

CLOUD SECURITY APPS SOLUTIONS



infolex
Output Management

2024
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Profile

Infolex was established in 1991 and is the official partner of Lexmark International Inc., Tungsten Automation (Equitrac, ControlSuite, Printix), Ringdale (FollowMe) & Bottomline Technologies (Transform) for Greece, Albania, Cyprus, Kosovo, Malta & North Macedonia.



In order to respond successfully to the constantly varying needs and increasing demands of the market, Infolex offers a continuously evolving & expanding portfolio of devices (smart printers & MFPs), associated supplies, output management software & solutions and services that can meet every user's, company's and enterprise's personal and professional needs, and satisfy every business demand.

30 consecutive years of profitability and an increasing turnover during the last 5 years are solid proof of the company's strong financial position and of its increasing dynamic & impressive evolution.

Year	Revenue (mil. €)
2023	13,1
2022	14,0
2021	13,3
2020	12,0
2019	13,1
2018	12,5
2017	9,2
2016	9,4
2015	8,0

Products, Services & Applications

The company's customers seek the right guidance that will help them introduce and materialize their ideas, reduce the total cost of document management, and improve their productivity:



Output Optimization Services

Managed Print Services & Document Management Optimization Services for the complete outsourcing of device fleet management, document capture & workflow processes.



Capture & Route

Capture and workflow solutions for document distribution to multiple locations directly from Lexmark's Smart MFPs without the use of software or middleware.



Accuread OCR & Automate

Scan and create editable files (searchable PDF, RTF, TXT) with automated document routing and archiving and simultaneous extraction of key information for file naming and indexing.



Transform™

An up to date middleware solution that can improve a corporation's communication with its clients to a great extent, by transforming data input from legacy applications or other sources into modern formats, resulting in valuable resource savings & effective cost-cutting.



ControlSuite, Equitrac, FollowMe

Advanced input & output management solutions that allow businesses to securely control and manage their physical & electronic documents as well as their printing environment in terms of printing, scanning, and routing documents to various destinations.



Full-Spectrum Security Solutions

A holistic and systemic approach to security issues for complete shielding against malicious threats to the printing environment (access to print jobs, devices, fleet, network, etc.).



After-Sales Service

The company provides a wide portfolio of qualitative and flexible services, that reflect its customer-centric approach and add value to its products: discovery programs, device installation and configuration, warranty extensions and upgrades, support contracts (SLAs) with rigid commitment of a 4-hour device repair or replacement, etc.

Competitive Advantages



Focus

Following Lexmark's business model, Infolex is the only company in Greece focused 100% on the provision of output management solutions and services, ensuring complete customer satisfaction.

Assets

The company's willing, able, experienced, and agile human capital constitute a vessel of expertise and specialization: a valuable guarantee for sustainable growth.

Financial strength

The company has a successful business performance track record, proven by its continuous profitability, excellent return on equity and high liquidity.

Reputation

Infolex enjoys the reputation of being a high and added value service provider in the information technology sector, fully oriented to the provision of seamless and complete support to its partners and customers.

Channel Network

Its partner network consists of 2.000 independent companies that cover the full spectrum of the territories where Infolex is represented in, the most extensive and dynamic distribution channel for products, solutions and services in the IT arena.

Portfolio

By capitalizing on its competitive advantages, Infolex has turned into a **leading provider of products, solutions and services to large corporations of the private and public sectors:**

Private Sector (indicative clientele list)

Abbott Diagnostics	Geitonas School	Nitsiakos Group
Alberta Ship Management	Golden Union	ONExchange
Allianz	HelleniQ Energy	Opel
Alpha Bank Group	Hyundai - KIA	OTE - Cosmote - Germanos
Attica Bank	Iaponiki	Pet City
BNP Paribas	Korres	Renault
Bold Ogilvy	Kosmocar - Karenta	Sato
Deloitte	Lamda Development	Schenker
DSV	Legrand	Sfakianakis Group
Efood	Marks & Spencer	Sixt
Elinoil	Mercedes Benz Hellas	Sklavenitis
Eltrak	Minoan Lines	Unisystems

Public Sector (indicative clientele list)

Athens Municipal Water & Sewage Corporation (EYDAP)	Hellenic Postal Services Outlets (ELTA)	Ministry of Labour
Bank of Greece	Hellenic Power Corporation (DEH)	MOU - Management Organisation Unit of Development Programmes
Democritus University of Thrace	Hellenic Railway Organization (OSE)	OPAP - Greek Organisation of Football Prognostics
Greek National Health Service Organization (EOPPY)	Independent Public Revenue Authority (AADE)	Organization for the Unemployed (OAED)
Hellenic Aerospace Industry (EAB)	Ministry of Civil Protection	Thessaloniki Port Authority
Hellenic Army General Staff (GES)	Ministry of Education	University of Athens
Hellenic Civil Aviation Authority	Ministry of Finance	University of Macedonia
Hellenic National Defense General Staff	Ministry of Foreign Affairs	University of Piraeus
Hellenic National Defense General Staff (GEETHA)	Ministry of Health	
	Ministry of Justice	

Cartridge Collection Program Environmental Responsibility



Environment responsibility and simultaneous business efficiency improvement may seem to be conflicting goals to some; however, both can be achieved with the utilization of the right technology and expertise.

Infoplex has helped enterprises in all the territories where it is represented in to reduce costs and protect the environment through the deployment of its innovative solutions, by optimizing their printing environment and reducing their environmental footprint.

Lexmark applies a zero-landfill policy for all recoverable consumables.

As of November 2007, every Lexmark user can visit any one of the 700 Hellenic Postal Services outlets in Greece, in order to return his/her empty toner cartridge for processing and recycling at the most modern European Electrical and Electronic Waste Recycling unit. The Consumables Recycling Program constitutes an important innovation for the company. Many of the company's partners and customers make systematic use of it, with an increasing annual empty toner recovery rate. In 2021, 15.000 pieces of used consumables were recovered & processed accordingly.

☒ Certifications



Infoplex holds ISO 45001, ISO 9001, ISO 14001 & ISO 27001 certifications, for the high quality of the services it consistently provides and is registered in the National Producers Registry for electrical – electronic equipment and packaging.

Moreover, the company has been honored with several awards & distinctions for its innovative products and services that highlight its competitive advantages, a vaulting horse for healthy & viable growth.



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