alfanet
ADVANCED IT DISTRIBUTION

ΠΡΟΗΓΜΕΝΑ ΠΡΟΪΟΝΤΑ
ΚΑΙ ΥΠΗΡΕΣΙΕΣ ΠΛΗΡΟΦΟΡΙΚΗΣ

ADVANCEDINFORMATION**TECHNOLOGY**

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COMPANY PROFILE

Microsoft
AUTHORISED
Refurbisher

THE COMPANY

Alfanet S.A is currently the largest IT refurbishing company in Greece and the Balkans, and one of the largest distributors of refurbished hardware in S.E Europe.

With a 6,000 m2 privately owned processing facilities, commercial offices in Athens and warehouses in Germany, UK and France, Alfanet S.A offers unique IT solutions to thousands of companies and organizations in Greece and the rest of Europe. In order to serve the specific needs of our business partners we are organized into six separate but interlinked business units:

1.   IT Remarketing
The IT Remarketing Unit, which is responsible for purchasing, renting and reselling used computer hardware and various IT equipment, such as personal computers, servers, laptops, printers, monitors, fax machines, scanners, copiers and many more.

2.   Refurbish Factory
The Refurbish Factory Unit, one of the most advanced refurbishing units in Europe which refurbishes computer hardware like Personal Computers, Laptops, Servers, Printers, Monitors and turns them into a like new condition.

3.   Repair Centre
Alfanet's Repair Centre, is one of the most advanced technologically equipped repair centes in Europe and caters for both ours and our clients IT repair needs. With a team of highly-trained and certified technicians and equipped with the most modern repair tools, we are able repair any computer equipment, including PC, laptop, printers, monitors, server, storages, UPS, POS, LTO tapes etc

4.   Spare Parts
Our Spare Unit comprises of the Laptop Parts and Partnumber.gr. The Laptop Parts, serves as a global hub for laptop spare parts and currently stocks more than 80,000 different types of laptop parts for hundreds of different laptop models of any brand and make. Moreover, it has an international presence via Ebay and Amazon. The Partnumber.gr is an online platform that contains more than 4 million spare parts and equipment and portrays Alfanet's and our suppliers current stock level.

5.   Asset Disposal
The Asset Disposal Unit, is responsible for the secure collection and disposal of all redundant or "written-off" IT equipment.

6.   Data Destruction & Recovery
The Data Destruction & Recovery Unit, provides specialized data recovery, restoration and destruction services for hard disk drives or other types of storage units by using all the industry approved software and hardware.

IT REMARKETING – DISTRIBUTION

With twenty years of presence in the industry Alfanet has become known for its ability in handling very large volumes of equipment including Desktop PCs, Laptops / Notebooks, LCD monitors, Printers, Servers, Storages, Workstations, POS systems and all the related spare parts.

Through an extensive portfolio of equipment, sourcing from large corporations' roll-outs, leasing companies and surplus production of well-known manufacturers, we are able to offer the most complete and economical solutions on branded and fully functional refurbished equipment.

Moreover, our remanufacturing process, under the prism of MAR (Microsoft Authorized Refurbisher) and ADISA certifications, gives us the exclusive right across Greece and Southeast Europe to provide 12, 24 or 36 months warranties with expansion capability.

SERVERS INTEL XEON

Εύρος σειρών	Δημοφιλή μοντέλα
HP ProLiant	DL360/DL380 G5/G6/G7/G8
Dell PowerEdge	1950/2900/2950/R410/R610/R710/R620/R720
IBM xSeries	X3550(M2/M3)/3650 (M2/M3)/3850/3950
Blade servers	HP BL460/BL460G6
	DELL M600/M610
	IBM HS21/HS22

WORKSTATIONS Από: Core 2 Duo 1.86Ghz Έως: Intel Xeon 56xx Series

Εύρος σειρών	Δημοφιλή μοντέλα
HP XW & Z-series	XW4600/8600/Z400/Z600/Z800
Dell Precision	490/690/T3500/T5500
Lenovo ThinkStation	C20

DESKTOP PC Από: Pentium 4 3.0Ghz/1GB RAM Έως: 4ης Γενιάς Core i7/32GB RAM

Εύρος σειρών	Δημοφιλή μοντέλα
HP Compaq και Elite	HP DC7700/7800/7900
Dell Optiplex	745/760/780/790/3010
Lenovo ThinkCentre	M57/M58/M90/M91
USFF, SFF, DT & CMT	

STORAGES

Εύρος σειρών	Δημοφιλή μοντέλα
IBM disk & tape	IBM DS Series, N Series, TS Series
HP disk & tape	MSA, EVA, LTO
Dell	DELL PowerVault/Compellent/Equalogic
NetApp	Netapp FAS2500/2200/8000/E5400
EMC	EMC Clariion CX Series/VNX Series

LAPTOPS Από: Core Duo 1.86Ghz/1GB RAM Έως: 4ης Γενιάς Core i7/8GB RAM

Εύρος σειρών	Δημοφιλή μοντέλα
HP Elitebook	6910/6930p/8440p
Lenovo Thinkpad	X200/X201/T60/T61/T410/T500/T510
Dell Latitude	D620/D630/E6400/E6410/E5400/E5410

PARTS & ACCESSORIES DDR 1/2/3 RAM, Intel/AMD CPU's, SAS/SATA/SCSI HDD

Heatsinks	Bezels	Mice
RAID cards	Rack rails	Flash storages
Interface cards	System fans	Web cameras
Graphics cards	Optical drives	Microphones
Motherboards	Power supplies	
HDDs (IDE, SAS, SATA, SCSI, SSD)	Keyboards	

TELEPHONY

System, IP Phones, Cisco IP, Nortel, Avaya

NETWORKING

CISCO, HP 3com, Juniper, Foundry, Brocade, Nortel

EPOS SYSTEMS

Terminals, Touchscreens, Cash Drawers, Thermal Printers, Customer Displays, Barcoding / Scanners

TFT MONITORS

HP, DELL, Lenovo, Samsung, Fujitsu από 17'' έως 40''

PRINTERS

Lexmark, HP, Konica, Canon, IBM, OKI, Olivetti

TABLETS - CELL PHONES

Apple, Samsung, Blackberry

hp   DELL   IBM   lenovo   SAMSUNG   Apple   FUJITSU SIEMENS   APC   brother   Canon   OKI   CISCO   NetApp   3com

REFURBISHING PROCESS

The IT equipment distributed by Alfanet, is required by Microsoft, ADISA and ISO 9001 to go through a specific remanufacturing process, which ensures its high functionality and operational standards before it is re-channeled in the markets. This procedure involves the following six steps, as analyzed below:

STEP 1 - Equipment Pickup / Initial Inspection / Composition: As one of the key processes, this step ensures the efficient flow of the final reconstruction and includes a) the identification of the equipment against the purchase order b) checking for correct operation and c) the composition of the equipment. The whole process is recorded in the Warehouse Management Information System and Distribution of Alfanet, which keeps detailed records of all of the above functions. Furthermore the inspection process includes diagnostic assessment of equipment, including internal and external components of the equipment, from the main parts of its operation (motherboard, graphics cards, capacitors, etc.) to the secondary ones (screws, plastic parts and all features connected with the aesthetic appearance). Then the inspection continues with the BIOS update and secure and certified erasure of data from the hard drives via Blancco software. Where the equipment meets all screening criteria, is fully recorded in a special software program with analytical composition data (configuration) and under Serial Number.

STEP 2 - Upgrading and Parts Replacement: During the second step we replace any defective parts, such as Motherboard, Power, capacitors, CMOS battery, CPU cooling fan, RAM, HDD, VGA, Optical drive, Internal Cables, etc. Moreover, upon customer request, we can upgrade the equipment according to its own needs and specifications.

STEP 3 - Installation of O/S: This step involves the installation of the legitimate Microsoft operating system, which provides: • Recovery partition • Updates • Microsoft Security Essentials. Moreover, upon customer request, we can ghost their equipment using their own software tools.

STEP 4 - Labeling : Through our special software program, a label stating the full composition of the equipment with detailed Serial Number (disk and hardware equipment) is printed on every equipment. This process is a necessary part of ADISA standards and ISO, through which we ensure the high refurbishment quality.

STEP 5 - Quality Control: This step is the most important of the above procedure, and guarantees excellent functionality and reliability of all the equipment that will be resold. The final quality control includes: • Visual Control (Internal and external) • Check all parts with special software (HDD Sentinel Pro, HD Tune Pro, Full Memtest etc.) • Check all ports • Control functions (Last Driver, Updates, etc.) • Final burning test
At the end a detailed report is being printed, which is attached on the final product packaging.

STEP 6 – Repainting & Packaging: The final step involves the painting of the equipment and the packaging. To ensure excellent aesthetic condition, the equipment is re-painted with authentic colors of the respective manufacturer, through the specially designed paint-booths, using the most modern methods of painting, paints and pigments.

IT ASSET MANAGEMENT

Alfanet's IT Asset Management Services focus on producing the highest possible profit for our customers, from their used IT equipment, and the creation of environmentally sustainable solution from the reuse of redundant equipment. Alfanet manages entirely the whole process. From the logistical management of the collection, the technical processing and secure deletion of the data to the diagnosis and assessment of used IT equipment for either resale or final destruction. All the equipment are monitored through our daily operation and controlled through our in-house system.

The steps of this process include a) security check to confirm that the electrical equipment is safe b) diagnosis to test the functionality of the components and c) erasure of sensitive data with CESG approved software which guarantees ad certifies the removal sensitive personal data. Additionally our unparalleled technical processing capacity allows Alfanet to manage tens of thousands of used IT systems every year, returning in this way hundreds of thousands of euros back to our customers by the residual value of the used equipment. The objective of our IT Asset Management services is to maximize the residual value back to our customers via a profit share or a buyback option. This is achieved through our specialized sales department and our large sales network throughout Europe, which ensures our ability to maximize the profit returned back to our customers.

Asset Management via profit sharing

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 the resale value of equipment. These core tasks include electrical safety (PAT) testing, testing the functionality of the equipment, data wiping using approved software and cosmetic grading and assessment. Successfully processed equipment is then sold through Alfanet's established remarketing channels.

Re-use

A desirable route many organizations 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 organization.
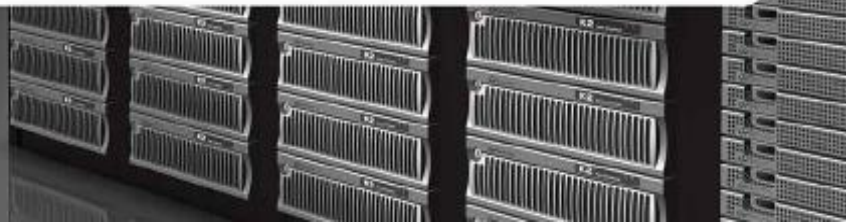
Units can be selected for refurbishment for reuse within your business and as such are processed further in accordance with agreed tasks. Equipment defined by the redeployment specification is subjected to a number of tasks, as agreed with the client to ensure the unit is visually and technically acceptable for redeployment. If passed it can be upgraded or downgraded as appropriate to comply with the redeployment specification. Image builds, external & internal refurbishment and re-asset can also be undertaken.

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

Value Added Solutions

Alfanet can provide an excellent solution that meets both corporate social responsibility objectives and duty of care obligations when donating used technology. Alfanet works closely with Digital Pipeline (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 can also refurbish and redeploy equipment to charities of your choice.

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

DATA ERASURE & DESTRUCTION

Our certified standards and approved methods, demonstrate Alfanet capabilities in handling, managing and destroying sensitive data. Alfanet has achieved the ADISA certification, which is the UK body responsible for safe disposal of IT equipment and secure handling of sensitive data.

Also, as an exclusive partner of Blancco for Greece and Cyprus, Alfanet is equipped with most advanced and certified solutions in the world, offering a 100% secure and certified data erasure and destruction. All these provide our customers with absolute guarantee for the security of their data through environmentally responsible methods.

The Alfanet provides certifications and guarantees that the confidential data stored in computer equipment will not be accessible to unauthorized personnel. This is accomplished through: •Elimination of data using tools that have been approved for this purpose by the Common Criteria (ISO 15408), CESG, BSI and NATO •Maintaining a high level of safety facilities and secure data processing, approved by ADISA •Safety control of all involved employees •Physical destruction of equipment that contains data•Provision of data destruction certificates•On-site (on-site) erasure services / Data Destruction

(A) DATA ERASURE/DESTRUCTION TOOLS

The Alfanet provides a range of services and solutions for the destruction of confidential and protected data. These solutions ensure compliance with data protection legislation, government standards and strict security policies for data destruction. The data are destroyed through controlled processes where all equipment ARE recorded separately through an asset management system (Asset Management System). The following methods of destruction of the data are provided either at Alfanet's secure facilities or on-site, depending on the conditions and requirements.

1. Certified Data Erasure

As part of Alfanet's core processing functions, the data of equipment are erased with approved software. The erasure method depends on the client's security policy and includes one of the following methods: 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 Puplication (NAVSO P-5239) for RLL, The National Computer Security Center (NCSC-TG-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
The selection of the certified deletion ensures 100% secure deletion of data and makes the storage medium reusable and marketable, providing thereby an additional financial profit to the customer.

2. Degaussing

In case the hard disks or the other magnetic media are corrupted and non-functional or it is just a customer's requirement, Alfanet uses special degaussing tools (degaussers), which fully destroy the discs and make reuse impossible.
Alfanet is using tools certified by CE and ANSI, which meet the compliance standards of the EU and governments, 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

The Alfanet is using a special hard drive destroyer, which completely destroys the discs by cutting them and breaking them into small pieces. This method destroys the entire hard drive and its internal components, including the data platters. In addition the hard drive enclosure and the reading/writing heads are completely deformed and it is impossible to recover any data.
The hard disk destroyer complies with all the regulatory 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).

PROCESSING FACILITIES

Alfanet is based in the Industrial Park of Kalohori, Thessaloniki, in privately owned premises of 6,000m2. It is equipped with state of art warehouse facilities, ergonomic administration offices, financial services, sales and customer service and finally a technologically advanced production facility (3.700m2) with a specialized technical (Alfanet Repair Centre) and a quality control department. Meanwhile, the Athens branch operates as a sales office and service for all our customers and partners South Greece.

Our factory Production Department is organized very effectively with a cutting edge technology and equipment and is structured on the basis of employee's safety and optimum production process.
In the context of the need for vertical manufacturing Alfanet has equipped and organized spaces to cope with the requirements of all phases of production by increasing both the capacity to numbers and improving the quality of work and safety of all employees.

CERTIFICATIONS

Quality and excellence define all ALFANET products and services, being the foundation of the company's activity and the top of its strategic orientation. Both features are acknowledged as the most essential factors that provide the competitive edge in all business activities. Therefore, the company has developed and implements a Quality System according to the international quality standard EN ISO 9001:2000. The system involves the design, development, supply, installation, maintenance, sales and distribution of I.T products as well as applications and services in the sector of computer repair and refurbishment.

- **ISO 9001:2008**

Alfanet is an ISO 9001 certified company and we follow all ISO certified procedures when it comes to quality assurance to provide customers with the best quality of products produced in our warehouse facilities.

We strive to constantly meet and exceed our customer's expectations in product quality and service. We promote high levels of integrity that provide a superior level of respect within our industry. With a reputation for leadership and superior product quality we are capable of continuous improvement through our established team of committed, qualified employees who achieve quality objectives through motivation and personal success

- **MICROSOFT AUTHORIZED REFURBISHER**

Alfanet S.A. is a Microsoft® Authorized Refurbisher (MAR) which means that we are certified by Microsoft to install a genuine licensed Microsoft software on any refurbished computer that is to be remarketed to our customers.

This eliminates the risk of buying used computers without authentic operating systems. Also as a Microsoft® Authorized Refurbisher (MAR), Alfanet S.A. is permitted to affix a genuine Windows 7 Certificate of Authenticity (COA) label on each of the hardware it remarkets, a fact that adds a greater value to each unit sold.

- **ADISA**

Alfanet is certified by ADISA, the Asset Disposal and Information Security Alliance.

The primary ADISA objective is 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

Blancco, which Alfanet represents exclusively in Greece & Cyprus, is the leading data erasure company in the world and provides 100% secure and certified data erasure from any storage media (hard drives, flash media, smartphones).

With tools certified by NATO, DIPCOG, USA DoD, Certified for Common Criteria, Communications-Electronics Security Group and the BSI, Blancco offers the most secure erasure solutions and destruction of storage media in most companies and organizations around the world.

- **WASTE CARRIERS LICENSE**

Alfanet is licenced by the Environment Agency of Greece to transport hazardous and non-hazardous IT and electrical waste. A Waste Carrier's License must be held by anyone transferring or collecting waste, under the terms of the Environmental Protection Act 1990.

CERTIFIED

CLIENTS