

# TOSHIBA

Toshiba New Zealand

## Corporate brochure



**TOGETHER**  
INFORMATION

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The head office for Toshiba Australia, New Zealand and the Pacific Islands is located in Sydney is designed to the latest environmental standards, with reduced power for lighting, heating and cooling.





# About Toshiba



## The Basic Commitment of the Toshiba Group

Our enduring credo:  
What we believe and promise to deliver

### Committed to People, Committed to the Future.

At Toshiba, we commit to raising the quality of life for people around the world, ensuring progress that is in harmony with our planet.

## Our Purpose

We turn on the promise of a new day

## Our Values

Do the right thing

Look for a better way

Always consider the impact

Creating together

Toshiba's commitment, purposes and values are all embraced throughout these 5 pillars. These messages are acted upon throughout Toshiba worldwide:



Our people

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At Toshiba, we view people as one of our most valuable assets. Ensuring a safe and comfortable working environment for employees is paramount at Toshiba. To demonstrate our organisation's commitment to a diverse and inclusive workplace, Toshiba Australia is thrilled to announce membership of the Diversity Council Australia.

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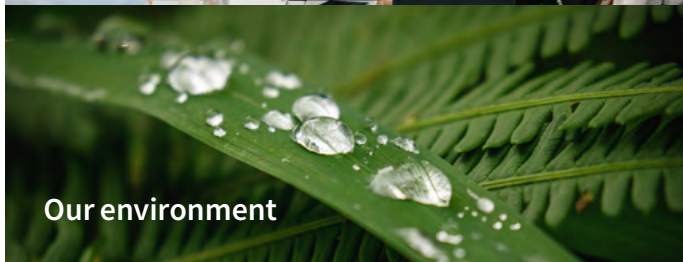


Our customers

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To us, our customers are our partners. Therefore, we always endeavour to understand the needs from their perspective with the objective of delivering optimal products and services.

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Our environment

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Sustainability is embedded in our corporate philosophy as we strive to support a sustainable environment in all our business activities. Toshiba has a clear goal for the future of the planet; we plan to leave the earth in a better state than today. We are committed to work with 17 United Nations Global Compact Goals to improve the earth and the future of life.

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Our community

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With so many worthy causes to support, it is often difficult to select just a few. We chose to donate to a range of local charities, relating specifically to children's health, medical research and programs for disadvantaged people, as well as mental health and well-being.

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Our supply chain

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Thinking global, acting local. As a manufacturing company, Toshiba is in a strong position to enhance overall sustainability by reducing environmental impacts throughout its product life-cycles. With green procurement of environmentally compatible materials and parts, energy conservation and abolition of certain chemical substances, we systematically improve the ecological balance of our products.

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# Industry solutions

Digital transformation offers benefits to businesses across all industries and sectors. At Toshiba, we understand that every industry has its own specific requirements and will benefit differently from digital transformation.

That's why our technology solutions—offering document digitisation, process automation, print management, waste reduction and communication—are tailored sector by sector.



## Reduced Costs

Streamlined processes reduce the volume of paper required and time to handle and manage it.



## Efficiency

Automated workflows help to streamline processes and enable staff to be more productive.



## Clear Communication

Rapidly get messages to every part of your organisation from one central management point.



## Environmental Responsibility

By placing traditional paper formats with digital documents, you save resources, for a positive environmental impact.



## Enhanced Print Service

Offer printing from anywhere, any device, with full print rules and chargeback.



## Compliance

Ensure all documents are managed to regulatory standards for security and retention.



# Digital transformation

## Kōdo Business Suite

Kōdo Business Suite drives digital transformation. It is built using Toshiba's unrivalled expertise in OCR and workflow management, and world-beating Digital Office content management platforms. The Kōdo Business Suite takes its name from the Japanese word for 'Altitude'. With Toshiba's Kōdo, your business can reach new heights—and win the digital transformation race.

## Kōdo App for Classroom

Toshiba has the answer to managing paper-based student work – Kōdo App for Classroom. Kōdo Classroom uses advanced document management, printing and scanning technology to save teacher time and ensure the integrity of each exam paper is preserved. It integrates with other systems already used in the school for managing student data such as Google Classroom or Microsoft Teams.

## Kōdo App for Microsoft Teams

Kōdo applications are designed to make your working life easier and more productive. Now you can connect your hard copy requirements directly with Microsoft Teams and reduce the multiple steps you have currently. Toshiba's integration with Microsoft Teams means you can access your Teams channels and chat right at the panel.

## Toshiba Electronic Archiving (eARC)

The subscription-based Toshiba eARC stores all records in Australian-based data centres for fast search and secure access. Aligning with Australian Society of Archivists (ASA) guidelines, Toshiba eARC enforces retention and destruction policies for all students and staff alike. And should disaster strike, your records are still protected for years to come.

## e-BRIDGE Capture and Store

e-BRIDGE Capture and Store is a powerful yet easy-to-use solution to take you on a digital transformation journey. Integrate your paper-based workflows, inbound emails and faxes to your document management systems, databases, corporate file servers and content management applications.



# Print management



Print management puts you in the driver's seat to better manage your printing needs. Implementing this solution into your work environment allows you to have visibility and effectively manage your print environment to save on costs, minimise waste and your impact on the environment, keep your documents safe and secure, integrate with third party systems, manage print rooms, empower your staff and digitise your documents.

## e-BRIDGE Global Print

As modern work models continue to evolve, your employees seek more flexibility. Toshiba's e-BRIDGE® Global Print meets this challenge by making it easy to work from anywhere. Employees can send their print jobs directly to your company's fleet of cloud-connected Toshiba MFDs, from any remote location, and then release them directly from any MFD touch panel.

**e-BRIDGE Global Print**

## PaperCut MF

PaperCut MF is an enterprise software solution allowing you to easily deploy and manage your print assets, collect usage data by location and device, identify inefficiencies and implement cost recovery strategies. This solution can be implemented on your server or hosted in a private cloud.



## PaperCut Hive

PaperCut Hive is a cloud-based, server-less print management solution aimed at small to medium businesses and education institutions. Users print from any device to a single print queue and securely release their print job using a card, mobile phone or the MFD's touchscreen. Simple.



# Security



Security is a growing concern for businesses of all sizes. Toshiba's innovative yet tried and tested methods work to protect valuable data for all businesses. Battle your ever increasing security challenges head on.

Toshiba is here to help you reduce your business risk from unsecured MFP and printer devices, weak access controls, unsecured documents and limited employment of secure asset disposition policies. Here to protect you and your information, [Toshiba's SecureMFP](#) puts countermeasures in place for device security, access security, document security and end-of-life security, to ensure you are protected during the whole life cycle of your device.



## Device

Install to End-of-Life  
Product Defence



## Access

Physical & Digital  
Access Protection



## Document

Document Lifecycle  
Defence



## Fleet

Fleet-wide Security  
Administration

## Local service and maintenance

### Toshiba Service Reach

#### Ocean to Outback

Toshiba have got you covered with over 90 service centres covering the Oceania region.



Big enough to deliver, small enough to care. We offer quality service and support whenever you need it. With service centres covering much of the Oceania region, a local R&D and call centre, as well as various support options online. Support for our customers is of utmost priority to ensure you have an excellent experience with our team from day one.

#### Kōdo Raven

Another support feature available is Toshiba's Kōdo Raven. This technology helps to prevent issues before they occur, allowing you to work stress-free, without the need to spend time taking care of your devices. Working autonomously via the cloud, health checks on the device enable all necessary updates to be completed and data backed up. If consumables are running low or parts need replacing—Toshiba automatically dispatches to your premises. Kōdo Raven is pre-emptive, allowing you to be contacted before any of your work day has been disrupted.

**Kōdo® Raven** 



30+ years in New Zealand  
40+ years in Australia



Sydney Global R&D  
Hub since 1988



Local Call Centre  
in Melbourne



Strong Geographical  
Service Presence

## Committed to a better world



At Toshiba, we are committed to creating a better world, for the people and the planet. We believe it is important to always be willing to learn and adapt, set new goals, strive for a better future and continuously push for change.

That's why Toshiba's Environmental Future Vision 2050 has been created. This vision includes the goal to reduce 50% of Greenhouse Gas (GHG) emissions by 2030, contributing to the realisation of a net zero emissions society. These goals also include a further focus on creating a circular economy, promoting an efficient use of resources in products, services and business activities.

### PrintReleaf

As well as Toshiba's global goals for the future, Toshiba Australia is committed to making changes at a local level. In 2016, we began our partnership with PrintReleaf. PrintReleaf is an automated sustainability system that helps businesses track their paper footprints, and directly offsets this with reforestation projects around the world. Toshiba customers have the opportunity to join this Reforestation Program, and have the ability to choose the planting location based on recommendations of the World Resources Institute's Global Forest Watch (GFW). Since partnering with PrintReleaf in 2016, Toshiba has replanted 78,459 trees across global reforestation projects worldwide.



Find out more about our commitment to sustainability.



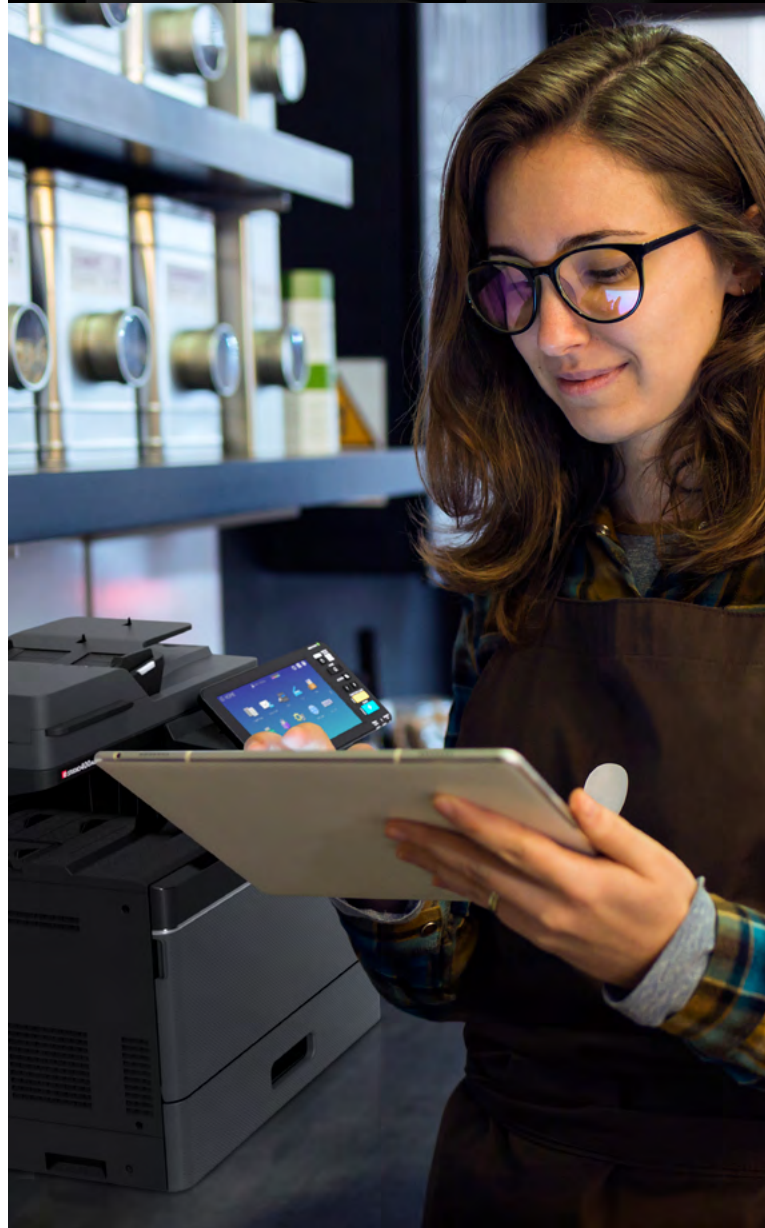
### Sustainable Development Goals

The UN has 17 measurable Sustainable Development Goals (SDGs), which Toshiba is working hard to support and currently contributing towards 15 of them. Our own CSR policies are aligned to these principles, so that we can do our bit in helping to create a better future for us all together.



## Our products

Enhance your company's productivity and efficiency with our comprehensive range of solutions tailored to your needs. From state-of-the-art MFD systems and label printers to advanced document management solutions, we have everything you require, regardless of your company's size. Our streamlined operations cater to diverse applications and markets, ensuring you leverage the latest technology, maximise your ROI, and future-proof your office for success.



Find out more about  
our product range.



# Colour devices

## Colour MFDs



### e-STUDIO 330AC / 400AC

- Compact scalable and secure
- 33/40 ppm A4 full colour
- Large 10.1" tilting colour touch panel
- Dual scan document feeder
- 3200 sheet input capacity
- Print, scan, copy, fax
- Standard 4GB RAM + 320GB self encrypting HDD
- Optional wireless printing



### e-STUDIO 2021AC

- 20 ppm full colour/mono
- A4/A3 MFD
- Standard embedded OCR
- 2900 sheet (max opt) paper supply
- 1200 x 1200 DPI print resolution
- Large 10.1" tilting colour touch panel
- 128GB Secure SSD with TPM2.0
- Thick paper support up to 209gsm
- Dual Network Support
- Idle Screen Messaging



### e-STUDIO 2525AC / 3025AC / 3525AC / 4525AC / 5525AC / 6525AC

- 25/30/35/45/55/65 ppm full colour/mono
- A4/A3 MFD
- Dual scan document feeder with double feed detection (opt)
- 5200 sheet (max opt) paper supply
- 128GB Secure SSD with TPM 2.0
- Large 10.1" tilting colour touch panel
- Standard embedded OCR
- Colour scan up to 240 ipm @ 300DPI, File/USB/email (TIFF, PDF, PDF/A, Searchable PDF, JPEG, XPS, DOCX, XLSX, PPTX)
- Thick paper support up to 300gsm
- Dual Network Support
- Idle Screen Messaging
- High compression PDF, secure PDF
- Flexible media handling
- Optional finishing, saddle-stitch booklets, hole punching



### e-STUDIO 6526AC / 6527AC / 7527AC

- 65/65/75 ppm full colour
- 65/75/85 ppm mono
- A4/A3 MFD
- True 1200x1200dpi
- 8020 sheet (max optional) paper supply
- Large 10.1" tilting colour touch panel
- Dual scan document feeder with double feed detection
- Twin IH fusing technology
- PCL6e/c, PS3, XPS plus Universal Print
- Scan to File/USB/email
- High compression PDF, secure PDF, PDF/A, Searchable PDF, Office Docs (DOCX, XLSX, PPTX)
- Stackless duplexing (60-300 gsm)
- Optional finishing, saddle-stitch booklets, hole punching
- 128GB Secure SSD with TPM 2.0
- Motion sensors
- Thick paper support 300 gsm
- Toner and paper change on the fly

## Colour printers



### e-STUDIO 339CS

- A4 print speed up to 33 ppm
- Up to 2001 sheet paper capacity
- 4.3" (10.9 cm) colour touch panel
- Standard 2GB, Max 2GB memory
- Solution-enabled device
- Standard WiFi
- Built-in security



### e-STUDIO 409CP

- A4 print speed up to 40 ppm
- Up to 2001 sheet paper capacity
- 4.3" (10.9 cm) colour touch panel
- Standard 1GB memory
- Automatic duplex

# Monochrome devices

## Monochrome MFDs



### e-STUDIO 7529A / 9029A

- Unleash the power of Toshiba quality
- 75/90 ppm/cpm
- A4/A3 Mono MFD
- Environmental toner recycling and IH fuser
- Dual scan document feeder with double feed detection
- High compression PDF, secure PDF, PDF/A, Searchable PDF, Office Docs (DOCX, XLSX, PPTX)
- Optional fax
- Up to 8020 paper capacity
- Versatile finishing options
- User codes with reporting
- 128GB Secure SSD with TPM 2.0
- Thick paper support up to 300 gsm
- Standard OCR
- Toner and paper change on the fly



### e-STUDIO 2528A / 5528A / 6528A

- Your central information hub
- 25/55/65 ppm
- A4/A3 Mono MFD
- 5200 sheet (max opt) paper supply
- Standard Embedded OCR
- Dual scan document feeder with double feed detection (opt)
- 128GB Secure SSD with Trusted Platform Module (TPM) 2.0
- Thick paper support up to 256/300/300gsm
- Colour scan up to 240 ipm @300DPI, File/USB/email (TIFF, PDF, PDF/A, Searchable PDF, JPEG, XPS, DOCX, XLSX, PPTX)
- Large 10.1" tilting touch panel
- Dual Network Support
- Idle Screen Messaging
- All-in-one network ready
- Optional finishing

## Monochrome printers



### e-STUDIO 2822AF

- 28 ppm copy/print/fax/scan
- A4/A3 Mono MFP
- Colour scanning
- Environmental toner recycling



### e-STUDIO 409P

- Compact A4 Mono printer
- Print speed up to 40 ppm
- Compact design for small offices
- In-built high-level security features
- 256MB memory



### e-STUDIO 409AS

- A4 print speed up to 40 ppm
- Delivers first page in up to 5.9 seconds
- 1200 x 1200 DPI print resolution
- 4.3" (10.9 cm) colour touch panel
- Standard 2GB memory, Max 2GB + 128GB\*
- Eco and energy saving features
- Standard WiFi
- Built-in security
- Solution-enabled
- Accessibility modes standard



### e-STUDIO 479S

- 47 ppm A4 Mono
- 7" (17.8 cm) colour touch panel
- Paper capacity up to 2300 sheets
- 1200 x 1200 DPI resolution
- Eco and energy saving features
- Std 2GB memory, Opt 2GB memory + 128GB Intelligent Storage Device
- Standard WiFi
- Security built-in
- Solution enabled
- Accessibility modes standard



### e-STUDIO 528P

- A4 print speed up to 52 ppm
- Flexible design, rugged construction
- Touchscreen TFT colour LCD panel
- Solution-enabled device
- Standard 1GB memory, 5GB max

# Label printers

## Portable printers

Ideal for most portable applications, our mobile label printers are compact and light, yet rugged enough to meet the needs of today's demanding applications.



### B-FP2D

- 2" flat head
- 203 DPI
- 6 inches per second
- Direct thermal
- Compact, drop resistant, flexibly connectivity



### B-EP4D

- 4" flat head
- 203 DPI
- 4.13 inches per second
- Direct thermal
- Compact, rugged, fast print speeds

## Desktop printers

Our desktop label printer series can seamlessly integrate into existing systems, whatever the specification or printing requirement. Designed to be compact, stylish and unobtrusive—yet powerful and flexible for any environment and application.



### BV410T

- 4" flat head
- 203 / 305 DPI
- 7/5 inches per second
- Thermal transfer (300m ribbon)
- Compact, sleek, LCD screen, fast throughput



### BV420T

- 2" flat head
- 203 / 305 DPI
- 7/5 inches per second
- Thermal transfer (300m ribbon)
- Compact, sleek, fast throughput



### BV410D

- 4" flat head
- 203 / 305 DPI
- 7/5 inches per second
- Direct thermal
- Compact, sleek, LCD screen, fast throughput



### BV420D

- 2" flat head
- 203 / 305 DPI
- 7/5 inches per second
- Direct thermal
- Compact, sleek, fast throughput

## Consumables

Toshiba branded consumables are designed and manufactured to work in conjunction with the Toshiba printer range and the different printing technologies they use. They enhance the overall print quality and offer the best possible results whilst causing minimum wear on the working parts—in particular reducing wear on the printhead.



### BV420D-GL

- 4" flat head
- 203 DPI
- 7 inches per second
- Direct thermal
- Compact, sleek, fast throughput

## Mid range printers

Toshiba's mid range of barcode label printers provides the functionality and robustness of an industrial printer with the compact footprint and ease of use of a desktop printer. With options for an 8.5 inch machine.



### BA410T

- 4" flat head
- 203 / 305 DPI
- 8 inches per second
- Thermal transfer
- Powerful processor, RFID options, Bluetooth



### B-852-R

- 8.5" flat head
- 305 DPI
- 4 inches per second
- Thermal transfer
- Low cost ownership, 216mm effective print width

## Industrial printers

The Toshiba EX range is ideally suited to 'no nonsense' replacement of competitor estates and are available in a variety of resolutions and printhead types for the most diverse industrial printing applications. Our range includes 4, 6 and 8 inch machines.



### B-EX4D2

- 4" flat head
- 203 DPI
- 12 inches per second
- Direct thermal
- Extra long ribbon, low cost, high specification



### B-EX4T1

- 4" near edge
- 203 / 305 DPI
- 14 inches per second
- Thermal transfer
- Extra long ribbon, low cost, RFID, ribbon save



### B-EX4T2

- 4" near edge
- 203 / 305 DPI
- 12 inches per second
- Thermal transfer
- Extra long ribbon, low cost, high specification



### B-EX6T1

- 6" near edge
- 203 / 305 DPI
- 12 inches per second
- Thermal transfer
- Rotary cutter
- Ribbon save as standard
- Prevents creasing, high speeds, high throughput



### B-EX6T3

- 6" flat head
- 203 / 305 DPI
- 12 inches per second
- Thermal transfer
- Prevents creasing, high speeds, high throughput



### B-SX8T

- 8" near edge
- 305 DPI
- 8 inches per second
- Thermal transfer
- Ribbon save, industrial design

## Pre-owned devices

By choosing pre-owned MFDs, you can save up to 50% on the purchase price, help reduce waste and contribute to protecting the environment.

### Certified Toshiba Pre-owned Print Devices

Toshiba's pre-owned print devices make your dreams a reality, helping to transform your office. A manufacturer refurbish keeps you covered, with call out maintenance by highly trained technicians, full Toshiba capabilities and a 3 year quality satisfaction guarantee. Get an MFD that's been restored, recreated and reimagined, without compromising quality.



## Our services

Toshiba is the world most trusted provider of industry-targeted solutions which help increase the value of ideas and information. Operating across multiple industries, Toshiba delivers solutions and services founded on the knowledge and experience of a global team of experts and a comprehensive portfolio of reliable, innovative technology, all within a core eco-strategy.



Find out more about  
our solutions and services.



## Managed print services

Taking your print environment further into the future and beyond. As specialists in office efficiency, our team can help you reduce printing costs by as much as 40%, improve office efficiency by streamlining document management and help you work safer with innovative data protection solutions.

It's all part of how we put leading technology to work for you. Capture, digitise, store, manage and print more efficiently than ever before with Toshiba's Managed Services.

Toshiba utilises a proven five-step process to assess your needs and objectives, then develop and deploy the ideal solutions to help you succeed.

### 5 simple steps

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- |    |          |   |
|----|----------|---|
| 01 | Discover | We meet with key players to help determine your challenges and uncover pain points surrounding documentcentric business processes.                                  |
| 02 | Document | A team of Toshiba specialists, pulled from key members of our Industry, Business, and Process teams, is assigned to handle your business.                           |
| 03 | Design   | We design a uniquely customised solution in answer to your business challenges.   |
| 04 | Deploy   | Working together with your IT, operations and management personnel, we deploy the solutions, including short-term fixes and long-term improvement strategies.       |
| 05 | Manage   | Ongoing management, monitoring, service and support—onsite and remotely. We service break/fix issues, develop software solutions, and monitor environmental impact. |
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# Managed IT services



Technology should not be a burden. It needs to power your business, driving productivity and collaboration. Your people must be able to do their work from anywhere and at any time, without compromising security. That's why we offer people-centric solutions to IT issues.

Our solutions become a platform for achieving your business objectives securely and streamline a never-ending list of providers to one trusted partner. A flexible approach that delivers. We'll supplement your staff, filling the gaps where you need specialist resources or simply some extra hands on deck. Or if you prefer, we'll take on the whole workload and become your virtual IT department. You get a flexible, secure and highly available network, without any of the hassle of managing it, and all from a single technology partner.

**Business continuity,  
security and disaster recovery**

## **Managed IT Helpdesk and NOC**

Remote monitoring, management and issues remediation

## **Key Systems and Infrastructure**

Private cloud, on-premise and hybrid models

## **Unified Communication**

Softphones, video conferencing and chat

## **ICT Roadmaps and application mapping**

Leveraging expertise to create an ICT strategy

## **Business process and workflow optimisation**

Allowing digital creation, collaboration and archive of your data

## **Hardware**

MFDs, printers, laptops, desktops, end user hardware

## Toshiba MyFleet web portal



Gain real-time view of your printer fleet.  
Gain insights, use reporting tools and  
control your business.

Say Hello to MyFleet! Toshiba's very own web portal for Enterprise customers that enables you to view, review and plan your print usage. Toshiba MyFleet enables you to interact with our management systems without needing to connect, accessing valuable information to manage your print fleet.

View real-time data insights, predictive analytics, and have the ability to be more strategic in your procurement decisions. All of this, in real-time and at your fingertips.





Better procurement decisions  
through real-time data



Make payments and report  
on finance



Understand where print  
is being used and how



Order consumables



Analyse print problems  
and respond to user issues



Access WHS and  
Insurance Documents

# Support



Toshiba fosters long-term client relationships based on trust, responsiveness and a commitment to achieve the best results. This dedication to service and support excellence is geared to provide you with the utmost in confidence and satisfaction both now and in the future.

Our wide ranging service and support options are naturally tailored to your specific requirements. With a state of the art warehouse holding inventory, Toshiba is committed to ensuring you are assisted in the most timely and stress-free way possible. Rest assured, our field engineering teams cover Australia, New Zealand and the Pacific Islands to deliver fast technical and help desk support via internal call centres.

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## Support

### New Zealand

0800 887 601

[aucklandservice@toshiba-tap.com](mailto:aucklandservice@toshiba-tap.com)

### Australia

1300 887 600

[natservice@toshiba-tap.com](mailto:natservice@toshiba-tap.com)

### Product Support

[toshiba-business.com.au/products](https://toshiba-business.com.au/products)

### Remote Assistance

[toshiba-business.com.au/support/remote-assist](https://toshiba-business.com.au/support/remote-assist)

# Our branches

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## New Zealand

### Auckland

32 Lunn Avenue  
Mount Wellington  
NZ 1072  
0800 887 601

## Australia

### NSW

#### Sydney

1 Eden Park Drive  
Macquarie Park  
NSW 2113  
1300 794 202

#### Newcastle

Suite 3, 426 King Street  
Newcastle West  
NSW 2300  
1300 794 202

### QLD

#### Brisbane

Level 2  
7 Clunies Ross Court  
Eight Mile Plains  
QLD 4113  
1300 794 202

#### Gold Coast

Suite 2102, Level 1,  
Tower 2, 5 Lawson St  
Southport  
QLD 4215  
1300 794 202

#### Sunshine Coast

11 Newspaper Place  
Maroochydore  
QLD 4558  
1300 794 202

### VIC

#### Melbourne

Building C  
Ground Floor  
211 Wellington Road  
Mulgrave VIC 3170  
1300 794 202

### ACT

#### Canberra

Unit 8  
26 Ipswich Street  
Fyshwick ACT 2609  
1300 794 202

Need further support?  
See what partners are  
available in your area.



About Toshiba New Zealand

Toshiba (New Zealand) Pty Limited is part of the globally operating Toshiba Tec Corporation, active in various high-tech industrial sectors.

Toshiba is a leading provider of information technology, operating across multiple industries—ranging from retail, education and business services to hospitality and manufacturing. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage and display information.

About Together Information

Together Information is Toshiba’s vision for how people and organisations create, record, share, manage and display ideas and data. It is based on our belief that the most successful organisations are those that communicate information in the most efficient way. We make that possible through an integrated portfolio of industry-specific solutions, all of which reflect Toshiba’s commitment to the future of the planet.

For more information please contact us



Toshiba New Zealand

32 Lunn Avenue, Mount Wellington, New Zealand 1072    [www.toshiba-business.co.nz](http://www.toshiba-business.co.nz)