CSX

Knowledge. Solutions. Success

Company Product Profile

CSX Customer Services was established in 1969. With origins in Micrographics, CSX's expertise has expanded to include a number of business solutions, supported by a strong technical team:

- Document Imaging Scanners
- Wide Format Printers & Scanners
- Library Security & RFID Systems
- Microfilm Equipment
- Packaging Equipment
- Optical Mark Recognition Scanners, Form Design & Paper Joggers

- Assessment and On-Line Marking Solutions
- Book Scanners
- Access Control, Time & Attendance Solutions and Visitor Management Systems
- Industrial Keyboards and Pointing Devices
- Security Printing

We have a national footprint in Johannesburg (Head Office), Cape Town, Durban, Bloemfontein and Port Elizabeth. CSX Namibia (Pty) Ltd is a division of CSX.

CSX recently acquired a Security Printing Company in Selby, Johannesburg to expand the product offering.

CSX Technical Support
CSX has a team of technical specialists who support and maintain equipment both nationally as well as into Africa. Our technicians have a wealth of experience and are regularly trained to keep up with changing technologies.

The *CSX* Call Centre ensures that we maintain a customer centric focus in our business. We acknowledge that each client's requirements may differ and therefore we offer tailor made solutions, based on a thorough needs analysis and ROI.

Document Imaging Scanners and Software

The need to access documents at a moments notice is the main reason for keeping them onsite. However, at a certain point, the build up of paper creates inefficiencies and eats away at productivity.

Critical information is trapped inside folders, paper or faxes, impacting on business performance.

Depending on your business requirement, CSX offers a range of scanners, from portable, desktop to high-volume production.

Our clients benefit from preventative maintenance contracts to prolong the lifespan of their equipment. Our national call centre takes care of any additional client requirements and is focused on customer satisfaction.
Call Centre : 086-067-0000

Document Scanning Software allows you to scan, process, utilize, and manage documents as well as important data from those documents.
Efficiently capture critical index data, then automatically deliver it all to databases and applications.

CSX has identified the Kodak range of scanners as "best of breed" which is why we are mainly focused on selling this brand of scanning equipment. Kodak supplies a wide range of models that includes low volume work group scanners up to high volume production scanners.

GRAPHTEC
Graphtec Corporation

Wide Format Printers or Scanners

For your wide format scanning, copying and printing needs, we will find a solution for you, from black and white, grayscale or colour, to single roll or double roll features.

• Colour, Grayscale, Black and White .
• Printers, Scanners and Copiers.
• From 1 Roll – 4 Roll Printers and Scanners
• A3 – A0 Sizes
• Manual and Automatic Roll Detection.

Relevant Industries
• Architecture
• Engineering
• Printing
• Graphic Design
• Advertising
• Event Management
• Signage

Microfilm

Safeguard Your Critical Data
Make use of Microfilm when you need trustworthy copies of records to validate transactions, to safeguard copies of historical documents, satisfy litigation, or meet regulatory and audit requirements. Your records are maintained in an analog format on ISO-standard micrographic media via traditional microfilm equipment and today's digital-to-film writing technology.

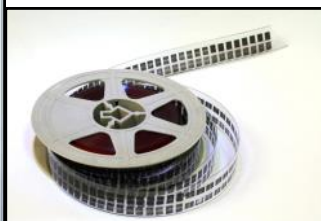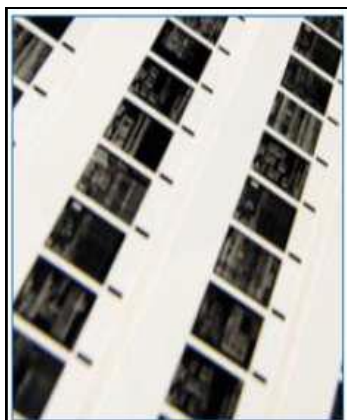Microfilm remains the only archive media guaranteed for 100 years plus.

Kodak Microfilm Equipment is used for Reading, Printing and **Digitising all forms of Microfilm**, Microfiche, Roll Film and Aperture Cards.

Disaster Recovery
Organisations who utilise microfilm are able to completely re-build their records should they lose all of their data.

Vehicle & Parts Identification
Datadot is used in the car industry for parts & vehicle identification

Book and Flatbed scanners

CSX Customer Services have the perfect solution for the digitisation and preservation of valuable and irreplaceable cultural assets and documents.

The solutions we provide will protect the integrity of books, newspapers, photographs, maps, architectural drawings. historical books, manuscripts, magazines, science reports, contracts or other cultural heritage items.

Our clients include archives, libraries, deeds offices, architects, universities, land registries, law firms, commercial enterprises, media companies and service providers.

A special LED light illuminator without any ultraviolet and infrared radiation guarantees harmless and uniform Illumination, that can be scanned without physical contact and produce images with outstanding quality.

Data can be output in all standard image formats.

Portable wand scanners can be used anywhere, and are ideal for students and for personnel scanning requirements, with Wi-Fi options for scanning to mobile devises.

SupraScan™ II A1

SupraScan™ QUARTZ A1
SupraScan™ QUARTZ A1 HD

SupraScan™ A0
SupraScan™ QUARTZ A0 HD

SupraScan™ 2xA0

High Precision Data Collection

CSX Customer Services is the sole distributor of **Scantron** products in most African countries, including South Africa, Botswana, Mozambique, Lesotho, Swaziland, Angola, Malawi, Uganda and Ghana.

As a result our clients benefit from high precision data collection tools, with proven **Optical Mark Recognition and Image Capture** features to meet their data managment needs. The range consists of a number of models that can process a classroom requirement of **25 to 30 forms/minute**, to a high volume of **15,000 sheets per hour**.

CSX Bureau & Design Department
Some of our clients have a project specific or low volume requirement and instead of purchasing or renting their own equipment, they make use of our Bureau Department to process their data using our in house equipment.
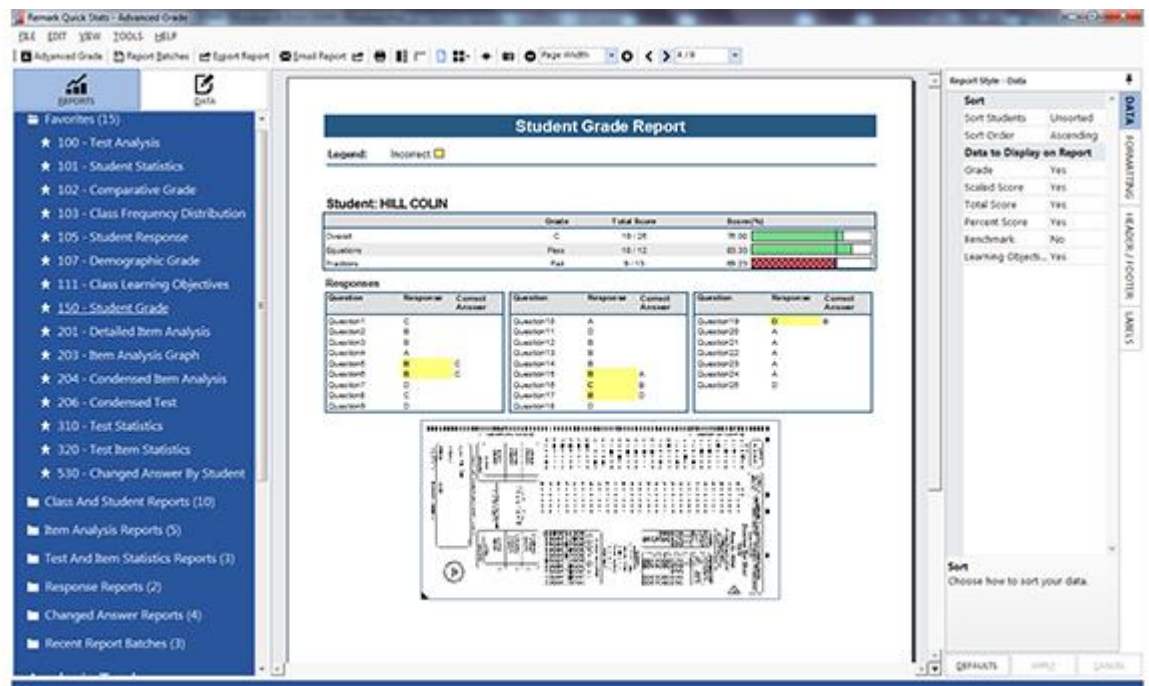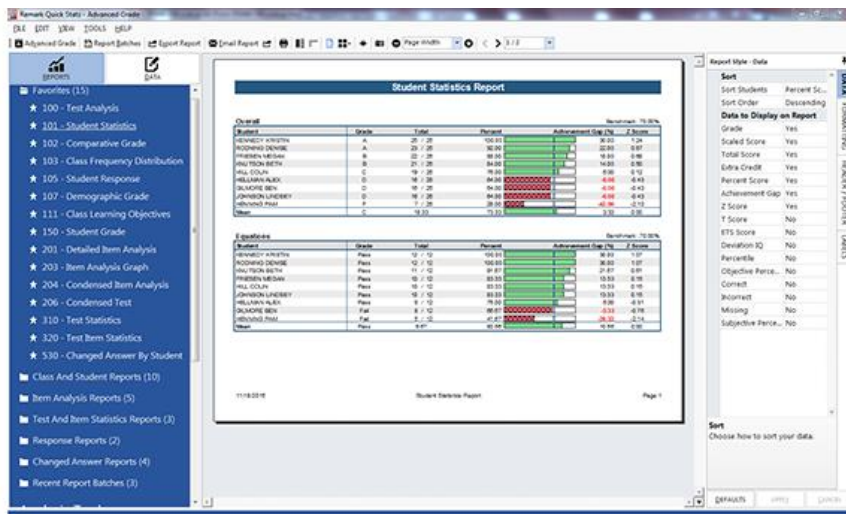
CSX has a team dedicated to the Design, Set Up and Printing of all client specific data reading forms. Our clients include: Ministries of Education, Departments of Health, Examination Councils, S.A.P.S, Secondary Educational Competitions, Schools, as well as most major Universities and Technicon's.

SCANTRON®

Remark Classic OMR

Remark's sturdy recognition engine reads most common Scantron forms—scanned using Scantron OMR and imaging scanners—and transforms marks into usable data. Use the Grade Wizard tool to set up answer keys, grade scales, and learning objectives for a variety of question formats and grade your tests automatically.

WebScore

The Online Scoring Solution
Score objective and subjective items using a web based system from wherever you are. WebScore is designed to fulfill the MOE needs in large scale scoring operatives. Totally configurable and adaptable to your process.

4S CBT | Item reviewer | Webscore

Webscore

Webscore provides electronic on-line marking, allowing more than one moderator to mark the same paper at the same time.

Typically, two enumerators and a supervisor mark the same questionnaire at different locations, ensuring a valid, non- biased, moderated mark.
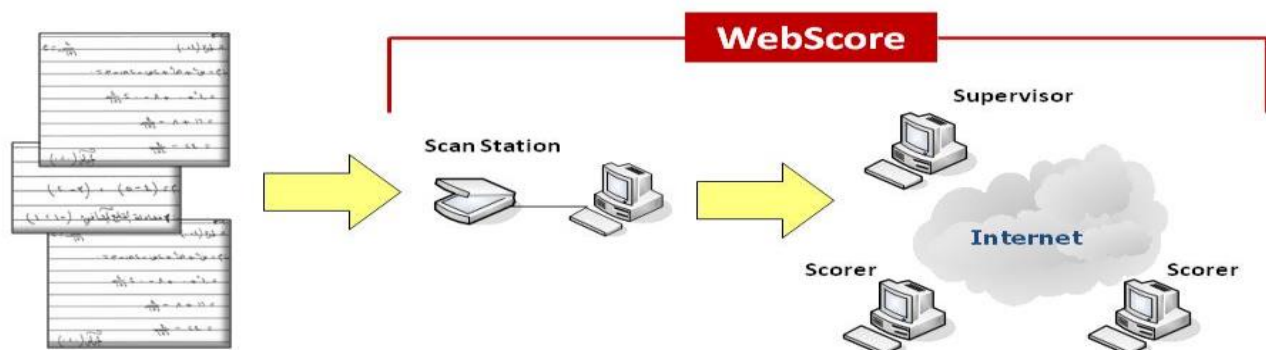
The system uses various rubrics to mark each individual paper, ensuring use of ease for teachers and enumerators alike.

A combination of multiple choice responses as well as open ended questions can be subjectively and non-subjectively assessed to obtain a balanced mark.

This technology has been successfully implemented in various other Countries worldwide i.e. Barbados, Argentina, Honduras, Egypt, Oman, India & Malaysia.

In 2014 CSX sold the first Webscore project to The Ministry of Education Namibia, the first of many installations in Africa.
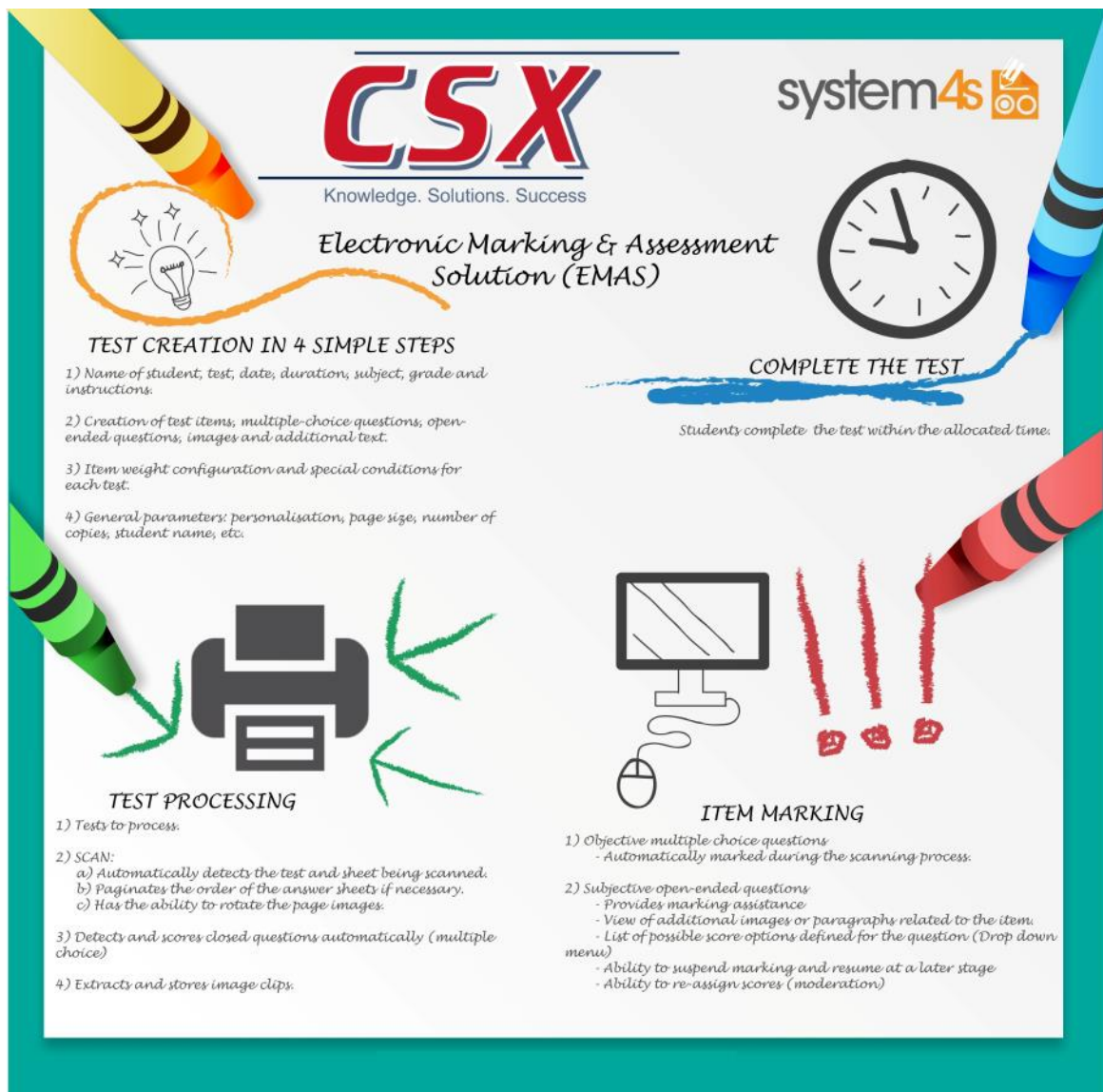

WEBSCORE

Overall Concept

System4s

System4s is a proven PC-based software suite that allows individual teachers, professors, and instructors to manage their own classroom
environment. It is modular in design and allows educators to easily generate and score tests, track classroom attendance, create reports, and
conduct surveys.

While System4s is perfectly capable of operating on a standalone PC, the system has the ability to work through a network connecting several terminals and sharing a unique database between users. The institution benefits by taking advantage of System4s' capacity accessing the information from different locations.

System4s has the ability of combining the **scoring** of both **closed-ended (multiple choice); and open-ended (essay and show-all-your-work) test items** combining these testing methodologies into a complete and powerful solution.
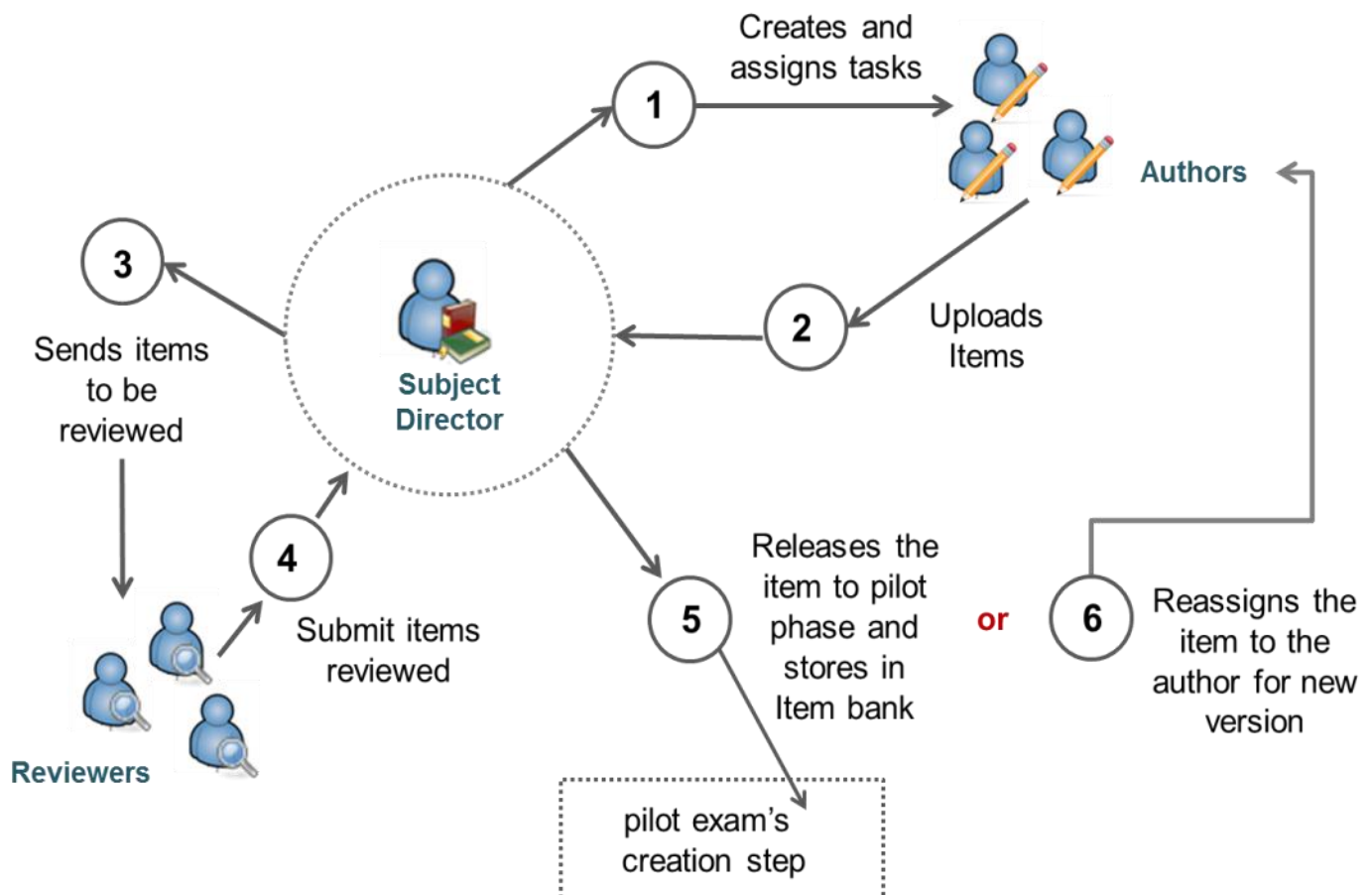
ITEMCBT4s™

ItemCBT4s™ is a web-based system that allows the user to create test or exam items for students wherever the assessor or their students have a secure network connection. A collaborative process is implemented, from the creation of item banks comprising subjective and objective type questions, to the receiving and reviewing of detailed feedback and accurate data. ITEMCBT4s™ is designed to create and manage flexible, reliable high stake, high volume assessments.

The ItemCBT4s™ Solution

ItemCBT4s provides inter alia departments of education, tertiary and training institutions the ability to pilot or compile, manage and revise a customised item bank for use in the development of assessment material. All related activities are channeled seamlessly into one web-based solution requiring minimal infrastructure resulting in a flexible, efficient and secure assessment tool. ItemCBT4s™ is designed for high volume of candidates, producing immediate and reliable feedback with detailed item analysis.
Add value to your organization with ItemCBT4s™ by reducing time, effort, risks and logistics in the process while creating statistical validation, item standardisation, security, consistency and access to real-time information.

Content's Composition and Reviewing

Library Security and RFID Solutions

Bibliotheca + 3M

3M International sold their traditional Library Security business to Bibliotheca.

We supply an entire solution for Libraries, from electromagnetic book security systems, RFID stock taking solutions, book issuing/ return units, labour to insert RFID tags and EM security strips.

Bibliotheca acquiring the 3M Library division has enhanced our RFID offering to the market, as well as provided us with new opportunities for technical to maintain existing Bibliotheca products.

 Our clients include all Departments of Sports, Art and Culture in the various provinces, Universities, Municipalities and Schools.

Modular Libraries

CSX

CSX introduced a modular library concept which has allowed Government Departments to provide libraries to rural areas in 6-8 weeks at significantly reduced costs.

The Modular structure is made from cromadex and is available in various sizes (square meters). Fixtures can be tailor-made to the clients requirements and availability of sanitation, electricity etc.

CSX supplies the furniture for the unit, which includes shelving, desks, chairs and reading stations. The only items we exclude are the books.

Library Security systems are provided as part of the solution to protect the books.

CSX and Metrofile Holdings have donated several Modular Libraries to impoverished communities as part of our CSI initiative. Most recently we collaborated with SHOUT to donate a library to the Carter School in Alexandra.

Access Control and Time & Attendance

Access Control is the key element in any security concept. It allows you to define access authorisations for employees, visitors or contractors.
There are various terminals available from biometric readers, pin key pads to badge readers.

Time & Attendance provides efficient and flexible management of working hours and absences with interfaces to all standard payroll programs.

Visitor Management

The old-fashioned pen-and-paper guard book for visitor management can now be replaced by the new barcode scanner solution providing accurate data from verified identification documents in a hassle-free searchable interface. The handheld terminal is the latest device to fight criminal activities by validating the South African driver's license.

The simple two-step process takes mere seconds - scan the person's license and scan the vehicle's license disc. No confusing columns to fill out!

By making use of identification documents, license disks and driver's licenses, we ensure that you won't end up with invalid data e.g. false names etc. The software ensures that the information gathered is accurate.

This product is ideal for Estates, Complexes and Business Parks.

Input Devices & ICT Products

We offer specialised keyboards and pointing devices which are used in a variety of heavy duty applications. The keyboards and pointing devices are robust, dust & waterproof and in some cases antimicrobial, specifically designed and developed for the following industries:
• Mining and manufacturing
• High explosive environments (gas, chemical, liquid)
• Medical and laboratories
• Emergency services
• Warehousing and logistics
• Banking and financial
• IT server rooms
• Stock brokers
• Security
• Food industry
• Point of sale
• Kiosk
• Military applications
IP54, IP 65 and IP 68 certified dust proof , and splash proof stainless steel or silicone finish, Rack mount, panel mount or desktop models
Solutions include Keyboard Integrated touchpad, force sensor resistor or trackball.

Security Printing Services

- **Business Forms**

    Continuous Forms & Sheets

    Books

- **General Printing**

    Menus

    Flyers

    Business Cards

Security Printing Services

•**Security Printing**

OMR Forms (Multiple Choice Questionnaires)

Education Examination Booklets

Cheques & MICR Encoded Documents

Certificates

Security Printing Features for Certificate printing

- CSX Security Printing Service has a registered "AUTHENTICITY" watermark which is produced exclusively for our company. Users of this paper are thus guaranteed that there is **only one** source of supply. We believe that we are the only security printer in the country to have our own watermark.

- The paper is also sensitised to react to a variety of polar and non-polar solvents so that evidence of tampering becomes apparent.

- It contains invisible fibres which fluoresce under a UV light, as a further means of authentication.

- We routinely provide a unique number (with digits increasing in size from left to right) with "bleed thru" ink.

- We developed and patented an iridescent ink which very effectively counters the threat of the colour copier.

- We us the technique of "split duct" printing. This is a process whereby one colour merges gradually with another making it difficult to replicate by photo copying or scanning and is generally used in cheque production.

- Our manufacturing company is approved by PASA (Payments association of SA) to print cheques. We are required to adhere to the most stringent security measures and are subjected to an annual inspection to ensure that standards are maintained at the highest level. All security printing is conducted within this secure environment.

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