

DO YOU HAVE STRATEGIC IMPERATIVES ? WE HAVE SOLUTIONS !

DFI, EFFICIENT SOLUTIONS FOR YOUR PROFESSIONAL CHALLENGES !

Our principal mission is to offer business integrated solutions, using the possibilities internet has to offer, as well as management tools designed to meet your requirements. We complete our services with always available and professional technical support.

Our activities proactively combine high quality services, from the development of new products to the vast field of Customer Service, which is efficient, quick and permanently available to guarantee technical assistance and competent advice. Our customer service allows you to fulfill your IT projects, determine your best internet strategy, and avoid technical failures.

Our team is conscious of the IT needs of small businesses and can provide the adequate solutions. Our comprehensive offer of services is known for its excellence. Our specialists offer a large number of technological tools allowing you to increase productivity and ensure the continuity of your business as well as the security of your operational process. Our common challenge is to ensure a regular follow-up and management of your clients, while facilitating the access to new markets.

Our solutions are innovative but easily manageable and allow professionals to do their business as usual, whether they are travelling or in the office. Be it internet service, telephone, or customized software, there is always a touch of technological creativity in DFi's products.

1. Internet services

- Unlimited or permanent Internet access
- Independent hosting
- Web site creation and online marketing

2. IP Telephony

- Complete management of the system (outsourcing)
- Parallel management of remote sites
- Multifunctional service
- Decreased exploitation costs
- Unified mailbox

3. Creation of customized software

- E-business
- E-commerce
- Client relationship management (CRM)
- Other management tools

4. Security services

- Anti-virus and anti-spam solutions
- Storage, archiving and backups of electronic data
- Management of your company's network security

5. Expert technical and telephone support

6. Independent and specialized advice for the acquisition of your IT material

Our Strong Points

- Our team's availability •
- High quality •
- Customized service •
- Competent support •
- Independent innovation •
- Security •
- Customer satisfaction •



THE ROAD TO SUCCESS

DFi Service SA was founded in 1987 in Plan-les-Ouates, in the Swiss canton of Geneva. Under the technical direction of Ziad Fokeladeh and the commercial direction of Samir Fokeladeh, the company has since then served the business world and has built up a network of a dozen partners.

Their thinking began in 1986. Samir was a branch manager for an office automation company. Ziad was a project manager in a data processing office. They dreamed of independence and of combining their professional skills to mutual advantage. In 1987 they created DFi Service SA thanks to their unlimited curiosity as well as their courage and entrepreneurial enthusiasm.

For the past 20 years, Samir and Ziad have the leaders of a reliable, competent company, always open to innovations and adapting with enthusiasm to the evolution of new technologies in the field.

As a direct result of the quality of their services and their talent for grasping the future, Samir and Ziad Fokeladeh and their team now count over thirty employees, some working from the beginning of the adventure, and this team has greatly contributed to the reputation of DFi Service SA for great professionalism.



Our ambition

Our independence, our natural curiosity, our quest for excellence and our involvement, lead us ever further in our technological research. We are dynamic and future-oriented, and wish to perfect the current telecommunications solutions and optimize the management tools of the future market.

Our values

We are proud of belonging to DFi Service SA and adhere to an ethical chart encompassing our values. Client approach is one of the main prerogatives, and we seek to :

- **Innovate and develop** our professional competence in order to better serve our customers
- **Be available** and reliable in every way
- **Respect** our clients, partners and colleagues

Our References



Welcome to DFi Service SA



Sales	022 706 22 92
Internet support	022 706 22 99
Technical support IT	022 706 22 98
Web & development	022 706 22 96
General administration	022 706 22 87