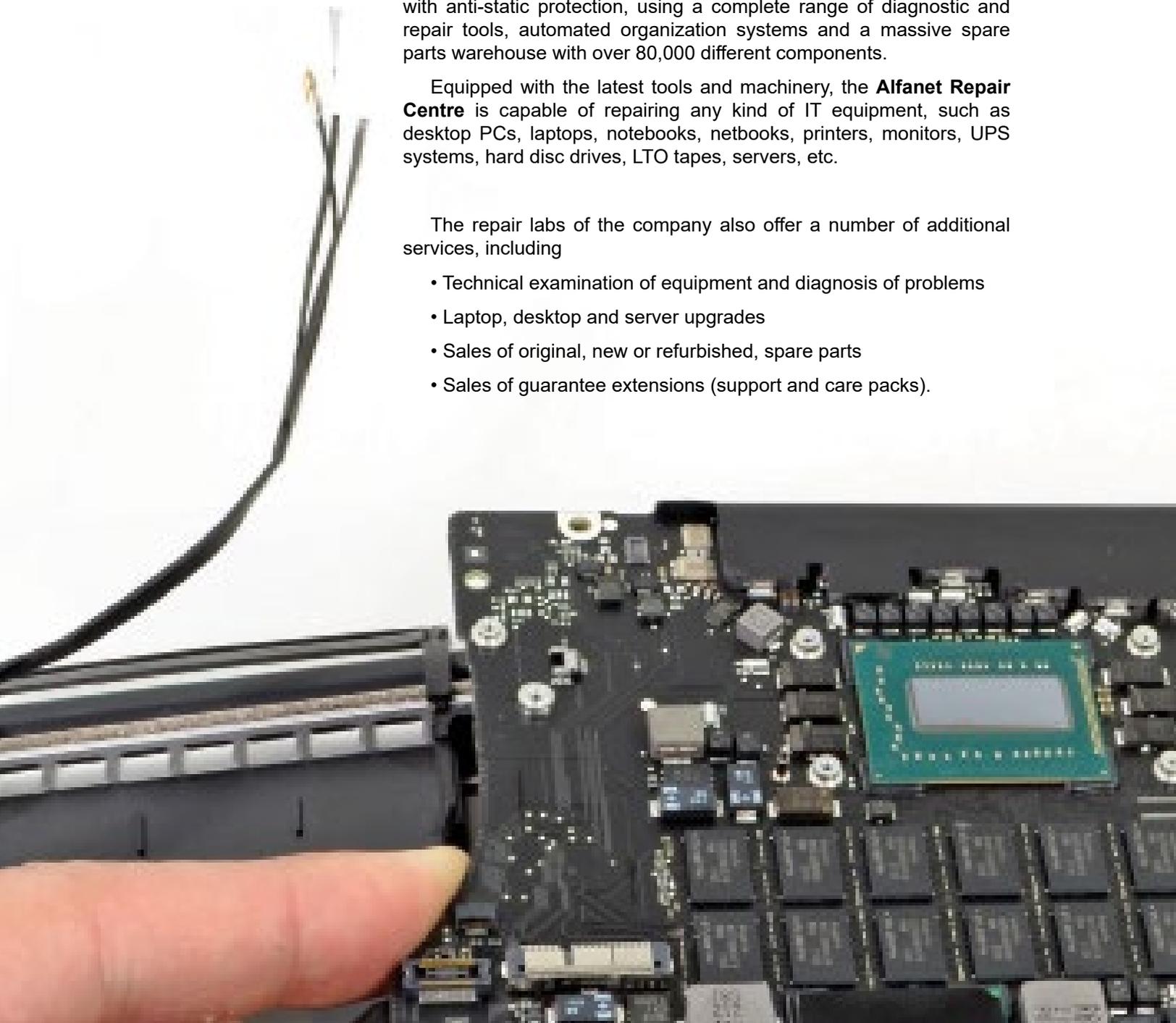
Staffed with almost forty highly qualified and experienced technicians, it has come to be one of the largest repair centers in the Balkans, getting IT repair contracts with companies, electrical and electronics shops and the public sector.

The **Alfanet Repair Centre** delivers fast and reliable repair and technical support services for a great number of ICT products, processing more than 35,000 items yearly at a special onsite facility with anti-static protection, using a complete range of diagnostic and repair tools, automated organization systems and a massive spare parts warehouse with over 80,000 different components.

Equipped with the latest tools and machinery, the **Alfanet Repair Centre** is capable of repairing any kind of IT equipment, such as desktop PCs, laptops, notebooks, netbooks, printers, monitors, UPS systems, hard disc drives, LTO tapes, servers, etc.

The repair labs of the company also offer a number of additional services, including

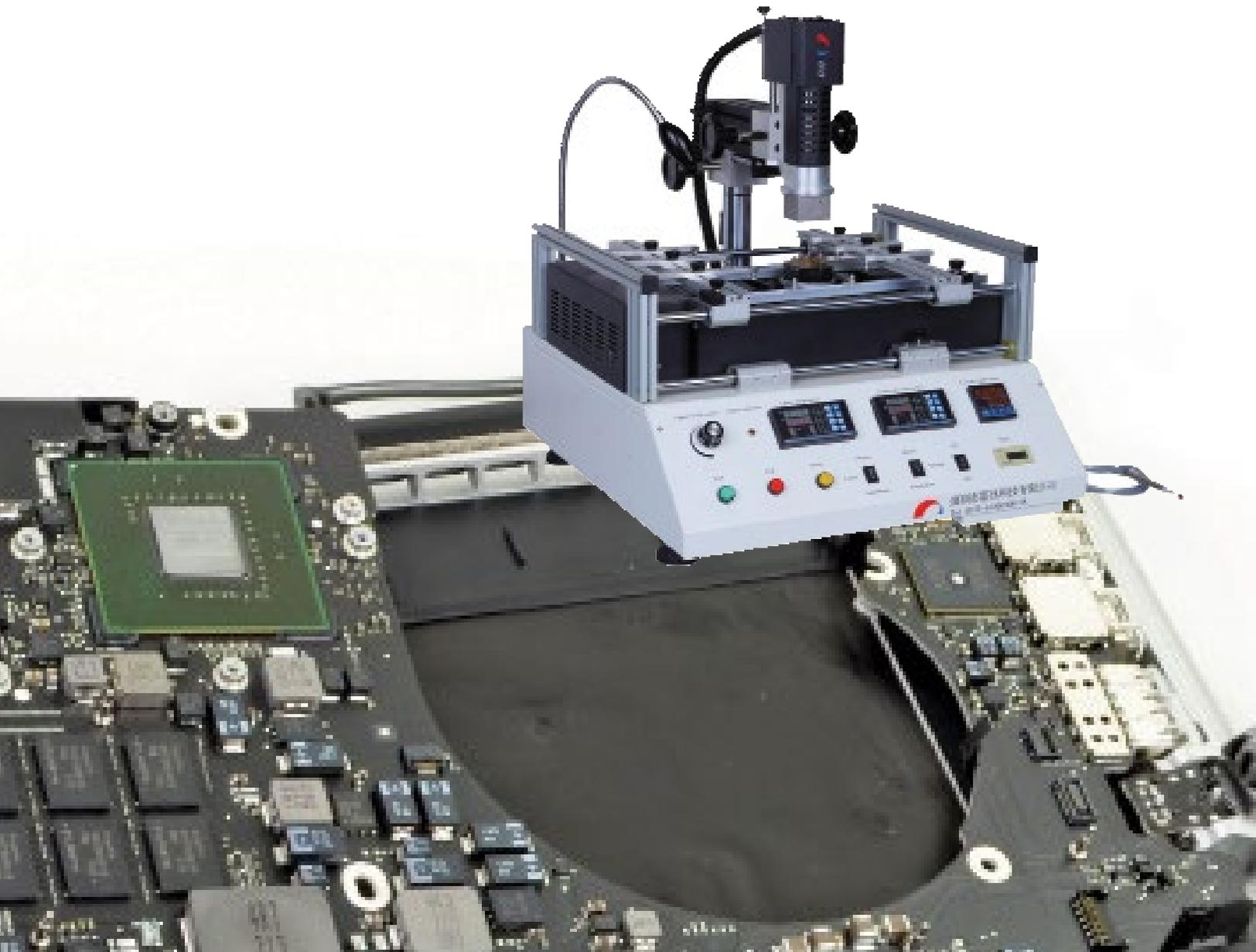
- Technical examination of equipment and diagnosis of problems
- Laptop, desktop and server upgrades
- Sales of original, new or refurbished, spare parts
- Sales of guarantee extensions (support and care packs).



At Alfabet we are committed to the quality of the work we do and the components we use to restore our clients' equipment to the requested condition. For this reason, every repair carried out at the Alfabet Repair Centre facility comes with a guarantee of up to one year.



To eliminate hassle for our clients and partners, we also offer the option of having equipment collected from and returned to their site at a minimum pick-up and return charge via a courier service partner.



## Electronic Support Infrastructure

In a continued effort to optimise our customers' experience, Alfabet have developed the electronic service platforms following below, which can satisfy varied ICT equipment needs and inquiries:



**<http://www.alfanet.gr>**

Our main website, serving as an information portal on new products, services and distinctions of our company.



**<http://shop.alfanet.gr>**

A B2B / B2C e-commerce site, allowing product lookup and placing an order 24 hours a day, 7 days a week.



**<http://www.partnumber.gr>**

The partnumber.gr online platform is the result of Alfabet's efficient and vigorous cooperation with partners abroad. It is a powerful search engine for finding components of high-tech products, which tries to locate the availability of the searched term not only across Alfabet's database but our partners' too. With partnumber.gr, users can look for the component they need, check availability and even request to buy it at a target price based on their budget.



**<http://www.refurbishfactory.com>**

By far The best centre offering a full refurbishment service for IT equipment in Europe.



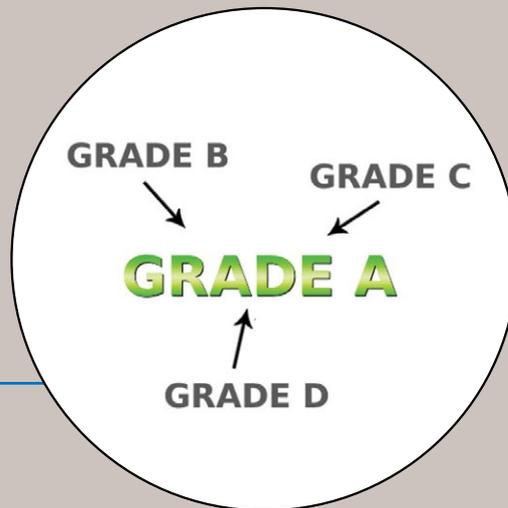
**<http://support.alfanet.gr>**

The Alfabet site for reporting service or product issues.



**<http://www.laptop-parts.gr>**

A specialized B2B / B2C e-shop that enables searching and buying laptop parts online. Spares for over 50,000 models can be found here.



## Our Clients

Our relationship with our clients is at the heart of what we do and what we are. Our clients make our work worthwhile and our goal is to constantly exceed their expectations. We work with thousands of customers from a wide range of sectors, businesses, organisations and communities. Our success is inextricably linked to theirs.

At Alfabet, we build genuine relationships with our clients and we owe our success to the people that work for us. The Alfabet team values our clients' trust and keeps building it up by responding promptly and effectively to every enquiry and need of theirs.





## Equipment Grading

Eager to provide the best possible solutions, Alfabet offers products at different condition grades, which cater for the quality and budget requirements of each customer. These 1, 2, 3 and 4 grading levels are described in the table below:

Choose the quality and operating system that suits you best					
Processing Stage	Time (min)	Grade 1	Grade 2	Grade 3	Grade 4
1. Equipment collection / Initial inspection and testing of working condition / Reassembly	7	Yes	Yes	Yes	Yes
2. Replacement of parts / Reassembly and upgrading	34	Yes	Yes	Yes	No
3. Genuine Windows 10 O/S installation	25	Yes	Yes	Yes	No
4. Labeling	3	Yes	Yes	Yes	Yes
5. Painting	30	Yes	Yes	No	No
6a. Final quality control (Grade 1)	40	Yes	No	No	No
6b. Final quality control (Grade 2)	20	No	Yes	Yes	No
7. Packaging	5	Yes	Yes	Yes	Yes
<b>Total Refurbishment Time (min)</b>		<b>144</b>	<b>124</b>	<b>94</b>	<b>15</b>
<b>Guarantee</b>		<b>3 years</b>	<b>2 years</b>	<b>2 years</b>	<b>1 year</b>



## CONTACT

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