



CORPORATE OVERVIEW

Dante's ***OP*** ***office***
plus

SWaM Small,
Women and
Minority-Owned
Supplier Diversity Strengthens the Commonwealth

13854 Park Center Road, Herndon ,VA 20171

Corporate Overview

Dante's Inc. dba Dante Office Plus is a Woman Owned Small Business, SWAM / OMBE certified by the Commonwealth of Virginia and the State of Maryland.

We are a privately held C-Corporation, founded in 1972 in Washington DC. A 37 year veteran company providing office technology, office supplies, furniture, Printing and Break-room Supplies. We also provide information technology printing and digital imaging support to local, federal, and state governments, and the public sector.

Dante's affiliations with many of the most prestigious information technology companies in the industry, i.e., Hewlett-Packard, Konica Minolta, Xerox, Tektronix, Brother and Samsung gives us strength in delivering quality, dependable, technology solutions. These strategic affiliations provide Dante with the necessary IT partnering networks that allow access to the critical resources and cutting edge technologies required to support its customers.

Dante's Inc provides services within but not limited to the following NAICS/SIC Codes:

NAICS Codes:

811212 - Computer and Office Machine Repair and Maintenance
811213 - Communication Equipment Repair and Maintenance
811219 - Other Electronic and Precision Equipment Repair and Maintenance
811211 - Consumer Electronics Repair and Maintenance
541512 - Computer Systems Design Services
443120 - Computer and Software Stores
238990 - All Other Specialty Trade Contractors
423430 - Computer and Computer Peripheral Equipment and Software Merchant Wholesalers
424120 - Stationery and Office Supplies Merchant Wholesalers
442110 - Furniture Stores
443112 - Radio, Television, and Other Electronics Stores
453210 - Office Supplies and Stationery Stores
454210 - Vending Machine Operators
561720 - Building cleaning services, clean room interior
562910 - Environmental remediation services

SIC Codes:

7378 Computer Maintenance and Repair

Establishments primarily engaged in the maintenance and repair of computers and computer peripheral equipment.

- Computer peripheral equipment repair and maintenance
- Computer repair and maintenance

7379 Computer Related Services, Not Elsewhere Classified

Establishments primarily engaged in supplying computer related services, not elsewhere classified. Computer consultants operating on a contract or fee basis are classified in this industry. Establishments primarily engaged in producing prepackaged software are classified in Industry 7372; and those engaged in offering data processing courses or training in computer programming and in computer and computer peripheral equipment operation, repair, and maintenance are classified in Industry 8243.

- Computer consultants
- Data base developers
- Data processing consultants
- Disk and diskette conversion services
- Disk and diskette recertification services
- Requirements analysis, computer hardware
- Tape recertification service

5044 Office Equipment

Establishments primarily engaged in the wholesale distribution of office machines and related equipment, including photocopy and microfilm equipment and safes and vaults. These establishments frequently also sell office supplies. However, establishments primarily engaged in wholesaling most office supplies are classified in Industry Group 511. Establishments primarily engaged in wholesaling office furniture are classified in Industry 5021, and those wholesaling computers and peripheral equipment are classified in Industry 5045.

- Accounting machines-wholesale
- Adding machines-wholesale
- Addressing machines-wholesale
- Bank automatic teller machines-wholesale
- Blueprinting equipment-wholesale
- Brownprinting equipment-wholesale
- Calculating machines-wholesale
- Cash registers-wholesale
- Duplicating machines-wholesale
- Mailing machines-wholesale
- Microfilming equipment-wholesale
- Mimeograph equipment-wholesale
- Photocopy machines-wholesale
- Typewriters-wholesale
- Vaults and safes-wholesale
- Whiteprinting equipment-wholesale

5112 Stationery and Office Supplies

Establishments primarily engaged in the wholesale distribution of stationery and office supplies, including computer and photocopy supplies, envelopes, typewriter paper; file cards and folders, pens, pencils, social stationery, and greeting cards.

- Albums (photo) and scrapbooks-wholesale
- Blankbooks-wholesale
- Business forms-wholesale
- Carbon paper-wholesale
- Commercial stationers (not printers)-wholesale
- Computer paper-wholesale
- Envelopes-wholesale
- File cards-wholesale
- File folders-wholesale
- Greeting cards-wholesale
- Inked ribbons-wholesale
- Looseleaf binders-wholesale
- Manifold business forms-wholesale
- Marking devices-wholesale
- Mimeograph paper-wholesale
- Office supplies-wholesale
- Pencils-wholesale
- Pens, writing-wholesale
- Photocopying supplies-wholesale
- Ribbons, inked-wholesale
- Sales and receipt books-wholesale
- Scrapbooks-wholesale
- Stationery and stationery supplies-wholesale
- Tabulation cards-wholesale
- Writing ink-wholesale

Reputation for Quality

At Dante's our 37 years of service history is proof of our commitment to quality. Maintaining the quality of our technical/customer service functions has always been the first priority at Dante's. Our earned reputation for quality and performance gives Dante's an increasingly important discriminator for future business development. Dante's has specialized divisions and business units handling diverse areas of market interests covering the Greater Washington DC Metropolitan Area.

Integrity and Ethics

Our reputation reflects the collective performance of our individual employees. Dante's strongly believes in uniqueness. One person's failure can hurt us all. Each of us recognizes their responsibility to all others in the company to meet the highest ethical standards of conduct. This preserves and reinforces our reputation as the kind of honest ethical company with which clients want to conduct their business and build long term relationships..

Authorized Warranty Service Center

Dante's Office Plus is an Authorized Warranty Service center for the Xerox, Tektronix / Phaser, Konica Minolta, Brother, Muratec, and Lexmark line of products. We honor all warranties regardless of where the units were purchased. It is to the advantage of our clients to choose vendors that have a direct relationship with the primary manufactures, due to the frequent internal, and often, proprietary bulletins and updates they supply. These key benefits allow Dante's to respond in a reasonable and timely manner to all customer requests.

Technical Service and Support

Dante's provides "next day guaranteed" response time for all brands of printers, digital copiers, plotters and facsimiles. We are generally able to repair all equipment on-site within the first hour, while maintaining a 100% first time fix rate as rated by our supported manufacturers.

We cater to our corporate clients by providing software to further automate this process. This enhancement generates alerts automatically, notifying us when to replace most parts, including drums and transfer kits, prior to a failure. The effective usage of this software and proper implementation by trained personnel on-site virtually eliminates downtime. Lost productivity due to equipment failure is not an option at Dante's.

Dante's premier priority response time and emergency service is provided at no additional charge to our customers. If a part is back-ordered, a comparable loaner is offered to minimize any productivity loss. An annual preventive maintenance inspection is performed on each and every unit. This process consists of replacing high mortality parts, such as fuser assemblies, feed rollers, as contained in a maintenance kit. We also ensure that all units are set to each individual manufactures' specifications. Our goal with this extensive procedure is to anticipate future failures based on usage, and replace all worn or damaged parts prior to an actual breakdown. When the equipment is properly maintained, downtime is reduced to an absolute minimum, ensuring the highest possible level of efficiency and productivity for the client. Our studies indicate that this thorough preventive maintenance program has reduced the frequency of breakdowns by 60% to 90%.

Connectivity

Our certified network professionals on staff are here to support our customers and their IT departments as needed in resolving today's most demanding challenges to SMB clients. We support network design, implementation, installation, connectivity, troubleshooting and documentation.

Consumable Supplies

Dante's stocks and provides free, next day delivery, of all consumable supplies at competitive pricing. This includes all operator installable toner/ink cartridges, drums, fusers, transfer kits, etc.

We reward our clients with reward points for purchasing OEM brand toner based on manufacturer set models. We are one of the few office plus dealers who report this data to manufacturers, especially Hewlett Packard, so that our clients get the full value advantage of purchasing through us. We provide this service as standard to our existing and new customers.

Core Competencies

Product support and supplies

In a world of super stores such as Staples, and Office Depot, we have held our own and grown because of our commitment to strong customer support. We are more able than our competitors to respond to shifting customer's needs. Completely computerized, with an online store, we make use of the latest technologies to enhance our efficiency and profitability

Engineering Support

We perform repair services on all brands of printers, plotters and facsimile, both onsite and as depot service. We specialize in color and high volume laser printers. Our professional staffs of service engineers are "factory certified" on Xerox, Tektronics, and Konica Minolta and Brother Laser equipment.

Data Center Technology

In the world of "Clean to Build", Dante Technologies is unique in the tri-state area. All other companies are out of state. Our strong contacts and business relationships with major constructions groups such as Fluor Daniels, Gilbane, and HITT Construction, gives us the ability to supersede in a competitive environment with local roots. Our outstanding work ethics, detail to accuracy, and quality workmanship has earned us the reputation in the Greater Washington DC Metropolitan Area as the leader in clean room related services. Our most recently completed project, Merc Pharmaceutical, in Virginia, is one of the many highlights of our diverse engagements in a controlled area of the market.

Networking Support

At Dante's we support our customer base with essentials in networking, from Design implementation to installation and training on network troubleshooting for printing and imaging equipment. We provide our customers with the most innovative network solutions to accommodate their most rigorous requirements.

Information Management

With the growing demand to share information in today's world, we apply innovative solutions utilizing digital capturing equipment coupled with information sharing software to create/manage searchable documents. This enhances our client archive solutions.

General Site Maintenance

At Dante Technologies we are committed to providing our customers with consistent, quality service. We maintain a highly trained support staff of certified project managers with decades of experience in project maintenance and site maintenance. We perform environmental audits. Our detailed reporting structure brings success to our business, and our clients. We strongly adhere to maintaining communication log books, quality control inspection forms, and systematic document control systems, including computer generated maintenance schedules, customer questionnaires, and assessment reports. This attention to detail is just one of the many advantages we bring to our construction clientele. All our delivered services are in accordance with OSHA standards.