



Sapphire
Systems

COMPANY PROFILE

Outsource IT Team and Services

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TABLE OF CONTENTS

- 1. Introduction 3
- 2. Overview 4
- 3. Services 5
- 4. Use Cases 7
- 5. Tech partnership/ Expertise 8
- 6. Contact..... 9

I. INTRODUCTION

Information Technology is not any cheap solution unless planned wisely. It should cut costs of stationary, space and human resource etc. All laborious work should be transferred to computers. IT also adds benefits, which cannot be gained through other means like cost effective backup of important data, high speed communication and collaboration.

Private firms don't have unlimited budget to hire and maintain highly skilled IT resource with other perks and privileges. Advanced countries have already started outsourcing their IT team to reduce costs.

Based on this statement, "*You may not always require all working hours of an IT resource*", we have brought a concept of outsourced IT team shared among various clients, but it should be available whenever you need it. We focus on availability of IT resource despite genuine medical leaves of any IT member.

2. OVERVIEW

Sapphire Systems SMC Pvt Ltd is a services-oriented IT company having footprint in Islamabad covering neighboring areas. Providing brand-independent IT consultancy services boost the client's confidence. Firms from either end-users or vendors can hire our services to cut the expenses on IT team. Flexible business models are available to extend maximum ease to the clients.

Every business has different challenges. Glimpse of the following pain areas of various people gives insight of the real value of having outsourced IT services:

"I don't require a full-time IT team, but I want some technical people to visit on weekly basis to resolve many small issues of computers, networking and servers." – **Ms Sehrish, Software Architect**

"My business cannot afford leaves of IT technicians." – **Mr Asad Khan, Technical Surveyor**

"I want an IT person to keep computer labs and cameras of my school up-to-date" – **Ms Bushra, Principal**

"When we contact any IT firm to design IT solution for our branch offices, their solution is always based on hardware what they sell. We need sincere advice and IT solution perfect to our needs." – **Mr Umair, Manager Stores**

"I need a team with varied level of expertise from cabling to networking, server hosting for various projects and client support even on holidays." – **Mr Zahid, Manager IT**

"We sell IT products like cables, cameras, network switches, computers etc. We are not familiar with designing network, configure switches and cameras. We want your installation services for the duration of our projects." – **Mr Faiz, IT Vendor**

3. SERVICES

We maintain all levels of IT expertise in all IT domains. These include but are not limited to Network design, next-gen firewalls, optical fiber laying and splicing, copper cable installation and management, CCTV / IP cameras and recording, video conferencing, IP telephony, load balancers, web application firewalls, routers and switches, communication towers, data centers, network operations center, security operations center, RFID and turnstile gate entry system, e-tag vehicle entry system, servers virtualization, VDIs, private cloud, penetration testing, IT security audit, customized software solutions and much more. We provide the following services when there is no conflict of interest.

Technical Partnership:

This business model is for IT vendors who lacks in IT team in a particular domain. We have expertise in designing tender documents and specifications, designing solutions, preparing bids for the tender, implementation services, after sale support, resident engineers, resolving operational issues etc.

Outsource IT Team:

This model is designed specifically for client organizations who want to cut on IT human resource without disturbing IT operations whether it is client support for computers/printers or networking and servers. Our technical resource shall also support you in decision making for purchasing servers, printers, cameras or UPS etc. This model is highly customizable according to your needs, days of routine visits and emergency visits etc.

Solution Consultancy:

We have a highly skilled and experienced team who have designed IT solutions for various industries including education, medical, telecom, banking etc. We can provide you IT solution which can be acquired within the budget. We can further map multiple brands on the solution so that you are confident about the options available in the market. This shall further clarify, which option carries additional built-in benefits. Not only designing the solution, we stand by you to assure quality work and later perform quality tests before releasing payments to the vendors.

Specialized Training:

Our trainers are professionally working in their domains. They know real challenges and the solutions. Therefore, the client/ trainee is more satisfied with our team. We can provide advanced trainings with flexibility. We know organizations cannot spare all the people at the same time to attend any training at the cost of work. We know that different people need different level of training/ expertise. It could be a technical training to technical people or an orientation training for non-technical people for example cybersecurity awareness training to teach how to stay safe online.

Audit, Penetration testing & Cybersecurity:

Your data is your asset. It is globally believed that 80% threats are from within the organizations and 20% are from outsiders. Experts say that either you are already compromised, or you don't know. Our team shall help you identify your risks, its mitigation cost and risk management by conducting IT audit and penetration testing. We will suggest you solutions, help you in deployment and then prove its effectiveness.

Software Development & Customization:

Our experienced team has various ready solutions for customization/ development compatible to your needs. We also offer web applications development and mobile apps development from the scratch.

4. USE CASES

We work between the user organization and the OEM, whereas other vendors are not in our competition. This is a collaborative model and targets to create a win-win situation. Different use cases are explained below with the perspective of the other party:

- A. User Organization** is generally referred to as the end-user. We offload your responsibilities and give you comfort as per following:
- a) No need of a dedicated IT team
 - b) IT trainings to IT professionals as well as non-IT users
 - c) IT solution advice and consultancy services
 - d) Helping in writing RFP, specifications document, evaluation criteria, bill of quantities, bill of costs, project management/ execution, quality control etc.
- B. Vendor Organization** may include partner firms of OEM, system integrators, service providers etc. We provide services to vendor firms in:
- a) Completing/ augmenting their small units e.g., networking, servers, cybersecurity or datacenter etc.
 - b) Preparing tender bids/ proposals to meet tender requirements
 - c) Implementation services etc
- C. OEM/ Brands/ Principal Firms** targeting a specific market and they need penetration/ access to the user to demonstrate their products. Our clients honor our opinion; therefore, the products are assessed first for complete understanding of its functionality, performance, safety and quality parameters etc for a fair advice to the clients/ users.

5. TECH PARTNERSHIP/ EXPERTISE

We have maintained expert resources in complete range of IT infrastructure solutions, distance learning and remote management. We are authorized partner of most of the brands as well. Few brands are mentioned here for reference:



6. CONTACT

Drop us an email at info@ssys.com.pk, WhatsApp message/ SMS or call us at **+92 331 2307 307**. We are always ready to serve you in a minimum possible time.