

The leading IT-Parts Distribution Network Europe, MiddleEast & Africa

PGE
Parts Group Europe



one source - one network - one solution



Welcome to PartsGroupEurope!

Since we established in 2008, PGE has become the market leading Parts Distribution network in Europe, Middle-East and Africa with a wide range of official authorizations covering all major brands of the worldwide IT-market. We consistently meet the needs and exceed the expectations of all our customers and partners across EMEA thanks to our excellent knowledge, logistics and warehouse management. Combining our own PGE-members with a well-chosen network of strategic partners, we are able to bring our services to more than 25 countries in Europe and all over the MiddleEast and Africa.

The synergies in PGE's unique partner network, combined with their own individual strengths, offers you and your customers a real best-in-class service.

Best sourcing, highest level of technical knowledge and highly experienced employees make us the best partner to support all your IT-Services.

Our geographical coverage within EMEA includes several local warehouses in various countries and this is one of the leading driver of our partnerships with the world's leading IT brands.

Parts Stocking, Parts Logistics, Warehouse Management, RMA Handling, Warranty Solutions, MPS Projects and Just-in-time Delivery are just some of our core strengths. Today many of our European customers use our services as an integral part of their multi-country service delivery.

The following pages will give you a brief overview of our activities.

If we can help to make your business more efficient and profitable with our solutions & services, do not hesitate to contact us!

o n e s o u r c e – o n e n e t w o r k – o n e s o l u t i o n

EXPRESS GROUP



Fixing printers in the UK since 1988, today Express Group is a Specialist Distributor of Spare Parts. Printer and IT spare parts and supplies are distributed across the UK and Europe from offices in the UK, France, Belgium and Croatia. Authorised by 6 leading brands for over 10 years, their quality management system (ISO9001) has driven continuous improvement for over 20 years. The UK market-leader in Spare Parts continues to expand from its purpose-built repair and distribution facility in Ripon, Yorkshire and has a dedicated team of 60 employees internationally. You can expect solutions to your biggest challenges around parts, stock and service logistics.

www.expressgrouponline.com

M.K. Computer ELECTRONIC GmbH



Specialist distributor of spare parts for printers, PCs, laptops and servers to more than 25 countries from their headquarters in Göppingen/Germany. Founded in 1988, today MK has around 70 employees across subsidiaries in Germany, Austria, Italy, Greece and Netherlands. MK holds the largest stock of leading-brands of printer and PC spare parts in Germany and also in Europe. A database of more than 1.000.000 parts with more than 160.000 parts held in stock, guarantees customers next-day delivery as standard. In addition to spare parts MK offer office-supplies, cables, mobile-phone accessories and various tools.

www.mk-electronic.com

SWISS PARTS



Thanks to a deep understanding of customer needs, SwissParts is able to provide the best possible service and maximum quality for all type of customers. The primary goal is to supply customers with spare parts, accessories and consumables. As MPS is one of the fastest growing areas, SwissParts has developed their own system and program to be one of the leading project-partner for all kind of service-business. In addition to the headquarter in Dottikon/CH, founded in 1999, they also have a own subsidiary in Budapest/Hungary.

Well-established logistics and up-to-date system-management tools ensure, to fulfill all customer requirements with a best-in-class-service.

www.swissparts.ch



Service Parts Logistics is Africa's largest IT parts distributor and IT warranty agent, supplying items from many of the world's top OEM vendors including HPE, HP Inc., Dell, EMC, Cisco, Lenovo, IBM, Huawei, Toshiba, Fujitsu, Lexmark, Acer, Samsung, Seagate, and ServiceLife Accessories. SPL is built on a culture of intense customer service, sourcing ability and innovative warranty management software.

Started in 1989, SPL has grown to a workforce of over 80 employees with more than 4000m² warehousing capacity across Africa. We receive around 30 000 phone calls and ship between 14000–18000 items on 5000–8000 invoices every month.

www.spl.co.za



- more than 180.000 spare-parts in stock
- shipment of more than 2.000 boxes/day
- over 90% same or next-day shipments
- authorizations for more than 20 main IT-brands
- coverage of more than 25 european countries
- biggest parts-stocks in EMEA
- Kit-assembling
- online parts-search

- over 1.000.000 spare-parts listed
- over-night / just-in-time as a standard
- 24h web-shop solutions
- MPS Service solutions
- coverage of MiddleEast & Africa
- drop shipments
- warranty-parts-handling
- ISO certified processes



Parts Distribution

With more than 20 official manufacturer authorizations, we are the leading network of Parts distributors for all main brands in the EMEA IT-marketplace. We handle a full range of trade and warranty parts services on behalf of the leading manufacturers.

Parts Stocking

We hold one of the biggest stocks of spare parts in Europe, MiddleEast & Africa. European stock is centralized in Germany, MiddleEast & Africa stock is based in SouthAfrica, with local stock-holding in various countries to offer you and your customers the highest possible level of next-day availability.

Warranty Handling

With several established logistic and management structures in place, we can guarantee to the manufacturers a direct service to their customers. Solutions can be local and/or global, depending on the dedicated request.

Stock Management

We manage the complete stock for a huge number of customers/manufacturers in our infrastructure. This can be our stock consigned and managed at your customer site or stock dedicated to you but held in one of our warehouses.

Consignment Stock

Our past experience of a variety of consignment stock solutions enables us to provide an efficient and effective service which works for all parties.

Logistic Services

Our extensive logistic capabilities enable us to fulfill all your logistics requirements. These include reverse logistics required for RMA and return of defectives as well as complete product exchange.

Service Level Agreements

Overnight, next-business-day, stock-replenishment or drop shipment to your customer, are just a few of our services. Delivery direct on-site to the service technician is available as standard.

Service Delivery

Our logistics solutions enable us to be a fully integrated part of your customer's service-organization. We are able to deliver the parts you need, when you need them direct at the site of the service intervention.

Managed Print Services

We are the preferred partner to various manufacturers, trusted to fulfill their service levels in several Managed Print Services projects. In addition to parts delivery, we also handle the complete call-tracking and ticket-management for all related service events.

Parts Kit Building

Based on our own experience and manufacturer-specific product knowledge, we design, pick & pack various parts-kits, to help technicians deliver best-in-class service on-site.

Web Solutions

All of our partners are running state-of-the-art Webshop solutions for your service. This allows you to place your orders and find all information you need 24/7.

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Headquarters

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Algeria, Angola, Armenia, Austria, Bahrain, Baltics, Belarus, Belgium, Benin, Botswana, Bulgaria, Burundi, Burkina Faso, Cameroon, Central Africa, Chad, Congo, Cote d'Ivoire, Croatia, Czechia, Djibouti, Denmark, DRC, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Finland, France, Gabon, Gambia, Germany, Ghana, Greece, Guinea, Guinea Bissau, Hungary, Ireland, Italy, Kazakhstan, Kenya, Liberia, Luxemburg, Madagascar, Mali, Mauritania, Mauritius, Moldova, Morocco, Mozambique, Namibia, Netherlands, Niger, Nigeria, Norway, Oman, Portugal, Qatar, Romania, Russia, Rwanda, Saudi Arabia, Senegal, Sierra Leone, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Tanzania, Togo, Tunisia, Turkey, Uganda, Ukraine, United Arab Emirates, United Kingdom, Yemen, Zambia, Zimbabwe

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