

Helppo IT -ratkaisu.



Customer case:

How a reseller and vendor partnership commenced.

Case Study:

JH Computer Oy, Sastamala & Nokia

”Brother’s operation is reliable and efficient. Our partnership is a longstanding one and we develop together. The partnership runs smoothly all the way from the partner through to the customer. Brother understands our needs as a retailer, as well as the needs of the customer.”

Jouni Hujo, CEO, entrepreneur, JH Computer Oy – Sastamala & Nokia

Sustainable growth at a moderate pace

Since the start the company has grown gradually and steadily, and so it has always been able to maintain the same high service standard and quality. Today, JH Computer has offices in Sastamala and Nokia, as well as a new data centre and IT control centre in Sastamala.

JH Computer has strong environmental values and the business strives for ecologically sustainable solutions. In Sastamala, the company produces its own electricity using solar power, but so far its own energy production has been limited to the summer months due to Finnish conditions and the availability of technology.

The pillars of the business:

Strong partners

JH Computer relies on strong, reliable brands in its business, such as Dell, Fujitsu, Zyxell, Microsoft, F-Secure and Brother. Although the service concept is primarily designed for other companies, JH Computer also offers the same services to individual consumers. It is also important that its partners, like

Part of Finland’s largest IT chain

IT company JH Computer was founded in 2002 in Putaja, in the former municipality of Suodenniemi, and offers comprehensive computer technology services, from equipment sales to IT servicing and technical support. JH Computer is part of Finland’s largest IT chain Data Group and aims to become the Pirkanmaa region’s most important IT player within a few years.

Four cornerstones

JH Computer’s most important ideological values are compassion and tolerance. The company has four key cornerstones. The first is support for maintenance of basic IT infrastructure; the second is security services, which are slightly different from normal IT operations. JH Computer actually produces access control and video surveillance services, among other things. The third cornerstone is the data centre business, which produces various types of cloud services for customers. JH Computer’s fourth cornerstone consists of software development, including its proprietary system Virta ERP.

Brother, share the same values as JH Computer when it comes to ecologically sustainable development.

Short lead times without delays

JH Computer handles short lead times best by having its own inventory, and can quickly supply the goods and services required by the customer. Leasing agreements for printers or computers are offered for a monthly fee. A printer agreement means that the customer, for a fixed monthly cost, gets a printer and print supplies delivered and ready to be used, with service included.

Cooperation: Interactive communication

Cooperation between Data Group JH Computer and Brother is based on good communication between the parties. Brother welcomes and acts on development proposals from its partners. Brother has its own contact person at JH Computer. That ensures communication between the parties is quick and convenient. The activities and services are developed and moved forward in unison.

Flexible cooperation

JH Computer values the flexibility of its partners. When JH Computer's customers have specific needs, Brother, as a partner, can help them to develop a solution. In terms of technology, JH Computer requires its partners to have modern tools at their disposal. For Brother, this means, among other things, the Cloudy service, which JH Computer can use to access information about customers' machines via the control centre. If a customer's printer starts to run out of ink, JH Computer is informed and can take action before the customer even discovers the problem.

Mutual trust

The partnership between JH Computer and Brother is a longstanding one and has worked well and been stable. One of the benefits of working with Brother, according to JH Computer, has been that Brother understands both the retailer's and the end customer's needs.



For more information, please contact:

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