# CoreTech

NETWORKS

## WE LISTEN, WE CARE, WE DELIVER

Corporate Profile

# CORETECH
# Your Reliable IT Partner

**01 CoreTech Networks**
Leading IT solutions provider.

**02 Client-focused**
Tailored solutions, comprehensive support.

**03 Global Reach**
Serving industries worldwide.

**04 Expertise**
Skilled in IT hardware/support, consultancy, and project planning. Managed IT support, consulting, project staffing, full-time employees, dispatch, and network services

**05 Goal**
Preferred partner for end-to-end IT solutions.

## MISSION

Empowering businesses with exceptional IT support. We deliver seamless, efficient technology solutions tailored to Client's unique needs, fostering growth and success through trust, expertise, and innovation

ESTABLISHED IN
**2018**

Total Revenue Generated
**$ 500,000+**

GEOGRAPHICAL PRESENCE
**India, Hong Kong, UK (EMEA region), Australia**

HEADQUARTERS IN
**India, UK**

# Our Comprehensive
## IT Solutions

**CORE SERVICES**

- Network Support (L1, L2, L3)
- Desktop Support (L1, L2, L3)
- Staffing (Short & Long Term)
- Help Desk (24/7)
- Dispatch

**VALUE-ADDED SERVICES**

- Multi-lingual Support
- Dedicated Resources
- Break-Fix Solutions
- IMACD Services
- Parts as a Service

# One Stop Solution

| The Ultimate IT Lease Infrastructure Solutions | Refurbished IT Hardware | AMC (TPM & MVS) |
|---|---|---|
| **Rental/Lease facility to support short-term/ seasonal needs** | **Transform Old, Used/ Returned Electronic / Computer Equipment to New** | **For Enterprise & End using Hardware** |

**FOR RENTALS**
- Laptop
- Desktop & Workstations
- Server
- Storage Devices
- Network Products

**UPSIDES**
- Custom configuration Available
- Rapid Deliveryacross Globe
- Acess to latest Technology
- Cost effective & Largest Inventory

Quality, Top- Notch, Reliable products completely tested

30-35% cost less than new

Impressive Warranties

Budget Friendly

Reduced E-waste

Increased Equipment Lifespan

Reducing your Data center Maintainace spend

Flexibility in Coverage option

Greater uptime

EOS & EOL

One maintainace agreement hardware support & post - warranty support.

# Desktop (EUC), Network &
# Data Center Support

| Network Support Level | Functions | Support Methodology |
| --- | --- | --- |
| **Tier 1** | Basic Troubleshooting | Basic support for connectivity, diagnostics, and simple configurations. |
| **Tier 2** | User Assistance | Helping users with basic network-related questions and problems. |
| **Tier 3** | Issue Logging | Recording issues and escalating if needed |

| Desktop Support Level | Role | Tasks | Skills |
| --- | --- | --- | --- |
| **Level 1** | Basic Level | Basic connectivity and troubleshooting diagnostics. | Basic IT knowledge, Problem Solving & Customer Service Skills |
| **Level 2** | Intermediate Support | Advanced network troubleshooting, Configuration management, Problem resolution. | In-depth technical knowledge, Advanced diagnostics |
| **Level 3** | Expert-level support for complex issues. | Complex network issue resolution, System integration, Strategic network planning. | Specialized expertise, advanced Network ,Integration skills. |

# Staffing
## (Short & Long Term)

### SHORT-TERM STAFFING
### (on demand support engineer)

Meet project needs with adaptable, skilled engineers who quickly understand requirements.

### LONG-TERM STAFFING
### (project staffing, FTE)

Address needs with adaptable, skilled engineers..

## DISPATCH SERVICES

**IT Services:** Equipment, delivery, technicians.

**Delivery:** Fast, efficient, inventory management.

**Technicians:** Scheduling, dispatch, tracking.

## Help Desk
## Powering Your IT with 24/7 Precision

**24x7 Support:**
Round-the-clock support via phone, email, web chat, or portal.

**Dual Language Facilitation**
We offer services in both the native language and English.

**Varied Competencies**
Office 365, mobile devices, virtualization, compliance, security, disaster recovery.

# Connecting Across Languages

### Enhanced Communication

- Clear client communication.
- Faster problem resolution

### Cultural Sensitivity

- Trained in cultural understanding
- Personalized support experience.

### Effective Troubleshooting

- Accurate diagnostics.
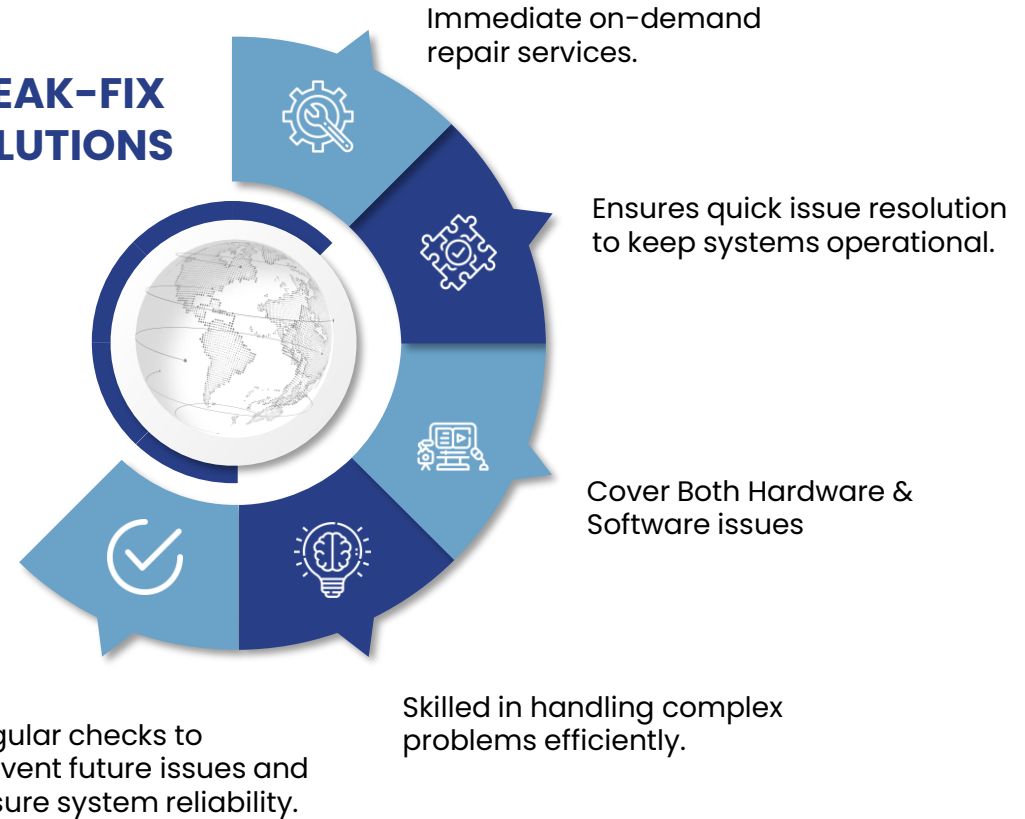- Reduces miscommunication errors

### Global Reach

- Supports international clients.
- Consistent global support

## DEDICATED RESOURCES

Core Tech provides dedicated technicians for long-term projects. They develop in-depth knowledge of client infrastructure for efficient support and tailored solutions.

## BREAK-FIX SOLUTIONS

Immediate on-demand repair services.

Ensures quick issue resolution to keep systems operational.

Cover Both Hardware & Software issues

Skilled in handling complex problems efficiently.

Regular checks to prevent future issues and ensure system reliability.

# IT IMACD Services

### Install
- Seamless IT Installation
- Custom Setup

### Move
- Efficient Hardware Transport
- Reinstallation at New Sites

### Add
- Expand IT Infrastructure
- Implement Upgrades

### Change
- Modify and Reconfigure Systems
- Adjust IT Resources

### Disposal
- Disassemble Obsolete IT
- Eco-Friendly Disposal

# Parts As Services

### Hardware Subscription
- Recurring fee for access to hardware components like hard drives and RAM.

### Consumable Management
- Subscription supply of printer cartridges, toner, and cleaning supplies.

### Predictive Replacement
- IoT and data analytics to predict and replace failing parts.

### Remanufacturing
- Refurbished components as a cost-effective, sustainable option.

### Lifecycle Management:
- Comprehensive management of component procurement, installation, maintenance, and disposal.

- www.coretechnetworks.com
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# Our Clientele &
# Strategic Partners

**DIRECT CLIENTS**

Honeywell  SERVION Crafting CX Solutions

**INDIRECT CLIENTS**

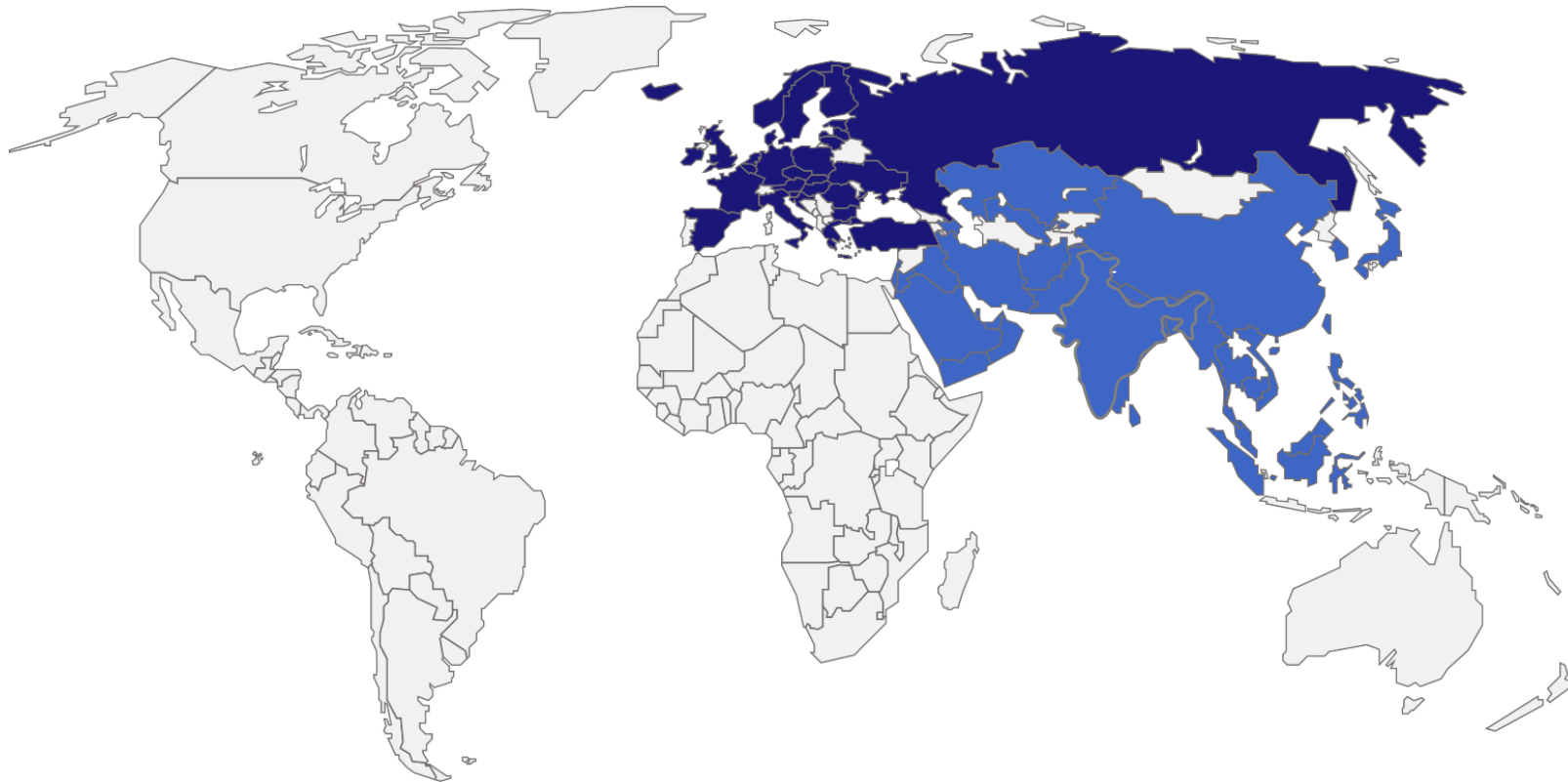HCLTech  WARNER MUSIC GROUP  Lilly  PURESTORAGE  wipro  outokumpu

**ALLIANCES/PARTNERSHIPS**

SAN EXPERT TECHNOLOGY
Where Issue Resolved

MAGLANCERS
All your onsite & remote needs

# Our Coverage



| EUROPE | |
|---|---|
| Andorra | Latvia |
| Austria | Lithuania |
| Belgium | Luxembourg |
| Bulgaria | Malta |
| Croatia | Netherlands |
| Cyprus | Norway |
| Czech Republic | Poland |
| Denmark | Portugal |
| Estonia | Romania |
| Finland | Russia |
| France | Slovakia |
| Germany | Slovenia |
| Greece | Spain |
| Hungary | Sweden |
| Iceland | Switzerland |
| Ireland | Turkey |
| Italy | Ukraine |
| | United Kingdom |

| ASIA | |
|---|---|
| Afghanistan | Lebanon |
| Azerbaijan | Malaysia |
| Bahrain | Maldives |
| Bangladesh | Myanmar |
| Bhutan | Nepal |
| Cambodia | Oman |
| China | Pakistan |
| Cyprus | Philippines |
| Hong Kong | Qatar |
| India | Saudi Arabia |
| Indonesia | Singapore |
| Iran | South Korea |
| Iraq | Sri Lanka |
| Israel | Taiwan |
| Japan | Thailand |
| Jordan | United Arab Emirates |
| Kazakhstan | Uzbekistan |
| Kuwait | Vietnam |
| Laos | Yemen |

# Our **Footprints**

**Local Entities**

- UK
- India
- Bulgaria
- Netherlands
- Pakistan
- Australia
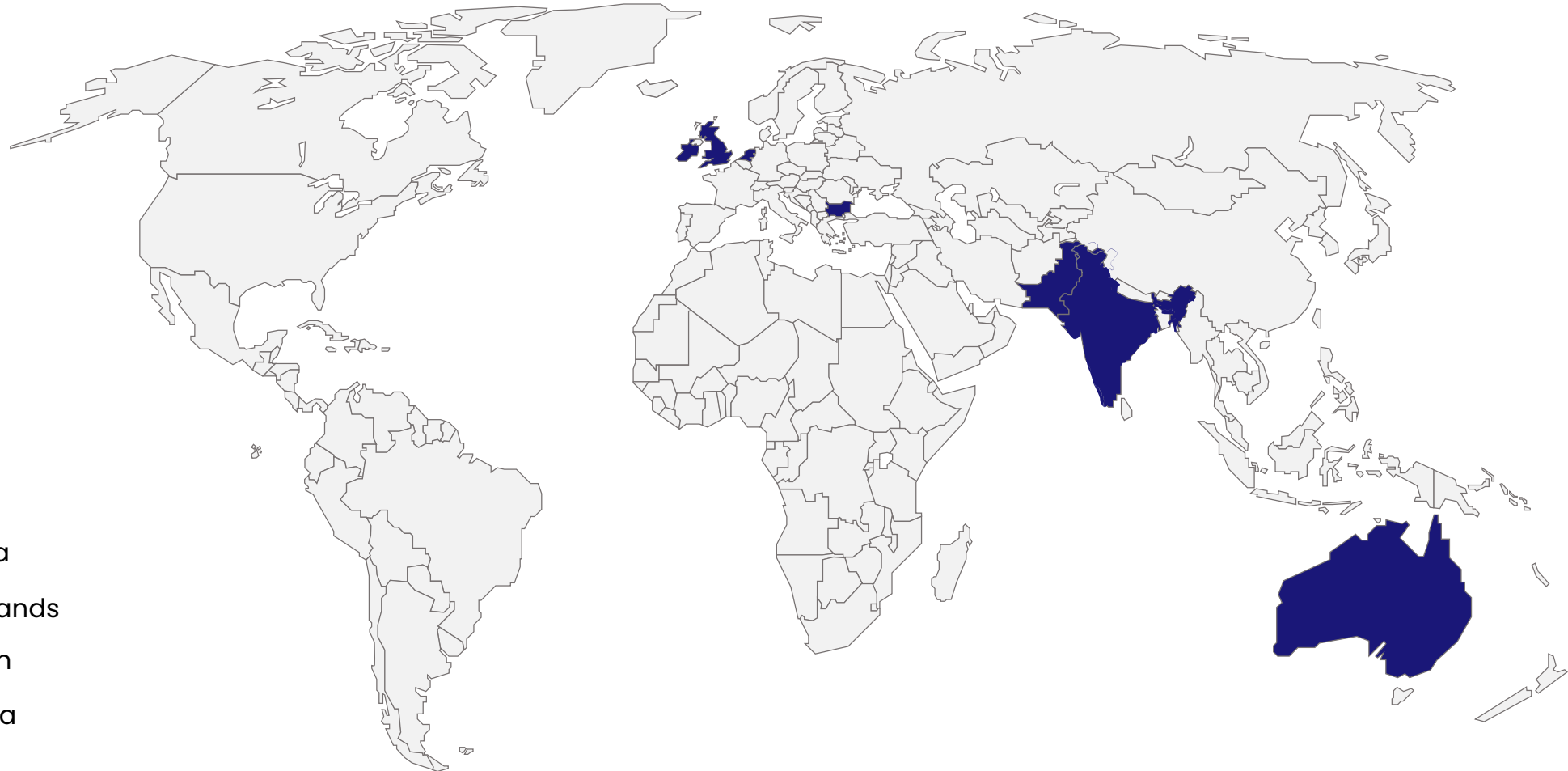
# Case Study

**OVERVIEW**

- Developed proprietary application with Avanade
- Automated back office tasks
- Reduced operational costs
- Gained strategic market advantage

**CHALLENGES**

- High costs and inefficiency in manual processes
- Difficulty in tracking workflow and productivity
- Need for automation in exception handling

**SOLUTIONS**

- Created Workflow Management Application (WMA)
- Used Microsoft BizTalk Server 2004 & NET technologies
- Integrated various customer billing systems
- Implemented Business Rules Engine (BRE) for exception routing

**RESULTS**

- Reduced costs and improved service efficiency
- Enhanced reporting accuracy and productivity insight
- Enabled precise staffing and operational improvements

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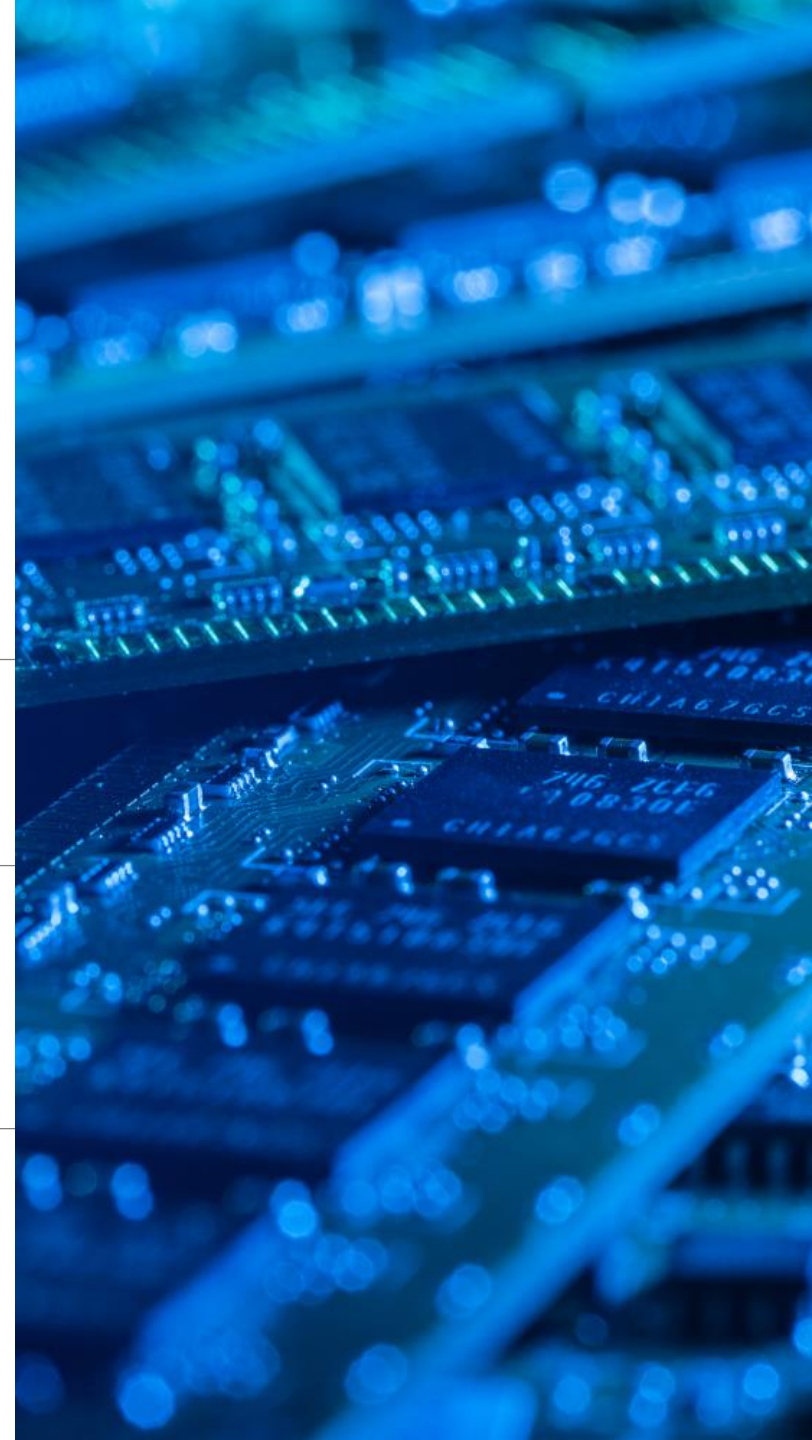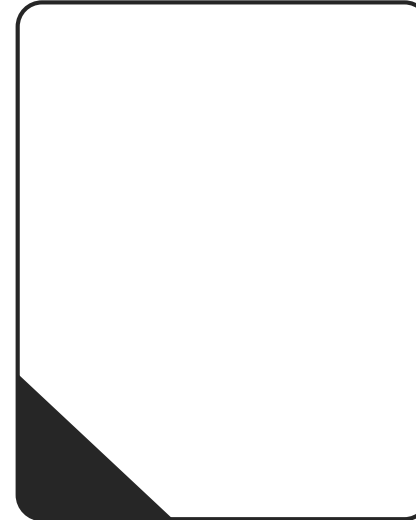
# Our Leadership
# Team

**Abinash Prasad**
(Founder & CEO)

**Aditya Raj**
(Chief Global Operations)

**Gaurav Saxena**
(Independent Sale Director)

**Radha K. B.**
(Managing Partner)

**Simran Shah**
(Service Delivery Director )

# THANK YOU

Aditya Raj

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