



# Corporate Profile



**J.E. BERGASSE & COMPANY LTD.**

Supporting you... with all your business needs!

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# Our Vision

To be the pre-eminent source for business technologies, office solutions and information technology support - integral to business today and the next generation!

# Our Mission

To empower our clients businesses with superior technological solutions while creating shared value for our shareholders, employees and our community.

# Our Philosophy

Operate with integrity

Supply and support quality products and provide efficient and reliable service consistently to each and every customer without distinction.

Provide our team with job security, competitive benefits and opportunities for personal and professional development in an harmonious environment.

Operate profitably in order to maximise return on investment.

Be a model corporate citizen contributing to the development of our country.

# About Us

Without a doubt the late Joseph Edgar Bergasse was a business visionary.

Imagine establishing little more than a retail storefront, offering fabric and some clothing, which was destined to become a cornerstone of business development in Saint Lucia and an outlet for a myriad of household names including Heineken, Johnnie Walker, Xerox and IBM to name but a few.

It was in the early 1950s when Joseph (then in his seventies) sent his youngest son, Peter, to the United Kingdom to study insurance. Where better to further on-the-job training than with the Guardian Royal Exchange Assurance Company, a bastion of professionalism and world-class standards.

On Peter's return to Saint Lucia, the Insurance Department of J.E. Bergasse was born. Steeped in those traditions which had made the Guardian Royal Exchange a trusted name, it was no surprise that through following these rigorous standards the new division flourished and has continued to grow to the present day.

Another individual who joined the company back in 1959, who has and continues to leave his mark, is Hollis Bristol. Hollis' specialty back then was raising additional capital and identifying key human resources for the growing company needs. Today, Hollis is instrumental in driving revenue at Agostini Insurance Brokers (St. Lucia) Ltd., one of the members of the group of companies. He also holds the position of Group Chairman.



Throughout the sixties and seventies, brands including Heineken, Johnnie Walker, and Xerox were added to J.E.Bergasse and Company Ltd.'s already impressive vendor partner list. But the best was yet to come. With the dawn of the eighties came the personal computer and the company secured the distribution rights to IBM.

As with any company that can trace its roots back fifty years, there have been challenges and adversities along the way. Perhaps the biggest challenge came in July 1984 when Windward and Leeward Brewery, brewers of Heineken under license, decided to change their distribution model. At the time, distribution of Heineken accounted for 56% of the company's overall revenue and its loss very nearly caused the demise of the company.

J.E. Bergasse and Company Ltd. struggled through the eighties and early nineties but a change in focus saw the company exit wholesaling and distribution of food, alcohol and tobacco products. The company shifted its core focus to Office Technology and this brought about a change in fortune. J. E. Bergasse and Co. Ltd. has become a 'Single Source Provider' of technology and office products for today's modern technological workplace, where the company is already considered the clear leader in the marketplace.

As the old saying goes: "There is nothing so powerful as an idea whose time has come." The idea was to be a "Single Source Provider," and the time was right... right now!

Today, the workforce comprises 96 staff across the group. Giving the company direction and the benefit of hands-on experience are the Board of Directors:

- Mark Waters - Chairman
- Anthony M. Bergasse - Managing Director
- Gerard P. Bergasse
- Arlene Devaux
- Hollis D. D. Bristol, SLPM, OBE

The key function of J.E. Bergasse as a business enterprise goes beyond supplying technology and products to clients. The core business is embracing, understanding and providing clients with enabling technologies and products that facilitate greater efficiencies in both the public and private sectors. This is achieved through the employment of leading edge products, technologies and services that clients need to manage their work more efficiently and effectively, whatever the situation.

To enable this, the company represents leading names in technology including Xerox, IBM, Lenovo, Lexmark, HPE, Aruba and RISO. In 2007 the company launched its Office Supplies and Stationery Division creating a complete one stop source for customers and all their business requirements.

In 2012 a B2B e-Commerce service was introduced enabling customers to order products 24 hours a day, 7 days a week, from the convenience of their desks. B2B allows customers to cut down on paper, speed up many daily office routines which in turn give them more

time to better focus on their core business. J.E. Bergasse & Company Ltd. serves an extensive and diverse customer base drawn from the public and private sectors. The company has a highly trained team providing full sales and after-sales service and support for all the brands it represents. J.E. Bergasse & Company Ltd. has consistently sought to innovate and complement its range of products and services to suit the changing needs of its customers and will continue to do so.

Our commitment is to improve the efficiency of businesses in the wider community, we are J.E. Bergasse & Company Ltd **'Supporting you... with all your business needs!'**

# Corporate Social Responsibility

Supporting you... with community programs designed to empower our youth.



Thank you for the opportunity to present the J. E. Bergasse Corporate Social Responsibility Programme, YES! Youth Empowered to Shine.

Social responsibility has been ingrained in the J. E. Bergasse culture since our earliest days as a company, largely because my father, Peter, and his business partner, Hollis Bristol, have always been strong advocates of corporate citizenship. Good citizenship in my view is, quite simply, good business, and we take great care to balance a generous spirit with wise stewardship of J. E. Bergasse resources.

One of the points in our mission statement commits us to:

“Be a model corporate citizen contributing to the development of our country”

We live and earn our livelihood in St. Lucia, a small and developing country. We believe that every company has a civic duty to play its part in helping with development, each according to its means.

Over the years, J.E. Bergasse contributed in an informal manner to a number of groups, organizations, schools &

individuals as part of our community outreach programme.

However, we recognized that more needed to be done, and that we could do more, and so we consulted with a local marketing company to assist us in achieving this.

The essence of the programme includes donations of equipment, product, service, mentoring and other resources to schools and organizations focused on youth development & training. Our education and social service efforts reflect our belief that a successful corporation must be an active participant in society. While we have always placed emphasis on education our focus is on the youth of Saint Lucia, who have always had a special place in our hearts because they represent the future.

Hence the branding of the corporate social responsibility programme, as YES! “Youth Empowered to Shine”.

Some of the ways we have helped, and continue to help, is by employing summer interns, providing deeply discounted pricing on products and services to students, teachers and schools, promoting and funding members of our staff in pursuit of undergraduate degrees and professional designation programmes.

Our support has also taken the form of donations over the years. Here are but a few of them:

- St. Mary’s College
- Ministry of Education
- Public Service Training Division
- National Skills Development Corporation
- Bouton Combined
- Holy Family Children’s Home
- Saint Lucia School for the Blind annual Scrap Book Project.

Times are challenging, our economies are not exactly robust and the outlook is anemic at best, but now is not the time to retreat into our shells. We’re in an age of sustainable and responsible business. If it does one thing, it will show which companies are genuinely committed to ethical, responsible business; it’s about actually having a business in 20 years time. Corporate Social Responsibility will survive, because the big issues that drive companies’ social, environmental and ethical policies are not going away. So, if we believe that doing our bit to tackle these important issues is the right thing to do, we have to stick to our principles.

Our intent is to constantly lead with innovative technologies, products, solutions and service that our customers can depend upon to improve their business results. We also know, none of this can happen, or can continue to happen, without the support of our customers.

Fortunes will ebb and flow, but no matter how we assess our own situation, there are always those who need our help.

Anthony M. Bergasse  
Managing Director

# Yes! Highlights/Donations



*Laptop Donation To Victoria Davidson*



*"Donation To Roseau Combined School"*



*Choiseul Secondary School receives stationery supplies for the National Science Fair*



*Babonneau Secondary School Proudly Displaying Their Banner In Peru*



*Make It Happen Foundation Printer Donation*



*International Day of Education 2019 Mentoring At Sir Ira Simmons*



*Back To School Stationery Hamper To Make A Change St. Lucia*



*Students of the Heritage Early Childhood Development & Educational Centre carolling*



*Salvation Army Donation*

# Board of Directors

*Mark S. Waters  
(Chairman)*

*Hollis D.D. Bristol*

*Arlene Devaux*

*Anthony M. Bergasse  
(Managing Director)*

*Gerard P. Bergasse*





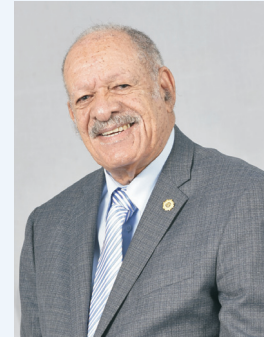
# Board of Directors



In 1999 Mark became a Director with J.E. Bergasse and Company Ltd, and after serving in that post for 18 years, he was appointed Chairman of the Board in December 2017. He attended the London Academy of Music and Dramatic Arts where he earned a degree in Technical Theatre and Stage Management and began his work in the Entertainment Support Industry in 1973. Throughout the years he was from 1978 – 1999 Founding partner & Director -The Imagination Group Ltd – London U.K. Imagination is one of the world's largest and highly regarded design consultancies that has pioneered Brand Experience as a new and powerful approach for connecting brands with consumers, corporations and communities. It is a unique multidisciplinary design consultancy based in London with offices around the world.

Founder and Partner of Q1 Lighting Partnership; a company that specialized in the hire of theatre drapes and lighting equipment, Partner and Founding Director of the ID3 Group, LLC in Atlanta, USA, and in 2003 he became Managing Director of The Imagine Group of Companies; which hosts the development Mount du Cap a development of luxury bespoke homes with some of the best views on the island. Mark has been a Non-Executive Director with Cox & Company Ltd. in St. Lucia since 2005, Board Member with the St. Lucia Tourist Board from 2009 to 2011 and was a member of the St. Lucia Tourist Board Events Committee until 2015. He is a citizen of the U.K. and St. Lucia and has been living in St. Lucia since February 1999 with his wife and three children. He loves his family, music, design, architecture, being on the water, and traveling the world.

Hollis Bristol joined and became a partner with J.E. Bergasse and Company Ltd. on September 1, 1959. From August 1995 – December 2017, currently a director of the board, as well as Chairman for Agostini Insurance Brokers (St. Lucia) Ltd. where he has been instrumental in driving revenue and strategy for that Company. His experience and leadership in this regard has delivered consistent year-over-year growth and revenue for Agostini Insurance Brokers (St. Lucia) Ltd. Hollis has dedicated his life to service both in the private and public sectors and has represented his country in the sporting disciplines of Cricket, Football, and Tennis. He is also one of the founding members of the Rotary Club of St. Lucia. Hollis has been the Secretary and Acting President of the St. Lucia Chamber of Commerce as well as President of the Caribbean Association of Industry and Commerce. He has served as Mayor of Castries, Member of the Parliament of St. Lucia, Parliamentary Secretary to the Prime Minister and Deputy Chairman of the St. Lucia Development Bank. *Hollis has been awarded the Saint Lucia Les Pitons Medal (SLPM) and the Medal of the Order of the British Empire (OBE).*



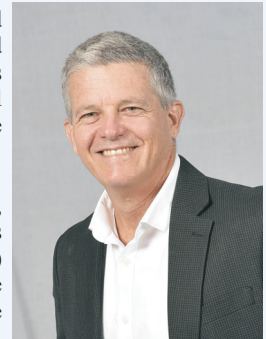
Anthony Bergasse assumed the role of Managing Director in 1995 following the unexpected death of the previous Managing Director, Peter A. Bergasse. Since taking over the daily operation of J.E. Bergasse and Company Ltd., Anthony has been instrumental in conceptualizing and driving the strategy toward a more focused direction for the Company. Defining the business priorities, mission and long-term strategy and aligning the Company to those goals has been a work-in-progress for the last decade. His leadership in this regard has delivered consistent year-over-year growth in the areas of revenue and profit since 2002.

Mr. Bergasse holds bachelor's degrees in Finance and Economics from the University of Windsor in Windsor, Ontario, Canada. He was President of the Rotary Club of Saint Lucia (1994/1995) and is a Paul Harris Fellow. Anthony currently sits on the Board of Directors for United Re-Insurance Limited and Agostini Insurance Brokers (Saint Lucia) Limited and is actively involved in the Saint Lucia Yacht Club.

# Board of Directors

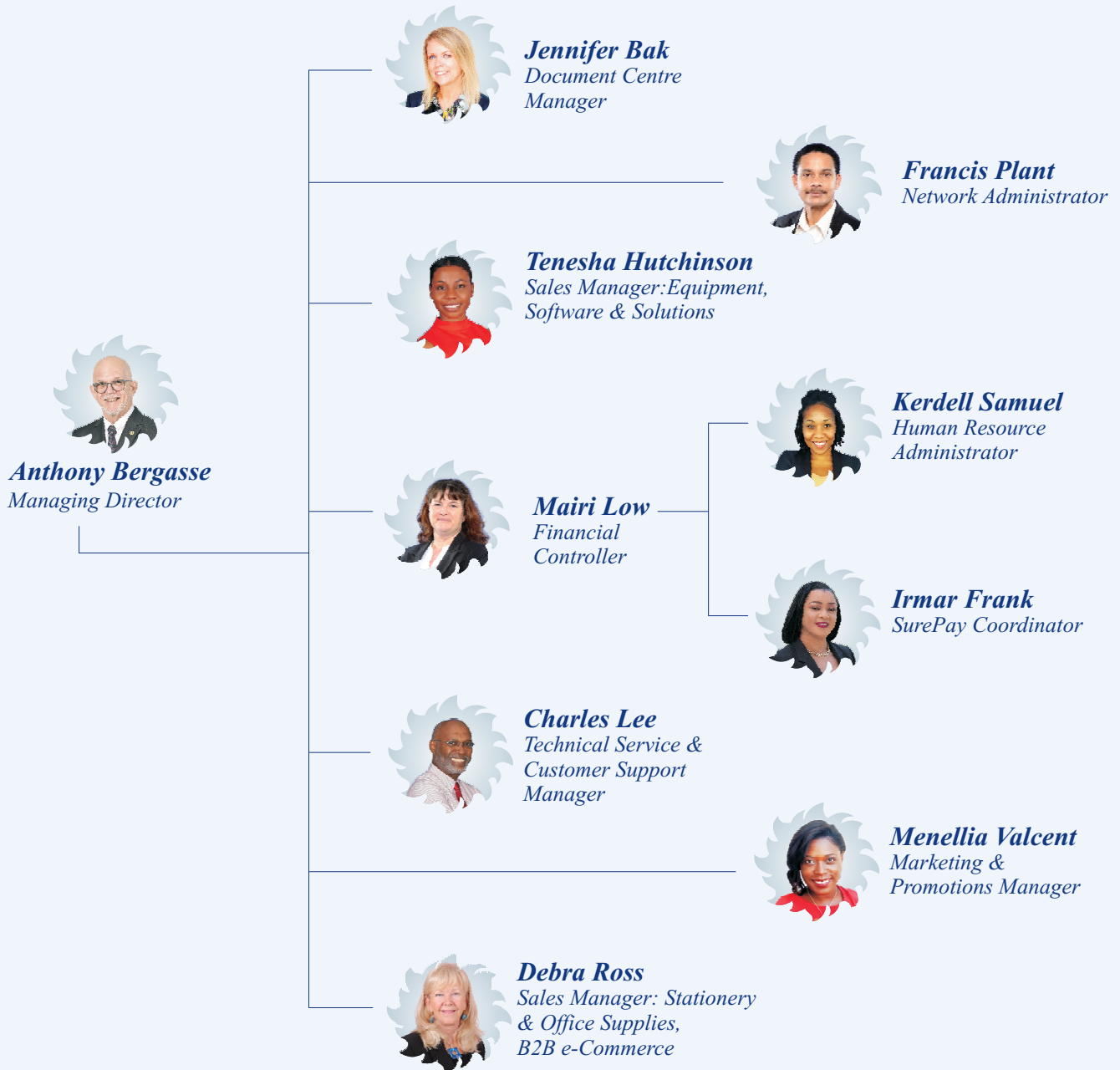
Gerard Bergasse is the Regional Manager, Tropical Shipping, the Caribbean's leading freight carrier and logistics solution provider, with oversight for the organisation's operations in St. Lucia, St. Vincent, and Grenada. Prior to his current position, he served as Island Manager, Tropical Shipping, where he started his career. Mr. Bergasse continues to be an active proponent in implementing and supporting Tropical Shipping's Business Continuity Plan, growing the organisation's inter-island business relationships. He also advocates assiduously for trade facilitation and is a strong exponent for liberalizing intraregional trade.

Mr. Bergasse holds a bachelor's degree in Electrical Engineering from Ryerson University, Toronto, Canada, an MBA from the University of Toronto, Canada, and a master's degree in Shipping and Logistics from Middlesex University, UK. Mr. Bergasse was appointed to the Board of Directors Republic Bank (EC) Limited in April 2020. He is an active member, and past president, of the St. Lucia Chamber of Commerce and has also served on the Boards of the St Lucia Air and Sea Ports Authority and the National Insurance Corporation. He is the current chairman of the National Competitiveness and Productivity Council.



Arlene Devaux née Bristol graduated from the University of Toronto in 1992 with a degree in Civil Engineering. Her work experience has incorporated project procurement and supervision with the water and electric utility companies in St Lucia. She has over 17 years' experience in construction project management consulting through tenures with Halcrow and presently ECMC Ltd. Mrs. Devaux is actively involved in St. Mary's College PTA where 4 of her 5 sons have attended. She led the development of the First Communion curriculum at St. Benedict's Parish where she has been a Catechist for over 13 years.

# Management & Support Team



# Products & Services

Supporting you... with graphic design & printing services to showcase your documents.



**The Document Centre** was created as a J.E. Bergasse branded service in 1999. It was conceived with the purpose of providing the Saint Lucian community a one-stop for all printing, copying and document production needs. Currently, The Document Centre provides high quality print on-demand services from business cards to banners, all in vibrant colours, we scan, copy, print and offer graphic design and professionally finished services from our Vide Bouteille location at the JEB Building.

We operate with the most modern graphics hardware and software, backed up by the latest technology. Our services include:

- Basic black & white or colour copies up to 11"x17"
- Single copies of multiple originals
- ID badges or PVC cards for conferences, conventions and limited access events
- Scanning
- Laminating
- Self Inking Stamps
- Wristbands
- Binding
- Mounting
- Story boards
- Event programmes

- Questionnaires
- Personalised pads
- Calendars
- Business Cards
- Presentation boards
- Training materials
- Banners
- Architectural Prints
- Funeral Programs
- Event Tickets
- Custom Product Labels
- Tent cards
- Copies of presentations
- Delegate welcome packs
- Printed Stationery

Experienced and talented graphic artists will produce your concepts and ideas the way you envisioned them. Whatever elegance you're seeking, chances are we have the right equipment to embellish your documents and projects for any occasion. These include but are not limited to: Binding, Laminating, Mounting, Numbering, Folding, Perforating, Banner stands (we provide a range of stands for use at exhibitions, conferences, in store promotions or reception areas).

We also offer a range of services tailored for architects, engineers, construction and project managers and have a reputation for delivering according to deadlines and budgets. There are three dedicated engineering machines to print and reproduce existing drawings in sizes from 8 ½ x 11 to A0 and over the years have enhanced rich output that combines color, photo quality renderings with sketches, 3D illustrations, and business graphics. There is no limit to services on creativity; the Document Centre provides the most modern graphics hardware and software backed up by the latest technology.

Visit or contact us at  
Vide Bouteille, Castries  
(758) 456-6500/456-6518



# Products & Services

Supporting you... with a convenient 24/7 online website for ordering products & services.

J.E. Bergasse consistently strives to stay ahead of global trends and recognized customers' shift toward B2B e-Commerce. In 2012 the company introduced online capabilities to increase the speed of service delivery to its clientele.

Business to Business e-Commerce gives customers the ability to do business with J.E. Bergasse 24/7. The B2B e-Commerce tool cuts down the time it takes to find pricing and place orders. And, because there is less human intervention on the actual input of the orders, time and error rates greatly improve.

With a secure login, customers have access to perform and/or review many helpful activities such as:

- Finding the service history for any piece of equipment.
- Placing service calls for any piece of equipment and track the service call progress.
- Ability to set up recurring orders

- Enter meter readings for applicable equipment and see the history of all previous meter readings.
- Enter orders for equipment supplies. Just click on the equipment model and all item codes for consumables along with your EC dollar pricing will show for easy ordering.
- Enter orders for all stationery and office supplies by description or item code. Again, EC dollar pricing will appear which eliminates invoice pricing errors and makes issuing a purchase order much more accurate.
- Track your orders online.
- Re-order from previously placed orders, which eliminates searching for item codes over and over again.
- Obtain copies of any invoice for easy printing or electronic filing.

- See account balance and ageing report.
- Get a 12 month history of purchases and payments with drill down detail.

Sales representatives simultaneously get a copy of all orders placed by our customers and can inform the customers if there are any issues with their orders for the full experience, visit [www.jebergasse.com](http://www.jebergasse.com).



# Products & Services

**Supporting you...** with full-service maintenance & support for everything we offer.

The acquisition of equipment represents a major investment and the best way to protect this investment is with a Full Service Maintenance Agreement (FSMA).

## TRAINING

J.E. Bergasse Customer Service Engineers are trained by the manufacturer on the products that are sold to the local market. We have certified engineers on staff. Training is our level of commitment to our customers. It is a level of comfort which most clients have come to depend on, appreciate and trust.

## MAINTENANCE COST

It is important to understand that the FSMA premium covers all parts and labour. This is a tremendous budgetary benefit as there are no hidden costs to sneak up and surprise you when least expected. There is no arguing about the price of a main board or a particularly expensive part and no machine down time waiting for approval on a particularly expensive repair job. Employee productivity is maximized through machine uptime. The premium also ensures that the lines of communication between you, J. E. Bergasse and the manufacturer remain open and usable. It ensures that you benefit from ongoing research and development being carried on by key manufacturers. It ensures that upgrades and retrofit information reach you. It ensures that your supplier, J. E. Bergasse, and its manufacturers have in place escalation processes for problems that cannot be solved within 24 hours. It

ensures that these processes include manufacturer personnel visits, if needed, to resolve any condition that we are unable to. Without FSMA premiums, these statements cannot be made with any conviction.

## SERVICE PROVIDER

Maintenance premiums should not be viewed as a sign of weakness of the equipment proposed, but as a strength of the entity providing the proposal. Maintenance premiums should signify to you that we understand the costs of providing maintenance and have put in place the necessary infrastructure to protect your investment. To suggest that

maintenance is unnecessary or could be carried out on a “time and materials” basis would indicate an operation that would provide an infrastructure based on reaction rather than preparation. Instead, we hold ourselves accountable for stocking parts, ensuring the availability of properly trained personnel, having the right level of personnel on staff, and having the correct tools (for instance, the proper laptop for diagnostics with the proper level of software). In short, management should view the capabilities of any supplier who does not propose a proper maintenance contract with concern.



# Products & Services

Supporting you... with customized solutions to your business needs.

J.E. Bergasse team members are qualified, tested and trained in their respective fields and above all, delighted to serve each customer with professionalism, dedication and sensitivity. Our work is not complete unless we have performed to our customers' ultimate satisfaction.

We have the expertise and partners to plan, design, manage and analyze networks to ensure you adapt to the ever changing requirements:

- Design, implementation and maintenance of network infrastructure
- Network hardware
- Network O/S support
- Device Management
- Document Management
- Print Management

- Data Analysis
- Printer Functionalities
- Data archival and work flow management solutions
- Computer hardware and software support, including security and maintenance support
- Printer and multifunction device support (locally)
- Rental of office equipment

Customer relationships are paramount and JEB leaves nothing to chance. Our fully automated Customer Relationships Management (CRM) system is in place and our dedicated Welcome Centre Representatives manage relationships with customers and provide after sales support and professional customer service.

As the company grows, it will begin delivering network services in various disciplines including:

1. Integrated Human Resource, Time & Attendance and Payroll Solutions
2. Point of Sale Solutions to the Bank Sector via the use of VeriFone terminals

This enables users moving further away from the corporate office and partners having access to applications and data, network security and network analysis



# Products & Services

Supporting you... with time-saving bill-payment locations island-wide.



**SurePay** is an electronic bill payment system which securely handles the distribution of the funds to billers on behalf of customers at no cost to them.

SurePay currently has a network of payment centres at convenient retail outlets across Barbados, Trinidad and Guyana. SurePay (St. Lucia) launched on September 1, 2012, offers consumers the ability to pay their utility and other recurring bills, online and at over 40 SurePay collection points islandwide.

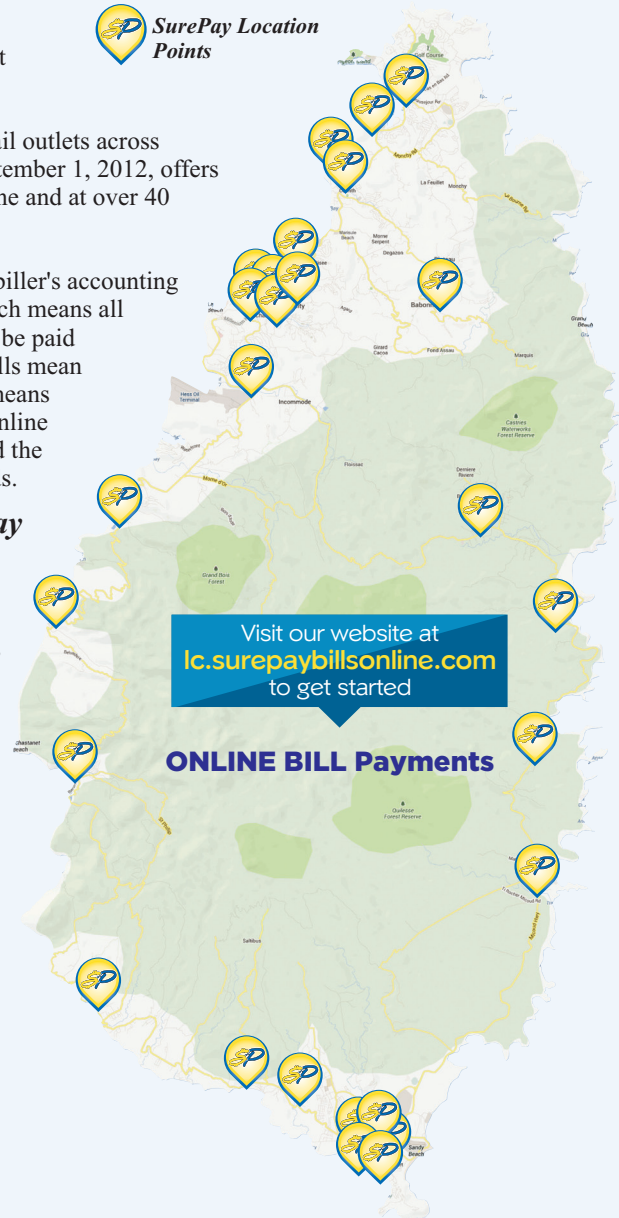
The SurePay system is constantly in communication with each of the biller's accounting systems, updating payments to each account on an on-going basis which means all account information is kept current and secure. It also means bills can be paid on the day they are due and not risk penalty. No longer does paying bills mean writing cheque after cheque or wasting time in line after line. It now means just one simple payment at any SurePay payment centre or SurePay Online and that's it, bills are done. It's an easy one stop, one total payment and the consumer receives an official proof of payment receipt for their records.

## *Below is a sample of the bills you can pay with SurePay*

- AGOSTINI INSURANCE BROKERS "ST. LUCIA"
- ASCENDANCY ST.LUCIA
- AXCEL FINANCE
- CATHEDRAL PARISH
- COURTS SAINT LUCIA
- DEMERARA MUTUAL LIFE ASSURANCE SOCIETY LIMITED "ST. LUCIA"
- DIGICEL
- FAST CASH ST. LUCIA
- FLOW ST. LUCIA
- J.E. BERGASSE & COMPANY LTD
- LABORIE CO-OPERATIVE CREDIT UNION LTD.
- LIME
- MASSY UNITED INSURANCE LTD. "SAINT LUCIA"
- MON REPOS CO-OPERATIVE CREDIT UNION
- NAGICO ST.LUCIA LIMITED
- PAN-AMERICAN LIFE INSURANCE GROUP – ST. LUCIA
- RUBIS CARIBBEAN "ST. LUCIA"
- SAGICOR GENERAL INSURANCE
- SAGICOR HEALTH
- SAGICOR LIFE INC
- SAINT LUCIA NATIONAL TRUST
- SALTIBUS COOPERATIVE CREDIT UNION LTD.
- ST. JOSEPH THE WORKER PARISH
- ST. LUCIA ELECTRICITY SERVICES LIMITED
- SUN GENERAL INSURANCE
- WASCO ST. LUCIA INC.
- 758LOANS LTD.

*"For a full list of billers and the SurePay location closest to you, visit [www.jebergasse.com/surepay-online](http://www.jebergasse.com/surepay-online)."*

 **SurePay Location Points**





# Products & Services

Supporting you... with solutions & software that answer today's business challenges.

Our brands are a significant part of who we are. From the early days of our partnership with IBM to our current relationship with Lenovo and HP, J.E. Bergasse has partnered with leaders in their respective field. Our exclusive partnership with Xerox established over 40 years ago endures and thrives to this day. We are also the authorized distributor and service provider for Aruba, RISO and Lexmark.

## MULTIFUNCTION DEVICES, PRINTERS, SCANNERS & DUPLICATORS

 **xerox**™ Business Partner and Authorized Service Provider

 **hp** Partner Distributor and Service Provider



 **Lexmark**™

 **RISO** Business Partner and Authorized Service Provider

 **hp** Partner

**EPSON**®

**Kodak alaris**

 **VeriFone**®  
A division of Hewlett-Packard

## COMPUTERS, SERVERS, & BUSINESS MACHINES

 **Lenovo** Business Partner and Authorized Service Provider

  
**Hewlett Packard**  
Enterprise



**ViewSonic**®  
*See the difference.®*

**InFocus**® Business Partner and Authorized Service Provider



**Fellowes**®

 **Rexel**®  
Working for you

 **FASTBIND**

**GBC**®

# Products & Services

Supporting you... with solutions & software that answer today's business challenges.

## STATIONERY & OFFICE PRODUCTS

**3M**

*Swingline*



wilsonjones.

logitech

**SANFORD**

**PILOT**



**deflect-o**

*Paper♥Mate*

**HON**



**JanSan**  
— Manufacturing Co. —

**AVERY**

universal.

## SOFTWARE, SOLUTIONS & ATM SERVICING

**eset** Authorized Reseller

**APC**

**Adobe**

**EATON**

**xerox** | DocuShare Central



**Remark**  
Office OMR



**YSOFT**

**OBJECTIF LUNE**  
PReS      Capture  
PrintShop Mail      EnvelopeNow  
PlanetPress

**equitrac.**

**OptimiDoc**

**NCR**  
Authorized Service Provider

**capturePoint**

**DIEBOLD**  
Authorized Service Provider

**PaperCut**

# Strategic Partners

Supporting you... with the latest technology from world-class manufacturers.

The Xerox logo is written in a bold, red, sans-serif font.

[www.xerox.com](http://www.xerox.com)

For more than a half century, **Xerox** has been a leader in document technology and services. It continues to build on this heritage of innovation. Through its acquisition of Affiliated Computer Services, Xerox is now the world's leading enterprise for business process and document management, offering global services, from claims, reimbursement and automated toll transaction to customer care centers and human resource benefits management.

The new Xerox is dedicated to innovation, services and giving customers the freedom to focus on what matters most: real business.

The one thing that's predictable about business is that it's fundamentally unpredictable. It's disordered and constantly changing – sometimes by accident, sometimes by design. One thing successful businesses do is to navigate through this unpredictability to make sure the technology, software and work process form the backbone of their organisations.

No one understands this better than Xerox. Its technologies, expertise and services enable your business to operate more efficiently and effectively, whatever the situation.

With Xerox at the heart of your company, you're ready to take on the world of real business.



[www.hp.com](http://www.hp.com)

**HP** is a technology company that operates in more than 170 countries around the world. It applies new thinking and ideas to create more simple, valuable and trusted experiences with technology continuously improving the way customers live and work.

HP's three business groups drive industry leadership in core technology areas:

1. The personal systems group: business and consumer pcs, mobile computing devices and workstations
2. The imaging and printing group: inkjet, laser jet and commercial printing, printing supplies, digital photography and entertainment.
3. The technology solutions group: business products, including storage and servers, managed services and software.

HP offers consumers a wide range of products and services from digital photography to digital entertainment and from computing to home printing. This comprehensive portfolio helps match the right products, services and solutions to our customers' specific needs.

# Strategic Partners

Supporting you... with the latest technology from world-class manufacturers.



[www.lenovo.com](http://www.lenovo.com)

**Lenovo** as you know today started business in 1984 under the brand name 'LEGEND'. In 2005 the company re-branded to Lenovo after purchasing the entire Personal Computer (PC) division from IBM. Lenovo has consistently outgrown the worldwide PC market in unit shipments and gained market share across all geographies, products and customer segments, making it the fastest growing of the four major PC companies in the world for two years running. It is:

- The number one PC company in China and now in Japan.
- The number one PC company in the world for large business and the public sector.
- The fastest growing major consumer PC brand on the planet in the past year.
- The fastest booting notebook in the world. It's a ThinkPad-and in 18 years, 60 million of them have been sold.

Lenovo's business is built on product innovation, a highly efficient global supply chain and strong strategic execution. The company develops, manufactures and markets reliable, high-quality, secure and easy-to-use technology products and services for customers who want technology that does more, because people have a lot more to do. Its product lines include legendary Think-branded commercial PCs and Idea-branded consumer PCs, as well as servers, workstations and a family of mobile internet devices, including tablets and smart phones.



[www.lexmark.com](http://www.lexmark.com)

**Lexmark International, Inc. (NYSE: LXX)** is a global technology company which provides businesses of all sizes with a broad range of printing and imaging products, software, solutions and services that help customers to print less and save more. Lexmark's success is driven by the company's overarching commitment to its customers. With a corporate vision of "Customers For Life," Lexmark earns its customers' loyalty by listening to them, anticipating their needs and working to create value for them. Lexmark reported \$3.8 billion in revenue in 2012, with approximately 55 percent of that revenue coming from international sales. Its products are sold in more than 170 countries in North and South America, Europe, the Middle East, Africa, Asia, the Pacific Rim and the Caribbean.

Lexmark is a socially responsible company in our global community. It strives to maintain best practices for sustainability - balancing economic, environmental and social concerns. It is committed to being a company with a strong respect for human rights, safe work conditions, and environmentally sound business practices, for its own organization and those with whom they partner.

# Strategic Partners

Supporting you... with the latest technology from  
world-class manufacturers.



[www.dell.com](http://www.dell.com)

The story began with two technology companies and one shared vision: to provide greater access to technology for people around the world. Beginning over a generation ago, in founder Michael Dell's Texas University dorm room he believed he could provide customers with more powerful technology at a better value by rethinking how computers were manufactured and delivered.

Around the same time, Richard Egan and Roger Marino started EMC; first delivering compatible memory boards with higher reliability, then delivering data storage solutions scalable to enterprise level. These journeys completely changed the way the world sources, builds and sells technology.

For Dell, it was selling technology directly to people, rather than through retail outlets. For EMC, it was Symmetrix, a data storage solution that transformed the way data centers operated in large enterprises. By the new millennium, both Dell and EMC were market leaders. The way software can be built and deployed is rapidly becoming an integral and critical advantage for all businesses. The movement to modernize and simplify infrastructure is giving organizations huge efficiencies and extraordinary, new strategic revenue opportunities. The ability to inspire and empower your workforce, all while securing your most critical assets is unprecedented.

Now, more than any point in history, organizations need to be prepared for anything. Making business transformation happen, that's what Dell Technologies is all about, one partner, purpose-built to help organizations handle anything. Dell Technologies' purpose is to drive human progress, through greater access to better technology, for people with big ideas around the world.



[us.riso.com/](http://us.riso.com/)

The founder of **RISO**, No boru Hayama, chose the name of his company for a good reason. It's Japanese for "ideal". RISO strives to create fundamentally unique new technologies in paper-based communication through an approach that emphasizes productivity, cost containment and versatility. Every product manufactured delivers these benefits in a balance that offers the ideal solution.

One of the reasons printing with RISO is so trouble free is that its expertise doesn't stop at risography and digital duplicators. RISO manufactures a complete system starting with the ink and masters that their printers use. Indeed, the company was founded on the basis of ink manufacture, which gives an unprecedented understanding of the technology.

RISO has repeatedly developed the world's best solutions to a variety of specialized sectors in document printing and duplicating. It is still the world's leader in digital duplicating technology and is rapidly building its market share in digital laser and inkjet printing solutions for business.

This focus on detail and ownership of the production process means they can be committed to giving you the best quality for service. RISO products are now sold in over 150 countries.

# Members of the J.E. Bergasse Group

Supporting you... with knowledgeable business & personal insurance professionals.



**Agostini Insurance Brokers (St Lucia) Limited** is one of the longest standing private sector insurance brokerage firms in St. Lucia. It is a registered Saint Lucian company incorporated on 1st April, 1992, a joint venture company between the locally owned J. E. Bergasse & Company Limited and Agostini Insurance Brokers of Trinidad and Tobago.

Their mission is to match resources directly with their client's needs and this is achieved through their expertise, both in the local, regional and international insurance markets. The company has a strategic alliance with the world leaders in insurance business. It is aligned, and is represented internationally by the world's largest insurance broker, AON Group Limited, a family of insurance brokerage, consulting and insurance underwriting companies serving clients and policy holders through global distribution networks. With the global span of the technical expertise created by the network of these correspondents, in addition to the resources at their Trinidad office, there is no risk too large or too small to be effectively managed in Saint Lucia.

Agostini Insurance Brokers (St. Lucia) Ltd. with its partners Agostini Insurance Brokers of Trinidad and Tobago, provide a full range of insurance brokerage and risk management services. This includes all classes of commercial and personal lines, property, motor, liability, marine, aviation and accident risks, including group health, individual medical plans employee benefits and life plans.

Agostini is a clear market leader and serves an impressive portfolio of clients locally for over 20 years. It has the capability, the manpower, the technical expertise and the required resources to provide their clients with the highest level of professional insurance portfolio management. The company's proven reliability means that their clients can count on them to deliver continuity of operations no matter what the circumstances.

Agostini's competitive advantage is its people who are committed to provide a consistent quality service built around a team of enthusiastic and experienced professionals through a corporate philosophy which quite simply states **"When it comes to our client, everything matters"**

## United Insurance Agents (Saint Lucia) Ltd.

[www.massyunitiedinsurance.com](http://www.massyunitiedinsurance.com)

**United Insurance Agents (Saint Lucia) Ltd** is an agent for Massy United Insurance Ltd, one of the leading general insurance companies in the English and Dutch-speaking Caribbean. Massy United Insurance is headquartered in Barbados, registered in 19 countries and serves its clients via a network of agents and branches across the Caribbean. In addition to Barbados & Saint Lucia, this company serves Antigua & Barbuda, Anguilla, Aruba, The Bahamas, Belize, British Virgin Islands, cayman Islands, Curacao, Dominica, Grenada, Guyana, Jamaica, Montserrat, St. Kitts, Saint Vincent & the Grenadines, Trinidad & Tobago, and the Turks & Caicos Islands. Known for its financial strength, Massy United Insurance offers its clients a full range of personal and business insurance solutions. Massy United Insurance is a member of the Massy Group of Companies.

United Insurance Agents (Saint Lucia) Ltd offers a comprehensive range of all classes of general insurance through their principal, Massy United Insurance Ltd. These include property, motor vehicle, liability, marine, aviation & transport, pecuniary loss and personal accident.

The agency is especially proud to be associated with two reputable companies -Massy United Insurance Ltd, Barbados - which carries a financial strength rating of A-(Excellent) from the international rating agency, A.M. Best, as well as, J E Bergasse & Company Ltd, a household name in Saint Lucia, widely recognized as a good corporate citizen and a market leader in the field of information technology. It is this unique combination of affiliations that gives United Insurance Agents (Saint Lucia) Ltd. the ability to provide the quick, efficient yet caring service for which it has become well known and respected.

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**Supporting you... with all your business needs!**

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