



## Topaz evolves and progresses to meet customer requirements.

Dear Topaz Customer,

Welcome to 2010. This year marks the 20th anniversary of when I started Topaz and is a good time to review the future and reflect on the changing needs of the market and our customers.

Topaz has grown into a successful and respected quality supplier of office imaging solutions. Increasingly, we are being asked for a wider choice of products and solutions with a combined requirement to be even more competitive for the challenges we all face in the future. We are also very mindful of the need to balance all of this with maintaining the highest standards of service via a local structure.

Following a long term strategic review of the best route to meet our customers' ever changing needs and provide the platform for our next evolution of growth, Topaz, on 8th January 2010, merged into Europe's largest independent copier, printer and solutions company – The Danwood Group of Lincoln.

Danwood, formed in 1971, is today a £200 million UK company with a very strong nationwide structure, including an unrivalled portfolio of products and solutions. For example, Danwood has recently concluded a global 1st with Xerox to offer the whole Xerox copier and Production Print range, including service support, direct from Danwood. Xerox, in its 70 year history, has never before allowed a third party supplier to service its total range of equipment from solid ink desktop devices to full production print equipment. In addition to Xerox, The Danwood Group are Gold Partners for HP, along with brands such as Sharp (Danwood are their largest dealer in the world), Samsung and other leading technology offerings. The benefit of this product portfolio and strength is that Topaz

customers in future can select 'best of breed & value' via the existing Topaz relationship and local service. Existing customers will be pleased to know Danwood are Konica Minolta's largest UK Dealer. You will therefore directly benefit from this purchasing power with Konica Minolta and technical support. Danwood, although large and successful, did not have a local office presence in the region in which Topaz operates, so this is a perfect marriage to the benefit of all involved. For example, our education customers will be pleased to learn that Danwood are an approved fully accredited supplier on the OGC (Office of Government Commerce) list, which means all of our existing Schools and Colleges can benefit now by dealing with Topaz, all with the approval of OGC.

This change does not require any actions by you, our customer, as all arrangements and contracts remain live and will be looked after via the Stonehouse Regional office of The Danwood Group.

Flori, I and the existing Topaz team are proud to be part of the stronger Danwood structure, operating from our excellent Stonehouse premises and welcome the opportunity to talk to you in the near future, to see how the Danwood organisation can be of benefit to your business.

With best regards for the next decade.

Yours sincerely,

**Rory Atkins**  
Managing Director & Dealer Principal

**Flori Atkins**  
Sales Director