

**INSTALL
MAINTAIN
UPGRADE**

imU

Distribution and Service partner

www.IMUindia.com

happy i
happy U



We have experienced that the most significant challenge that companies face when they outsource their key processes is in getting the outsourcing partners aligned to their goals and priorities. Majority of the challenges are also related to Reliability, Transparency and Quality in service delivery.

Keeping this as the foundation, we follow the IMU philosophy.

IMU in spirit stands for "I AM YOU".
The purpose of IMU is Happy I, Happy U.
IMU also means Install, Maintain, Upgrade.

We follow the IMU philosophy of being one with the customer - in terms of their needs, expectations and sense of ownership when it comes to the standards of service delivery.

IMU starts with the sustained efforts to identify with the customers, their business. We strive to functionally step into their shoes so that for the end consumer, who is being serviced, the identities are seamless. The front and backend are presented in a unitive formation, in an outsourcing arrangement that blends the best of both, where IMU Tech Services responsibly assumes the role of an extended arm of the customer.

It is with the confidence emanating from this philosophy of "MU" that we pitch for a role as a preferred choice for outsourcing your after sales service and distribution requirements across INDIA.

IMU Tech Services ensures that the priorities, goals and practices are mutually well defined and aligned, so that we represent you both in image and substance.

For OEMs, it signifies our commitment that we will continue to build capabilities to Install, Maintain and Upgrade any Electromechanical machine which is driven by Software. We will strive to increase the longevity of your machines through timely and quality

assured services by our trained Engineers. As a Company, we consciously exercise care to implement and follow environmentally sustainable practices.

We are a proud team of passionate professionals who are working together to make your After Sales Services efficient and effective.

It means that domains do not limit us. Each day we harness new and innovative ways and offer proven managed outsourcing solutions for fast-paced various processes of after-sales service such as technical field services, customer helpdesk for ticket management, on line and offline product training etc. We also bring you a pool of sales distribution networks, and offer you seamless logistics services including import and export handling. Additionally, we provide you market-ready data processing services so that you get everything in one place. With a long-term plan to push the boundaries of today's processes and business models for you, IMU By your side becomes your extended arm and works with you.

We follow IM's core values and believe in demonstrating them through our three core pillars Care, Fair, and Dare. We ensure that all our processes and thereby actions pass the acid test, meeting our critical standards and upholding our core values. With IMU by your side, your brand is in dependable hands. Inviting you to experience the IMU Way of service delivery across INDIA!

Happy I, Happy U.



Sumit Jain
Founder
IMU Way

 Care
 Fair
 Dare



FIELD SERVICES



IMU-INSTALL, MAINTAIN, UPGRADE

Right from site inspection, installation of machines at customer premises, training end-users, doing the periodic preventive maintenance of the machines, attending to the breakdown service calls of the machines, we have built the capabilities to deliver these as your own extended arm, with our spirit of **I AM YOU**.



ON FIELD PRODUCT SUPPORT & TRAINING

We can cater to your product support and training need through our team of senior engineers and technical managers.

SERVICE & DISTRIBUTION NETWORK

IMU Services has presence in all states, and can cater to technical service requirements anywhere in India. OEMs need not go through the grind to set up or enhance their service delivery capabilities. Just plug into IMU Service network and scale up your operations in the shortest time. OEMs can plug into the IMU Services Distribution network, consisting of Channel Partners and multiply their sales with less efforts.



ON FIELD PRODUCT SUPPORT & TRAINING

We can cater to your product support and training need through our team of senior engineers and technical managers.

BACK OFFICE SERVICES



CUSTOMER HELPDESK

Plug into IMU Services for your ready made customer helpdesk set up and reap the benefits. With IMU, you get end to end help desk support which is well-trained and equipped to effectively handle ticket management and Cater to customer queries, concerns, and issues.

TECHNICAL HELP DESK

Offering the right product support and training are key to ensuring that your customers get the most out of the product. That is what IMU Services helps you do. Our team works closely to provide a help desk that answers the queries of your customers related to product usage, training on the products, online help with installation, troubleshooting. Let us do the execution for you just like you would do!

- // Remote product support for Installation
- // Remote product training
- // Remote support to field engineer



CUSTOMER TICKET MANAGEMENT

Plug into IMU Services helpdesk team to raise customer service ticket on portal.

- // Raise customer tickets on portal from calls
- // Raise customer tickets on portals from emails
- // Back office support for ticket management



DATA PROCESSING SERVICES

Use our team for your back office data related support.

- // Data Entry services
- // MIS Reports generation services
- // Data Conversion services
- // Data Analytics services

KIOSK OFFERING

Introduction - KIOSK OFFERING

Introducing our cutting-edge kiosk solutions, poised to revolutionize automation across diverse business segments. Our extensive range of kiosks caters to customers seeking streamlined transactions and enhanced operational efficiency, delivering a seamless user experience. With our innovative technology, we empower businesses and individuals alike, enabling them to embrace the future of automation. Simplify your transactions, boost efficiency, and stay ahead of the curve with our state-of-the-art kiosk solutions.

Banking & Financial

ATM Machine
Mini Bank
Passbook Printing
Cash Deposit
Cheque Deposit
Self Service Branch
Banking Queue Management
Banking Software's

Hospitality

Hotel Check in Kiosk
Food Order Kiosk

Healthcare

Hospital Queue Management Kiosk
Health Kiosk

Retail Kiosk

Jewellery Pigmy
Utility Bill Pay
Mall Parking
Bus/Movie Ticketing
Information
Jewellery Virtual
Virtual Shopping
Grocery Self Check-out

Education

School Fee Kiosk
College Admission Kiosk

Industrial

Leave and HR Kiosk
Safety Training Kiosk
Production Line Kiosk
Visitor Management Kiosk
Salary ATM

Government

Information Kiosk
Customized Kiosk

Digital Banking Unit (DBU/MFK)



Optional Features

Account Opening With e-KYC/ Video KYC
On-Boarding Of Customer For Loans & Checking Loan Application Status
Passbook Updation
Cheque Deposition
Functionality Of Printing The Account Statement Once Requested By The Customer

Fund Transfer
PAN, Mobile No, E-Mail Id & Account Details Updating Using E-KYC
Internet Banking
Bill Payments
Issuance Of Demand Draft

Account Statement Printing
Instant Personalized Debit Card Print & Dispense
FD/RO Rates And Other Loan Rates With Calculator
Services Like Cheque Book Request, Fastag Request, Lead Capturing For Various loans, Stop Cheque Request

Introduction - DBU/MFK

A Digital Banking Unit (DBU/MFK) is brick-and-mortar outlets offering financial inclusion (FI) services. A specialised fixed point business hub housing infrastructure for delivering digital banking products & services as well as servicing existing financial products & services digitally, in both self-service and assisted mode, to enable customers to have cost effective/ convenient access and enhanced digital experience to/ of such products and services in an efficient, paperless, secured and connected environment with most services being available in self-service mode at any time, all year round.

Technology Partner



KIOSK OFFERING

Digicash - Micro ATM Based Cash In Cash Out Kiosk (CICO)



Features

- Assisted Self Service Model
- Card + PIN based Cash Withdrawal/Balance Enquiry
- AEPS based Cash Withdrawal/Balance Enquiry
- DMT - Direct Money Transfer/Fund Transfer
- Runs on SIM based Internet

Bill Payment like DTH Recharge, Mobile Recharge, Electric Bill, Gas Bill, Insurance Payment etc

Cash Depositor



Features

- Enable your customer to make a cash payment anytime & anywhere
- No need to fill cash deposit slips & stand in long queues
- Counterfeit Currency detection with Serial Number Capture
- Cost Effective to Maintain

- Identifies account holder & retrieves account-related details from the backend system
- Real time visibility of Cash Deposits
- Multi-lingual Capabilities
- MIS & Recon Reports

CURRENCY FITNESS SORTERS

1 + 1 Pocket



PARTICULAR	CS100T - 1+1
Counting Speed NPM	1200 (OCR, Fitness Sorting) 1500 (Piece Counting)
Hopper Capacity	500 Notes
Stacker Capacity	200 Notes
Reject Capacity	100 Notes
Sensor	IR, UV MR, 2CIS, Tape (Mechanical Thickness Sensor)
Display	Touch Screen
Currency	Up to 40 Currencies (Upgradeable)

PARTICULAR	NEWTON3-F 1+1
Counting Speed NPM	1000 (OCR, Denomination Sorting) 1200 Notes (Piece Counting)
Hopper Capacity	600 Notes
Stacker Capacity	200 Notes
Reject Capacity	100 Notes
Sensor	Dual CIS, UV, MG (18 ch), IR, US (21 ch)
Display	Touch Screen
Currency	Upto 40 Currencies (Upgradeable)

2 + 1 Pocket



PARTICULAR	BNS20000 - 2+1
Counting Speed NPM	700 (OCR, Fitness Sorting) 1000 (Piece Counting)
Hopper Capacity	500 Notes
Stacker Capacity	200 Notes X 2 Pockets
Reject Capacity	100 Notes
Sensor	IR, UV, MR, Dual CIS, Tape (Mechanical Thickness Sensor)
Display	Touch Screen
Currency	Up to 40 Currencies (Upgradeable)

PARTICULAR	NEWTON30 - 2+1
Counting Speed NPM	1000 (OCR, Denomination Sorting) 1200 Notes (Piece Counting)
Hopper Capacity	600 Notes
Stacker Capacity	200 Notes
Reject Capacity	100 Notes
Sensor	Dual CIS, UV, MG (18 ch), IR, US (21 ch)
Display	Touch Screen
Currency	Upto 40 Currencies (Upgradeable)

CURRENCY FITNESS SORTERS

4 + 1 Pocket



K5-A - 4+1 FITNESS SORTER

PARTICULAR	
Counting Speed NPM	1000 (OCR, Denomination Sorting) 1000 Notes (Piece Counting)
Hopper Capacity	1000 Notes
Stacker Capacity	200 X 4 pockets
Reject Capacity	100 Notes
Sensor	Dual CIS, UV, MG (18 ch), IR, US (21 ch)
Display	Touch Screen
Currency	Upto 40 Currencies (Upgradeable)

4 + 2 Pocket - Modular Expandable



K6 - 4+2 FITNESS SORTER

Counting Speed NPM	1000 (OCR, Denomination Sorting) 1000 Notes (Piece Counting)
Hopper Capacity	1500 Notes
Stacker Capacity	500 x 4 pockets
Reject Capacity	300 Notes
Sensor	Dual CIS, UV, MG (18 ch), IR, US
Display	Touch Screen
Currency	Upto 40 Currencies (Upgradeable)

SORTER EXTENSION

International award winning (Reddot) futuristic 2 Pocket expandable module which can be seamlessly used for enhanced productivity. Simple & convenient to configure with main module. Main module can be expanded upto 16 pockets with 6 modules of 2 pockets each.

All the 16 pockets can be easily configured to suit customer's requirements.



reddot award 2019
winner

CURRENCY COUNTERS, SORTERS & AUTHENTICATORS

Pieces Counter



Mix Value Counter



Mix Value Counter with Dual CIS



1 + 1 Denomination Sorter with Dual CIS



PARTICULAR	VALUE KING
Dimension (WxDxH) mm	292x248x175
Counting Speed pcs/min	1000
Hopper Capacity	200 Notes
Stacker Capacity	200 Notes
Power Consumption W	< 80
Weight Kgs	5.3
Reject Stacker Capacity	NA
Sensor	IR, UV, MG
Display	TFT

PARTICULAR	VALUE KING PRO
Dimension (WxDxH) mm	310x285x175
Counting Speed pcs/min	1000
Hopper Capacity	200 Notes
Stacker Capacity	200 Notes
Power Consumption W	< 80
Weight Kgs	6
Reject Stacker Capacity	NA
Sensor	IR, UV, MG
Display	TFT

PARTICULAR	CA700 - DUAL CIS
Dimension (WxDxH) mm	300x270x180
Counting Speed pcs/min	1000
Hopper Capacity	200 Notes
Stacker Capacity	200 Notes
Power Consumption W	< 80
Weight Kgs	7.5
Reject Stacker Capacity	NA
Sensor	IR, UV, MG, 2-CIS
Display	TFT

PARTICULAR	CS900 - CASH AUTHENTICATOR
Dimension (WxDxH) mm	288x270x245
Counting Speed pcs/min	1000 (DCR, Denomination Sorting) 1200 (Piece Counting)*
Hopper Capacity	500 Notes
Stacker Capacity	200 Notes
Power Consumption W	< 80
Weight Kgs	7.5
Reject Stacker Capacity	50 Notes
Sensor	IR, UV, MG, 2-CIS
Display	Touch Screen

BUNDLE NOTE COUNTING MACHINE

Desktop Model



PARTICULAR
Type
Counter Assembly
Counting Mechanism
Pump Capacity
Dimensions (WxDxH) mm
Weight Kgs
Count Speed / 100 Notes
Hopper Capacity
Display
Optional

COUNTPRO-DT
Desktop / Standard Model / Heavy Duty Model
Mechanical
Vacuum
0.35 HP
330x395x205
30
4 Sec
200 Notes
4 Digit Led Display
Heavy Duty

Floor Model



COUNTPRO-SD
Standard Floor Model
Mechanical
Vacuum
0.35 HP
445x300x750
45
4 Sec
200 Notes
4 Digit Led Display
-

Heavy Duty Floor Model



COUNTPRO-HD
Heavy Duty Floor Model
Mechanical/ Electronic
Vacuum
0.50 HP
445x300x750
47
4 Sec
200 Notes
4 Digit Led Display
Electronic Counter

OTHER MACHINES

Bundle Strapping Machine BS100FA



Particular

Fully automatic strapping

Strapping modes

No Contact melt-joint Technology

Environment Friendly

Strapping Speed

Compression Load

Strapping Belt

Noise Level dB

Power Consumption Kw

Dimension

Weight kgs

Details

Strapping The Bundle With Polypropylene(pp) In Three Dimensions

1 Long Side Band, 2 Short Side Bands Or Combination Of All 3 Bands

Patented Technology

No Pre-Heating, On Fumes & No Odour

Less Than 20 Second Per Bundle

1.2 Tons

Polypropylene (PP) , 12 mm Width

Below 70

<0.2 / 100 Bundles

650x496x1135 mm

115



Fake Note Detector UVD77



Features

Ultraviolet Light Detects Security Threads

White Light For Watermark Verification

Built In Magnifier For Micro-Print Verification

Equipped With Magnetic Sensor To Detect Magnetic Security Thread

Rechargeable Lithium Battery For Portable Usage (Optional)

Power Consumption <6W



Packet Binding Machine HBB 050BM



Features

No Warm Up Time Needed

Easy To Use, finish Banding Fully Automatically

Easy Paper Feeding

Adjustable Banding Position

Adjustable Temperature To Meet Different Paper Tapes

Digital LED Display



ID CARD PRINTERS & LAMINATORS

Direct to Card Printer



N 25 - DTC CARD PRINTER

Features

Direct-To-Card Dye-Sublimation / Resin Thermal Transfer

Single / Dual Sided Printing

Print Resolution 300 dpi (11.8 dpm), 16.7 Million Color

Speed 95 To 600 Cards/Hour (Depending Upon Printing
Magnetic Stripe, Smart & Chip Card Encoding (Optional)

Automatic Card Feeding : 100 Card Input (0.76mm -Up To
200 Cards With Dual Hopper Option

Connectivity - USB 2.0 (High-Speed), Built in 10/100 Ethernet

Dimensions - 184 (W) × 366(L) × 228(H)mm.

Laminator



NL200 LAMINATOR

Features

Laminate Method - Heater Roller

Laminate Speed - 19 sec.

Laminate Mode - Single & Dual Sided Lamination

Laminate Lamp - 500 Watts

Patch Thickness - 1.0mil / 0.5mil

Patch Size - 81 × 51mm (CR-79, 80)

Card Type - IPVC, Composite PVC

Stacker : 150 Cards (Optional)

Card Thickness - 0.76mm-1.0mm

Retransfer Card Printer



Japanese Technology

K30D - RETRANSFER CARD PRINTER

Features

Full Color Dye Sublimation Retransfer Printing

100 Input Hopper (30mil), Optional 250 Card Input Hopper

USB & Ethernet Connectivity

300/600 DPI Print Resolution With 256 Graduation Printing

Printing Speed - 130 Cards / Hour Single Sided

Lifetime Print Head Warranty

K Ribbon Erase Function

Card Size ISO 7810 Format, CR80, ID-1

Card Material: PVC, PC, PET, PET-G

Distribution and Service Presence Across India



IMU TECH SERVICES

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Scan to Enquire



SERVICE REACH TO
766
DISTRICTS OF INDIA

DIVISION OF
India
KUSTERS
ENGINEERING
An ISO 9001:2015 Certified Company

100+
Years Of Trust
Since 1911