

PRAJTECH

IT MANAGED SERVICE PROVIDER

COMPANY PROFILE



Presentation Outline

Contents of the Talk

- Brief Introduction
- Our Values
- Verticals
- IT Sales
- Managed Services
- Remote Support
- New Office Setup
- Our Clients
- Support Model
- Incident Management & Other Process
- Benefits
- Contact Us

ABOUT US

Brief Introduction

- PrajTech is an independent IT managed Service provider & Consulting company founded in 2012. The company was founded by a team of enthusiastic IT specialists who wanted to create a company that should work with the clients to achieve success.
- We as IT Professional are focused on quality and on-time delivery of our solutions & services.
- **Our Mission:** is to empower our clients with the latest technology available in the market at the best possible price to enable them to work with their full potential.



"Just having satisfied customers isn't good enough anymore. If you really want a booming business, you have to create raving fans."

KEN BLANCHARD



Our Values

Trust

Innovation

Futuristic

Satisfaction

Commitment

VERTICALS

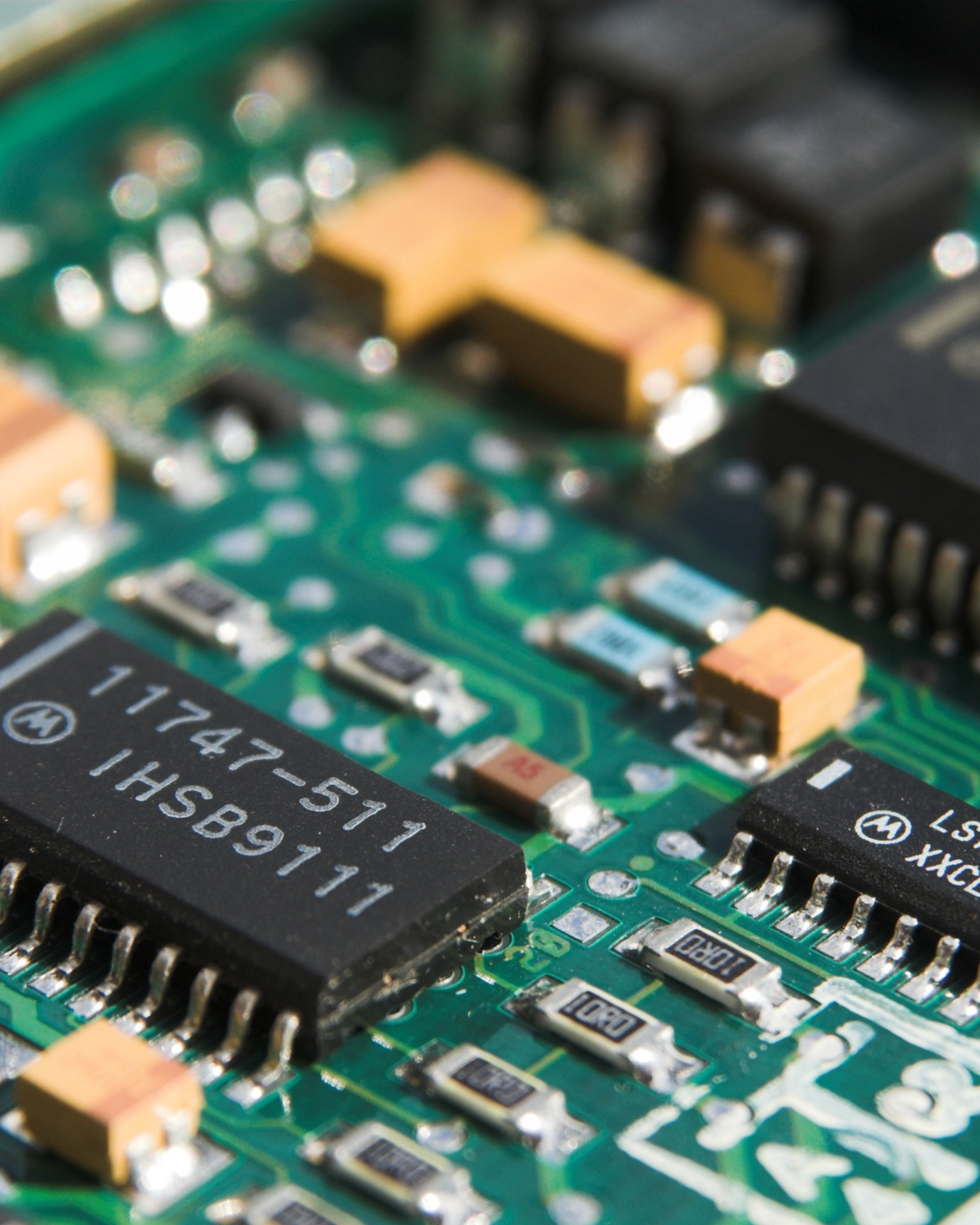
IT HARDWARE SALES

IT MANAGED SERVICES

DATA CENTER SETUP

REMOTE SUPPORT

NEW OFFICE SETUP



IT HARDWARE SALES

Laptops

Desktops

Server (Rack / Tower).

Switch

USB Hard drives

NAS Box

IT Accessories

IT Managed Services

L1, L2 & L3 Level Support

- 24 X 7 Monitoring
- IT Help Desk
- Backups & Restores
- DR Planing, Testing & Implementation
- Network Monitoring
- Server Management & Implementation
- Information Security
- Patching





REMOTE SUPPORT

Desktop Support

Server Support (Physical / Virtual)

Network Support

Application Support

User Management

Access Management

License Management

Asset Management

Information Security

Network Security

Server Migration

Data Center Migration

Disaster Recovery Management

New Office Setup

- Workspace Design
- LAN Cabling
- Wi-Fi Setup
- Data Center Setup
- Internet Lease Line Setup
- Firewall Installation & Configuration
- Server Installation & Configuration
- UPS Systems
- CCTV Setup



OUR CLIENTS

- BMES – India
- BMES – Japan
- AMMA-India
- Neal Analytics
- HQL Solutions
- Alcob India
- Zoomax Projects
- Artfab

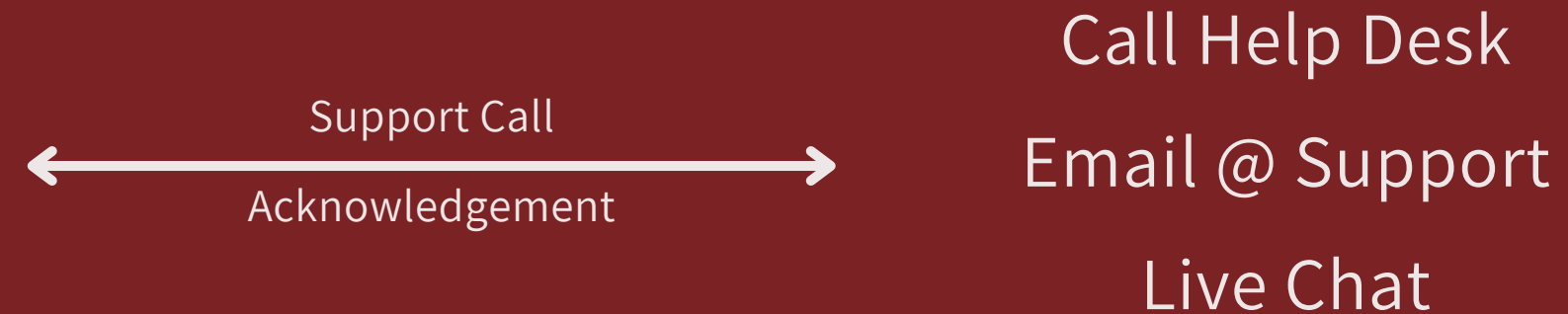


SUPPORT MODEL

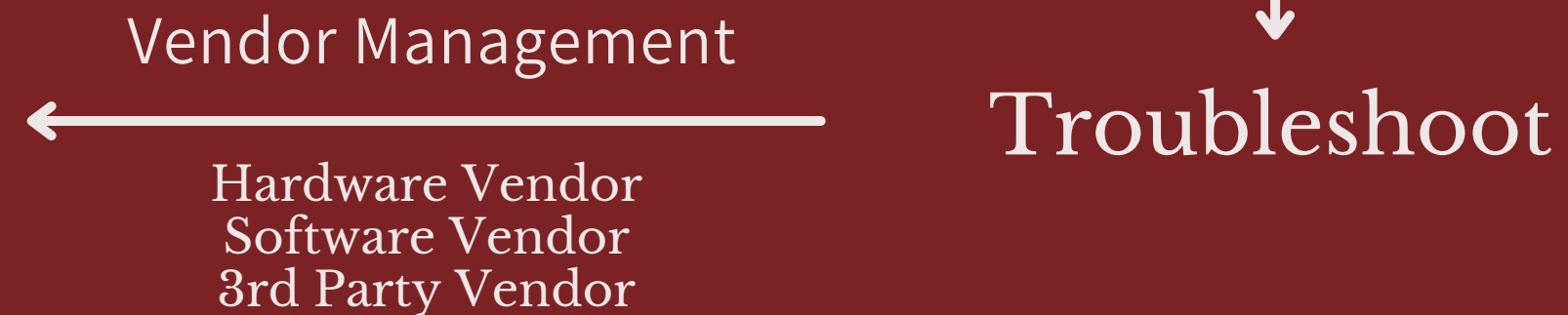
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Server Management
Application Management
Desktop Management
Access Management
Appliance Management



Support Team

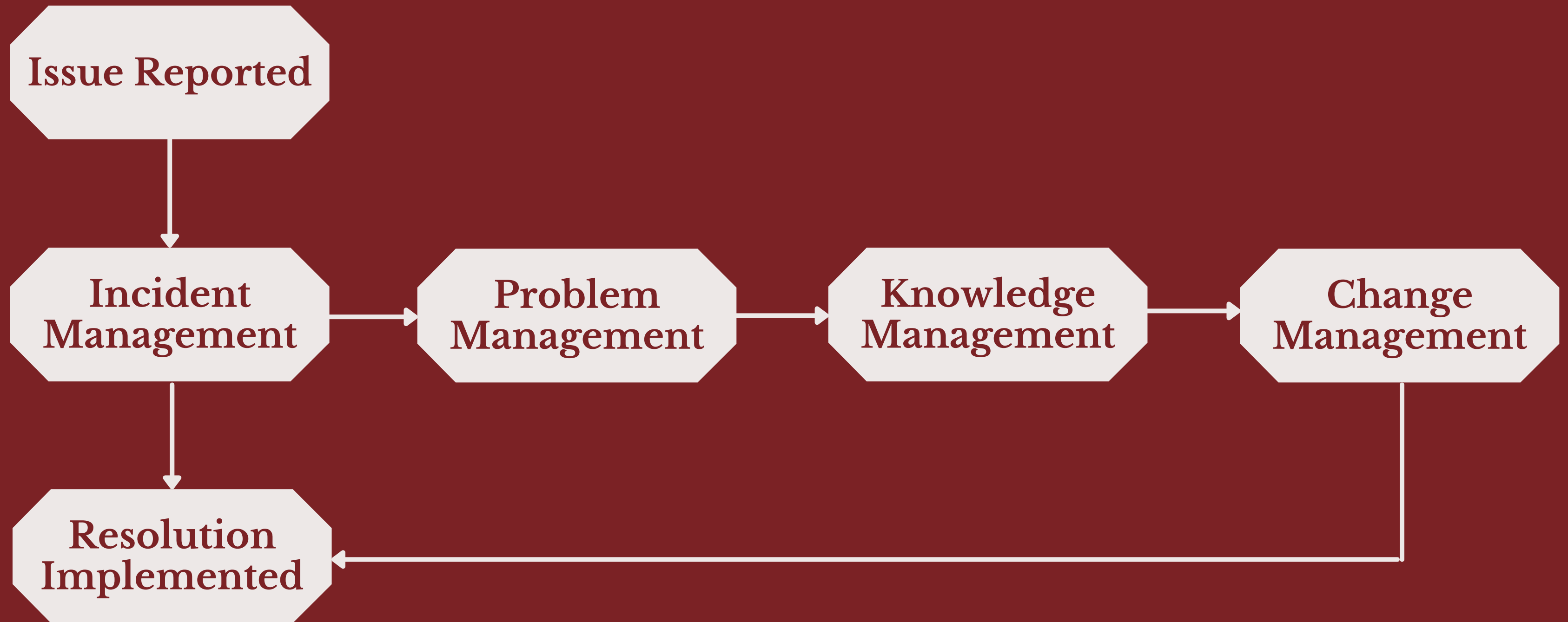


Incident Management Lifecycle

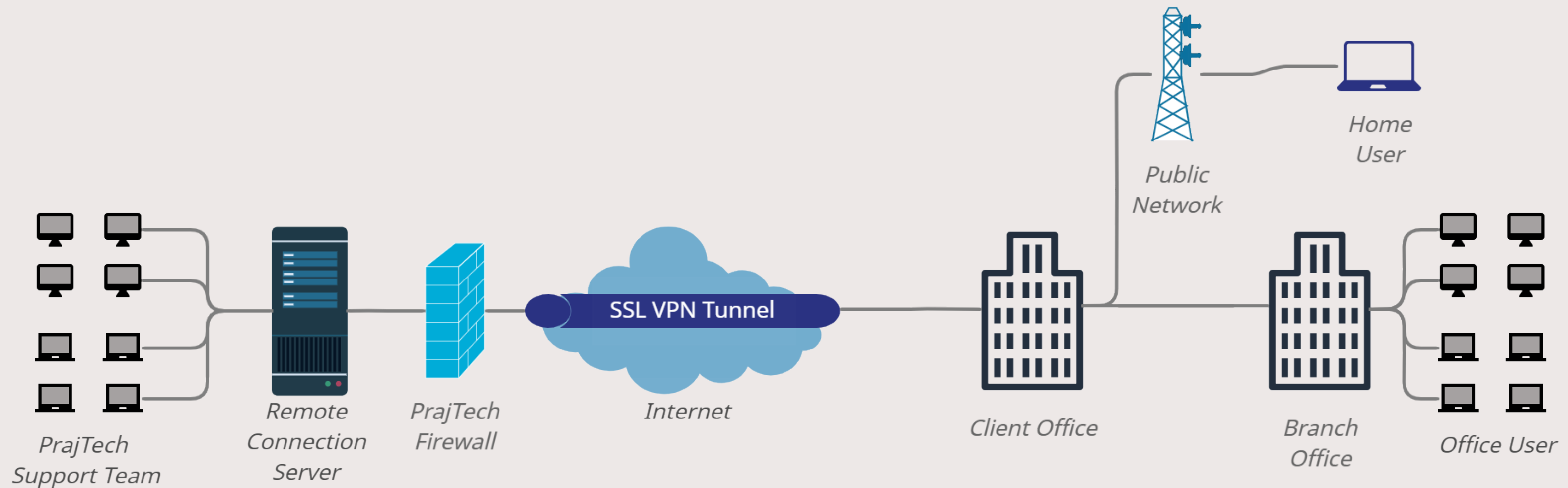


- INCIDENT LOGGING
- TICKET CREATED
 - CATEGORIZATION & PRIORITIZATION
- INCIDENT ASSIGNMENT
- TROUBLESHOOTING & DEPENDENCY CHECKS
- RESOLUTION, VERIFICATION & CLOSURE

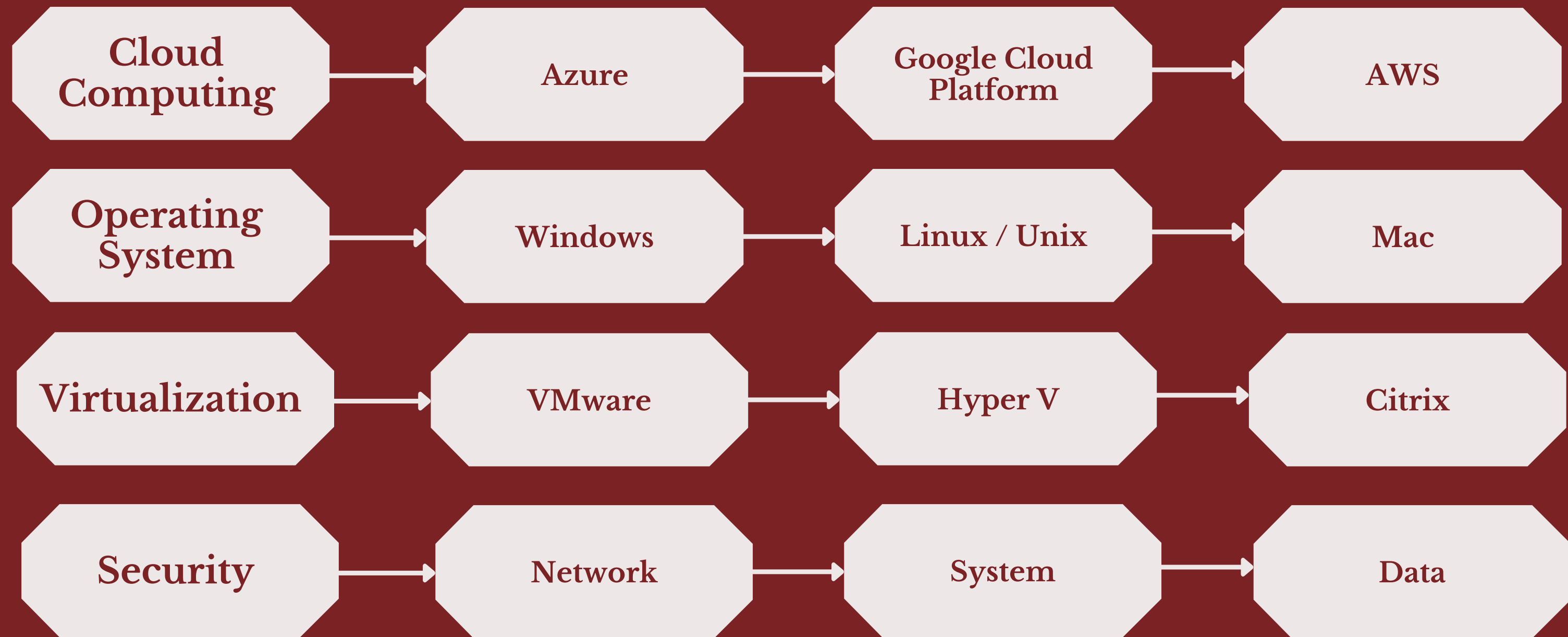
Issue Resolution Cycle



Secure Remote Connection



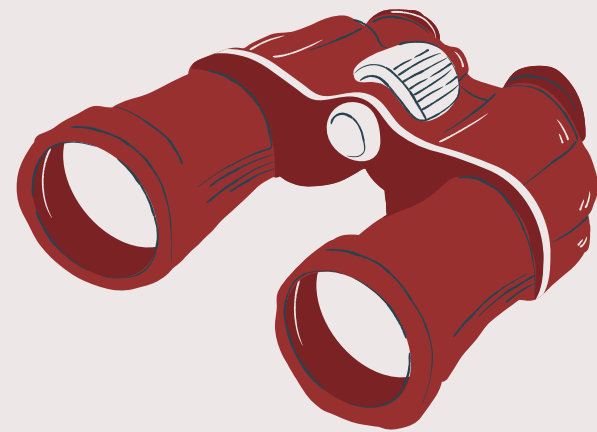
Technology



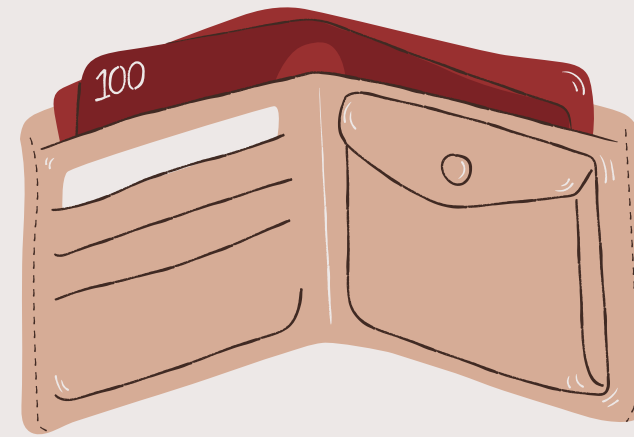
Why Us



Proactive
&
Reactive



Analysis
&
Automation



Low Cost



24/7/365
Global Support



Staffing

Contact Us

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