



# Company Profile



# Introducing Austral Business Machines

Austral Business Machines (ABM) provides a comprehensive schedule of services for customers and machines. We understand that your business success is dependent on having equipment which is functional and cost effective. Our personnel boast over 50 years experience and are on-hand to provide technical support and in 2016 we celebrated 20 years in Business.

## Products

Photocopiers, wide format systems, printers, data projectors, electronic whiteboards and all of their consumables, ABM has what you are looking for.

Our core business is the authorised sales and ongoing support of:-

- Photocopiers & Multi Function Center's (MFC's) - Kyocera & HP
- Telephone Systems - Panasonic
- Wide format printers & plotters
- Océ & HP

## Expectations

ABM is committed to exceeding your expectations today, tomorrow and in the future. Your satisfaction is a key indicator of our success. We will work closely with you to understand your needs and deliver the services and products you want.

ABM sells, rents, hires and services its extensive range of office equipment.

## Solutions

Professional personnel listen to your needs and objectives, to tailor a solution that's right for you. Whether you are a home office, small business, school or major corporation, ABM has the products and expertise to satisfy your needs.



ABM services an area South to Caboolture, North to Gympie, and inland to Kingaroy. We service equipment – in our workshop or at your premises, offer a pickup and delivery service and also have loan equipment available. We quote all jobs prior to commencement and offer warranty and a fast turnaround on all repairs.

## Technical Support

The ABM Technical Support Team provide reliable, efficient after-sales support to ensure your machine performs to your expectations. Whether it's problem-solving on the phone, trouble-shooting faults or repairing your home / office printer and other equipment - on site or in our office - we are available to assist you.

## Service Agreements

To ensure your equipment delivers optimum results time and time again, it is essential to maintain its services. ABM is the authorised dealer and repair centre for Kyocera, HP & Panasonic. We can tailor an Equipment Service Agreement to meet your needs and machine/s.

## Equipment Servicing

ABM provides skilled, technical expertise delivered with friendly, efficient service across a range of equipment, from single networked printers to an integrated fleet of multi-functional products. ABM Technical Support Team will reduce your downtime, increasing your productivity.

## Management System

ABM uses an Integrated Service Management System. This specially designed system allows ABM to accurately track, monitor and report on every aspect of its service capabilities, across customers and machines. At the touch of a button we can check the service history, including response times, number of visits, faults reported and consumables used. This gives us a comprehensive overview of your machine/s and its needs, allowing us to provide you the best possible service. ABM was established with the fundamental desire to provide excellent customer service, exceeding expectations.



ABM specializes in a comprehensive range of home / office equipment that you can buy, rent or hire.

## Office Equipment Hire

Have you got a big presentation coming up, but don't have the equipment you need to deliver the goods? ABM can assist with short or long term hire across a comprehensive range of equipment, including:

- Copiers & Printers: Suitable for home office through to large corporate clients, delivering from 20 pages per minute to 60, with various options available including stapling and sorting.
- Projectors: Portable data projector suitable for conference / boardroom use.

ABM guarantees their hire machines will deliver efficient and reliable results. So whether you need the machine/s for a day, a week or a month, ABM can prepare a package to suit your requirements.



## Office Equipment Rentals

Do you want the latest equipment, without investing all that capital? ABM has the solution for you!

ABM can arrange rental agreements across the complete range of home / office equipment, tailoring a package to suit your needs. This fully tax-deductible option allows you to have

the latest office equipment, which you can regularly update, without having to make substantial financial outlays.

## Free Print Audit & Assessment

Truly understanding how you manage your print devices on your network is the first step to increasing your printing efficiency, a step many businesses assume they have already completed. During the ABM Analysis, we identify where you are strong and where you are weak in managing your print environment and supply you with our professional recommendations.





# The Extras

We are on QLD government contracts SOA QGCPO-652, local buy BUS 183-1108 and are accredited with CCIQ QAssure (Number : 11194)



## Consumables

- TONERS
- WIDE FORMAT PAPER
- INK CARTRIDGES



## History

ABM has been under the same ownership since commencement in 1996. A feature of our business is the stability within our organisation, with current staff having completed in excess of ten years with the company.

Directors Andrew McLachlan & Mark Farrelley are involved in the daily running of the business and have over 50 years combined experience in the industry.

## Our Community

Wherever possible we buy locally to support local business. We are pleased to support the Sunshine Coast Animal Refuge & The Daniel Morcombe Foundation Inc. with equipment and technical support.



Our support team are here to help you with any queries about our products and services

Owners - Directors - Sales - Service - Administration





A customer focused, professional company supplying, installing and supporting a comprehensive range of "best of class" office equipment Australia wide.

Sandcraze Pty Limited  
Trading as: Austral Business Machines  
Postal Address: PO Box 619, Buddina, QLD, 4575  
Location: 3 Waterview Street, Warana, QLD, 4575  
Telephone: +61 7 5493 3411  
Fax: +61 7 5493 3455  
Email: [sales@australbm.com.au](mailto:sales@australbm.com.au)  
Website: [www.australbm.com.au](http://www.australbm.com.au)  
ABN: 73 073 527 401