



VALUABLE AND TRUSTFUL PARTNER

One Partner...One Network...One Solution!!!...

VISION & MISSION



MISSION

To become the One –Stop Solution and Support Provider for Enterprise Datacenter Equipment's.



VISION

To Bring a change in the service industry for the IT Infrastructure with quicker response ever.

To stand above the competition by providing our customers with exceptional services, quality and unparalleled customer support.

COMPANY OVERVIEW



TEKMINDERS was formed with one intention in IT industry:
DIFFERENCE MAKERS



Founded by established professionals with Combined Global I.T. experience of 60+ years.



Envisioned to be a leading Third party, vendor neutral , I.T. support Company.



Intent to reach Globally 80+ countries through mix of Direct & Partner Network.

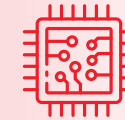
SERVICE OFFERINGS

Remote Management



Logistic and Warehouse Support

I.T. Infrastructure & Network Solution



Cross Platform Enterprise Hardware Support

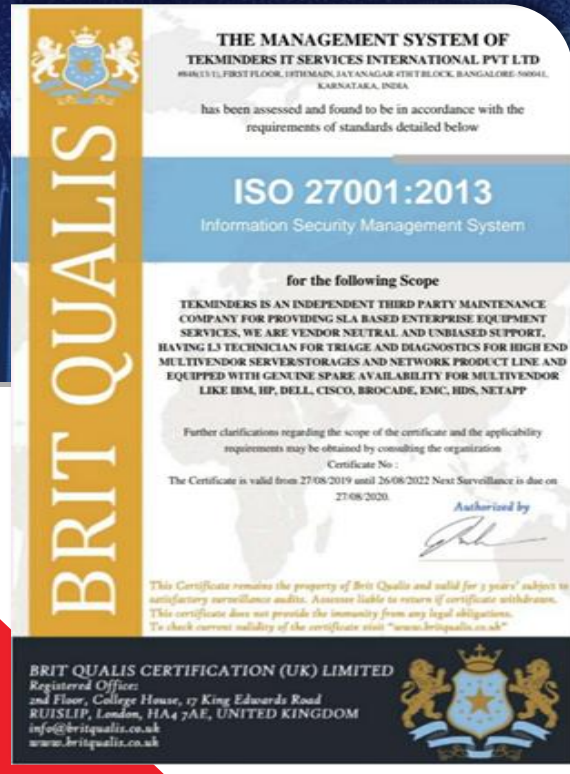
Managed IT Services



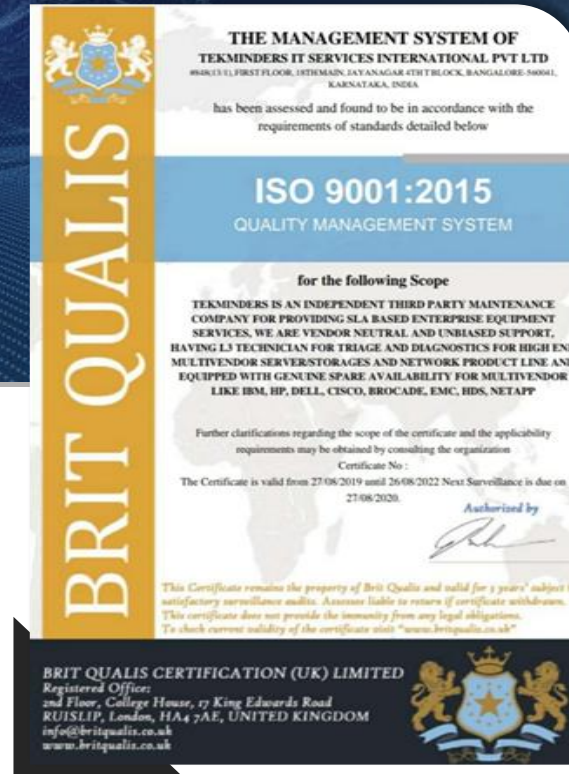
Multilingual Response Centre Support



ISO CERTIFICATIONS



ISO 27001



ISO 9001



ISO 14001

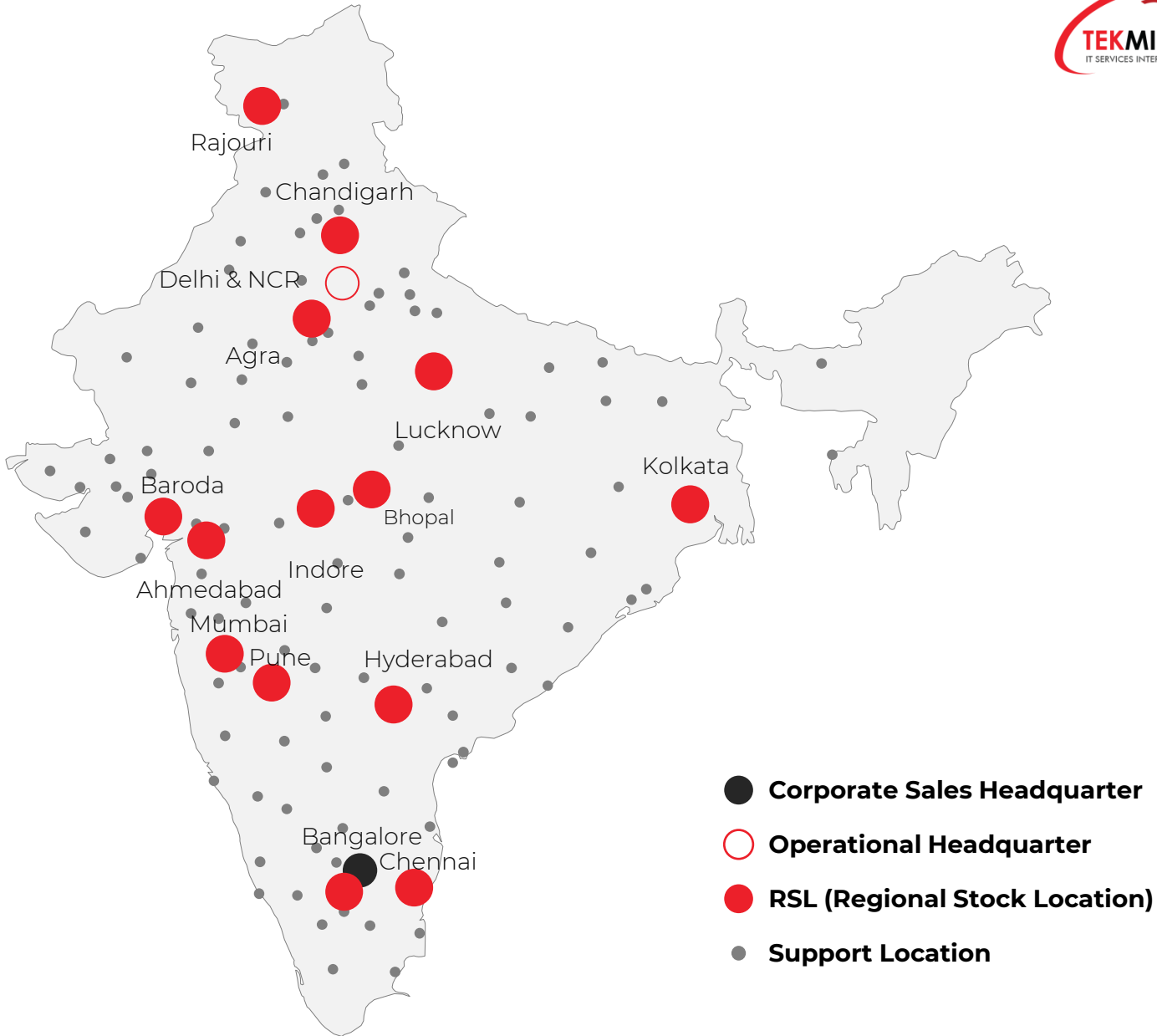


OHSAS 18001

REGIONAL OFFICES



SUPPORT OFFERINGS IN INDIA



Bangalore

Corporate Sales Headquarter



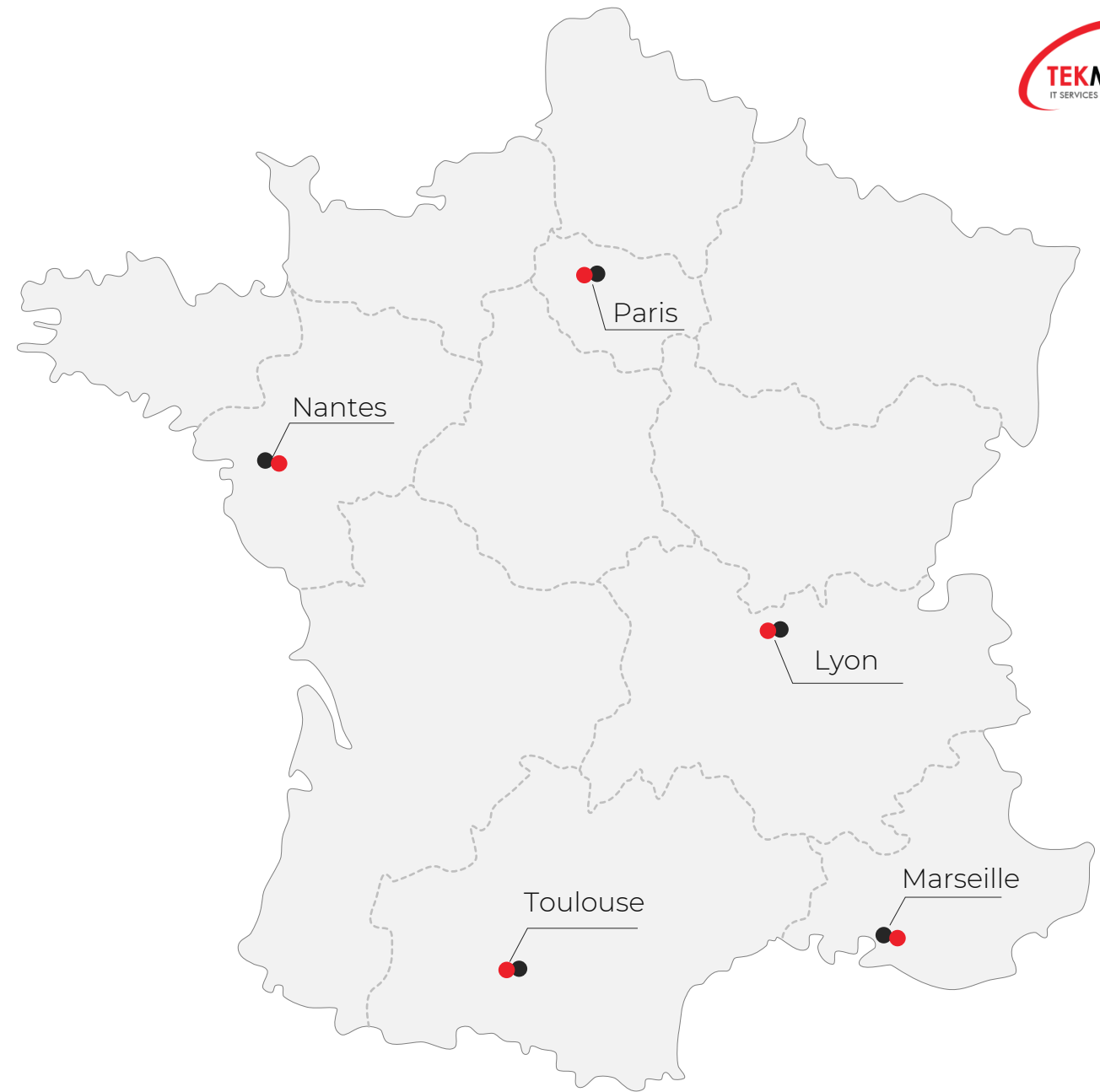
Delhi

Operational Headquarter

- Corporate Sales Headquarter
- Operational Headquarter
- RSL (Regional Stock Location)
- Support Location

SUPPORT OFFERINGS IN UK & IRELAND





SUPPORT OFFERINGS IN FRANCE

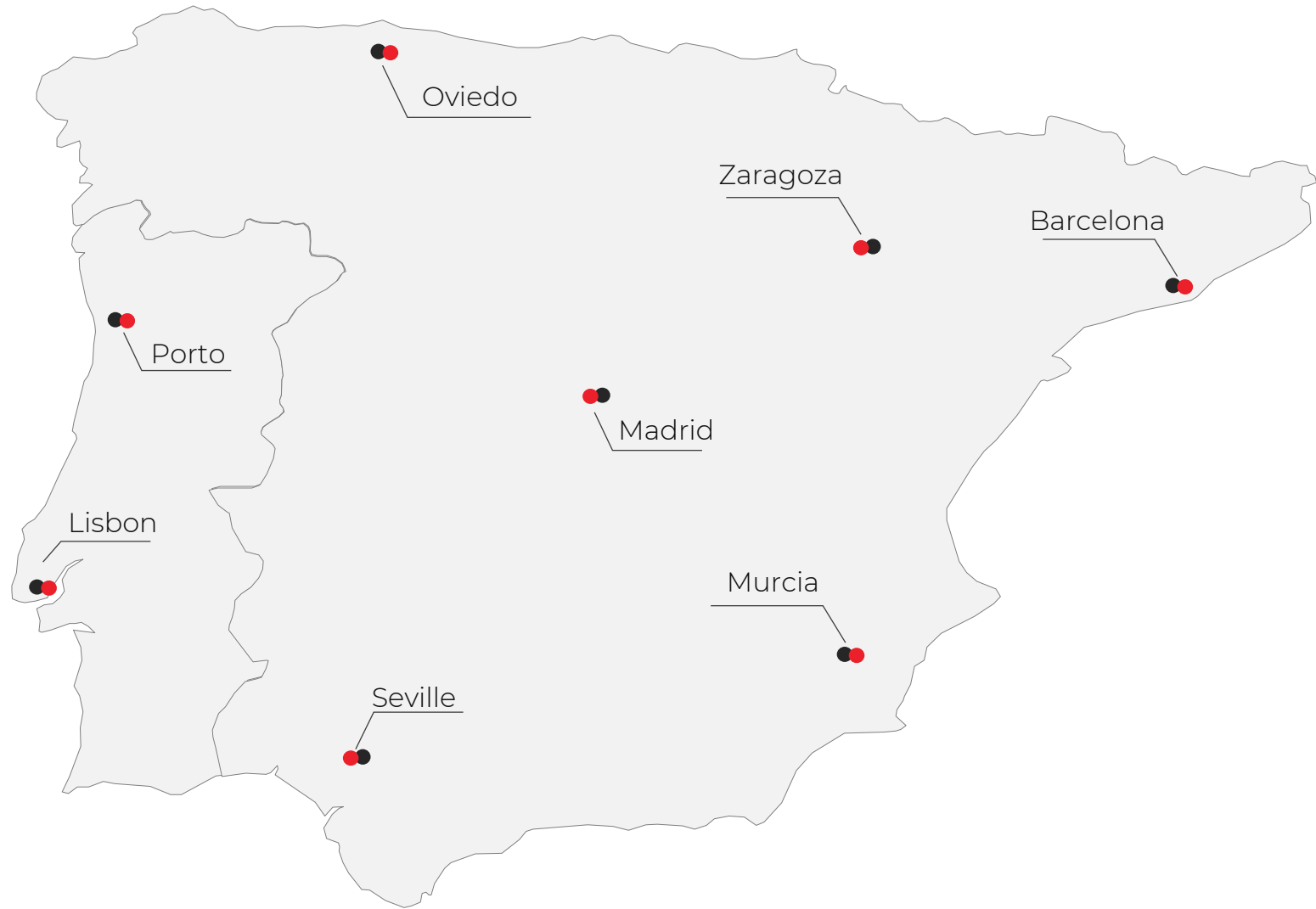


SUPPORT OFFERINGS IN NETHERLAND

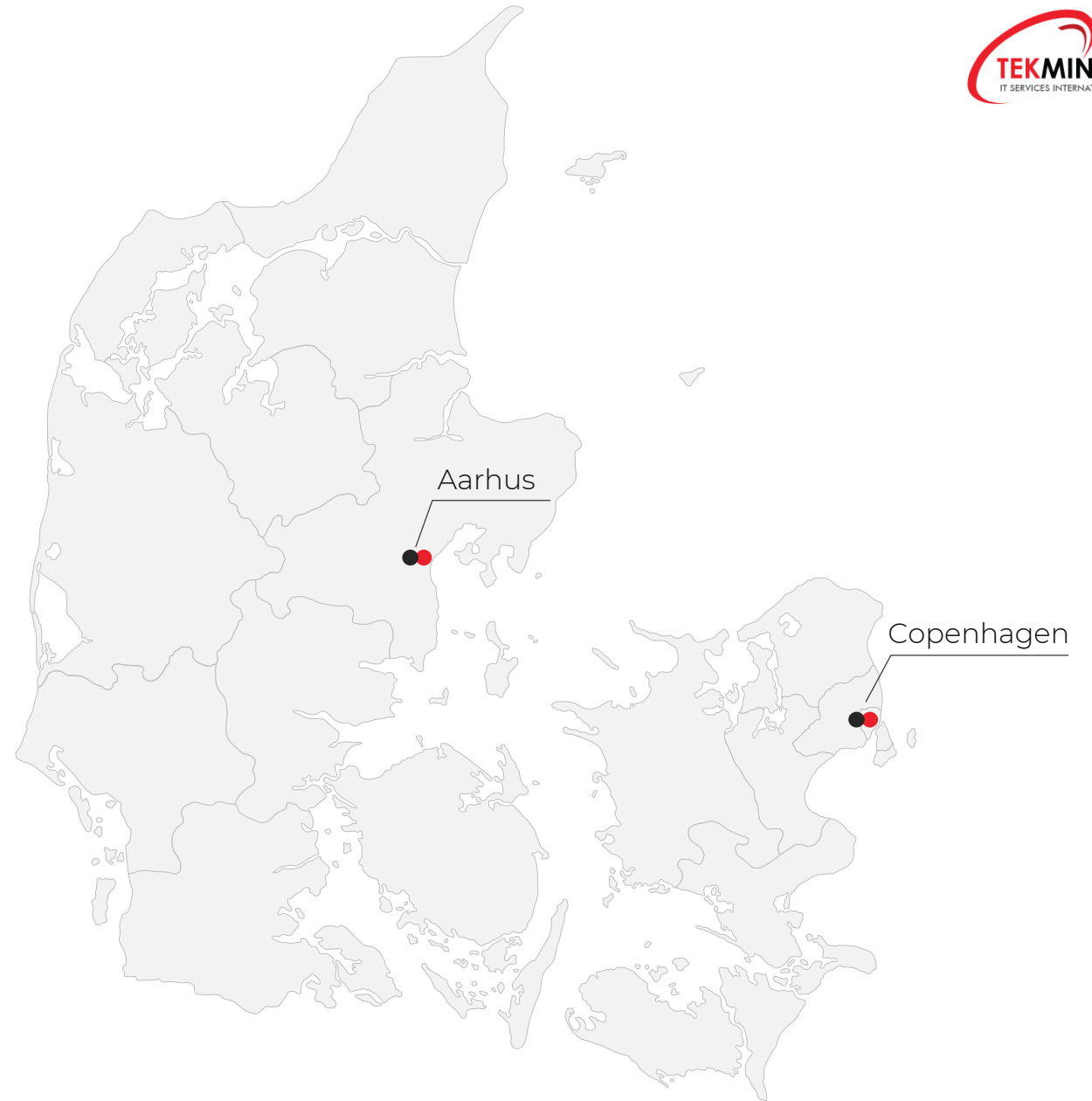
SUPPORT OFFERINGS IN BELGIUM

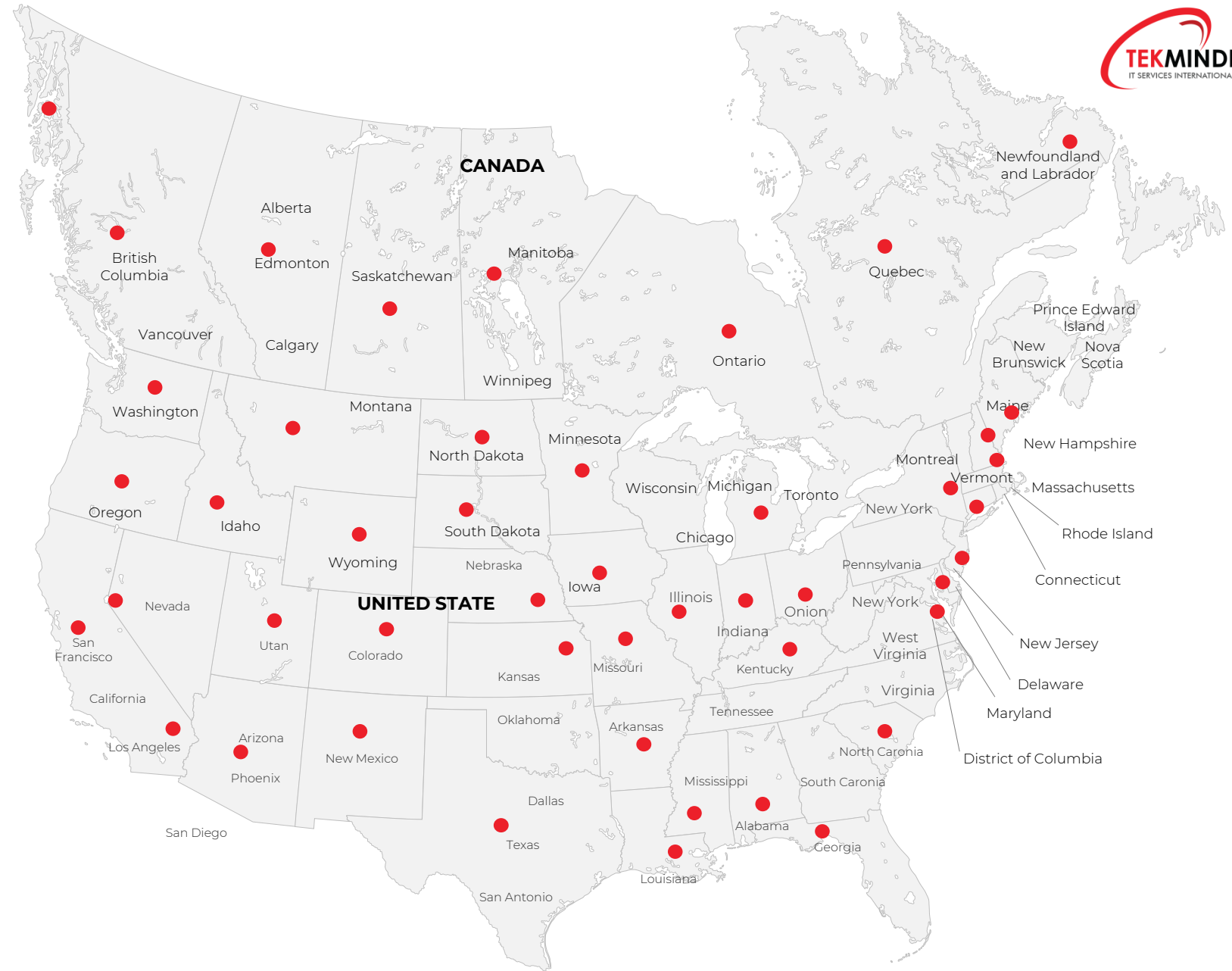


SUPPORT OFFERINGS IN SPAIN & PORTUGAL



SUPPORT OFFERINGS IN DENMARK





SUPPORT OFFERINGS IN USA

COMMITTED SLA

 Common SLAs	 Description
24 x 7 x 4 Onsite Support	<ul style="list-style-type: none">○ 24x7x365 technical phone support is available.○ Customer will receive a call from a tier 2 or tier 3 engineer within 30 minutes of ticket submission.○ Engineer will be onsite, part in hand within four hours.○ Onsite Engineer will install replacements.
24 x 7 x 4 Parts Replacement Support	<ul style="list-style-type: none">○ 24x7x365 technical phone support is available.○ Customer will receive a call from a tier 2 or tier 3 engineer within 30 minutes of ticket submission.○ Part in hand within four hours.
24 x 7 x NBD Onsite Support	<ul style="list-style-type: none">○ 24x7x365 technical phone support is available.○ Customer will receive a call from a tier 2 or tier 3 engineer within 30 minutes of ticket submission.○ NBD Parts guaranteed to arrive before noon on the next business day.○ Onsite Engineer will install replacements.
24 x 7 x NBD Parts Replacement Support	<ul style="list-style-type: none">○ 24x7x365 technical phone support is available.○ Customer will receive a call from a tier 2 or tier 3 engineer within 30 minutes of ticket submission.○ NBD Parts guaranteed to arrive before noon on the next business day.

PRODUCT SUPPORT

Server

HP | Sun-Oracle | IBM | Dell
Fujitsu | Super-micro | Cisco



Storage

HP | Sun-Oracle | IBM | EMC2
Net Apps | Dell | Fujitsu



Network

Cisco | Netgear | Extreme
Brocade | Dell | Connectrix



Tape Library

HP | Sun-Oracle | IBM | Quantum
StorageTek | Quantum | Tandberg



TECHNOLOGY SUPPORT



Intel x86 Platform



IBM Power Series



HP 9000



IBM Mainframes



Alpha



Oracle-Sun
Ultra Sparc



DEC



Oracle-Sun
T & M Series



Itanium



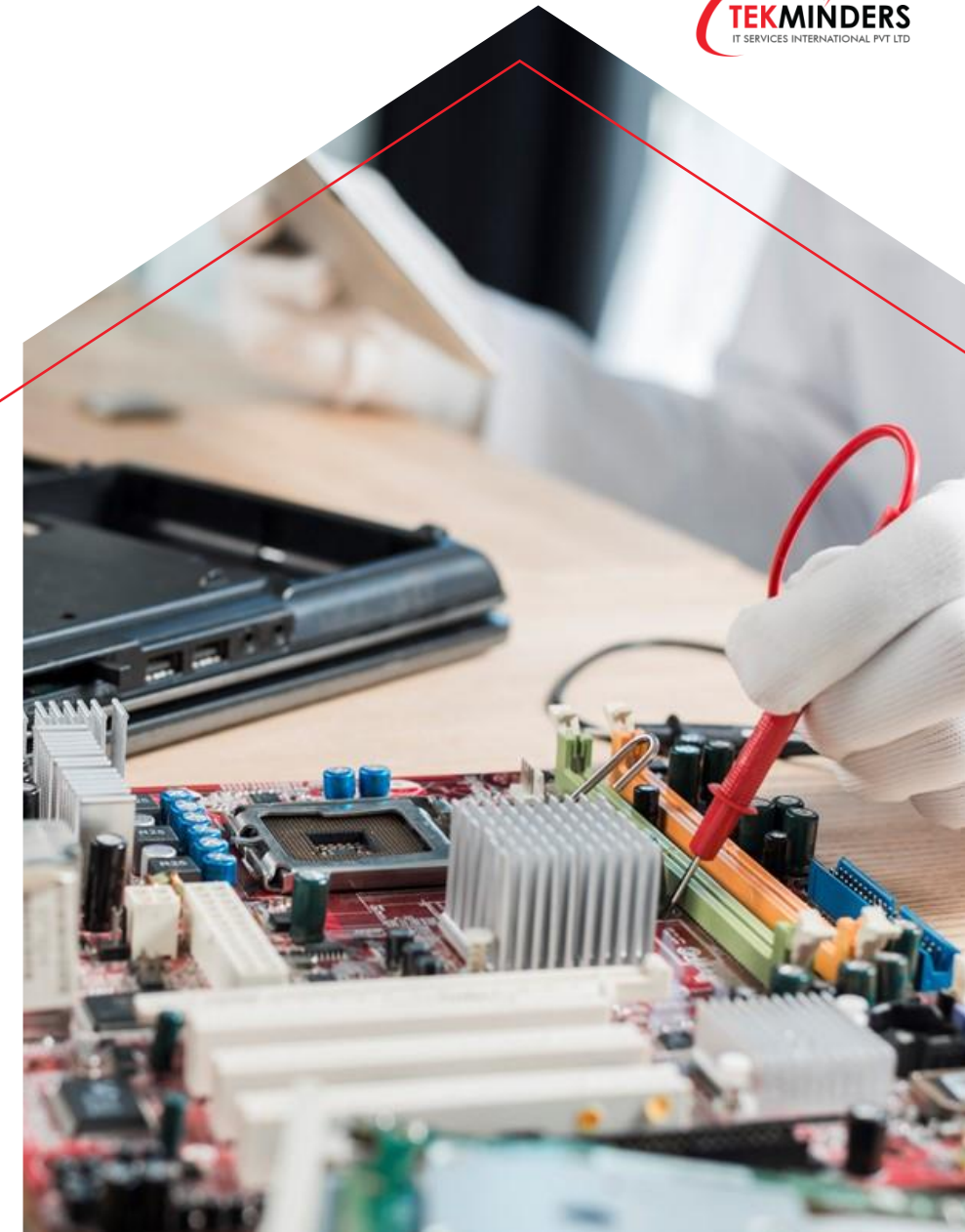
Cross Platform
Storage & Backup



Superdome
(Nonstop)












Cross Platform
Network



OEM'S / PRODUCTS SUPPORTED

Many More....

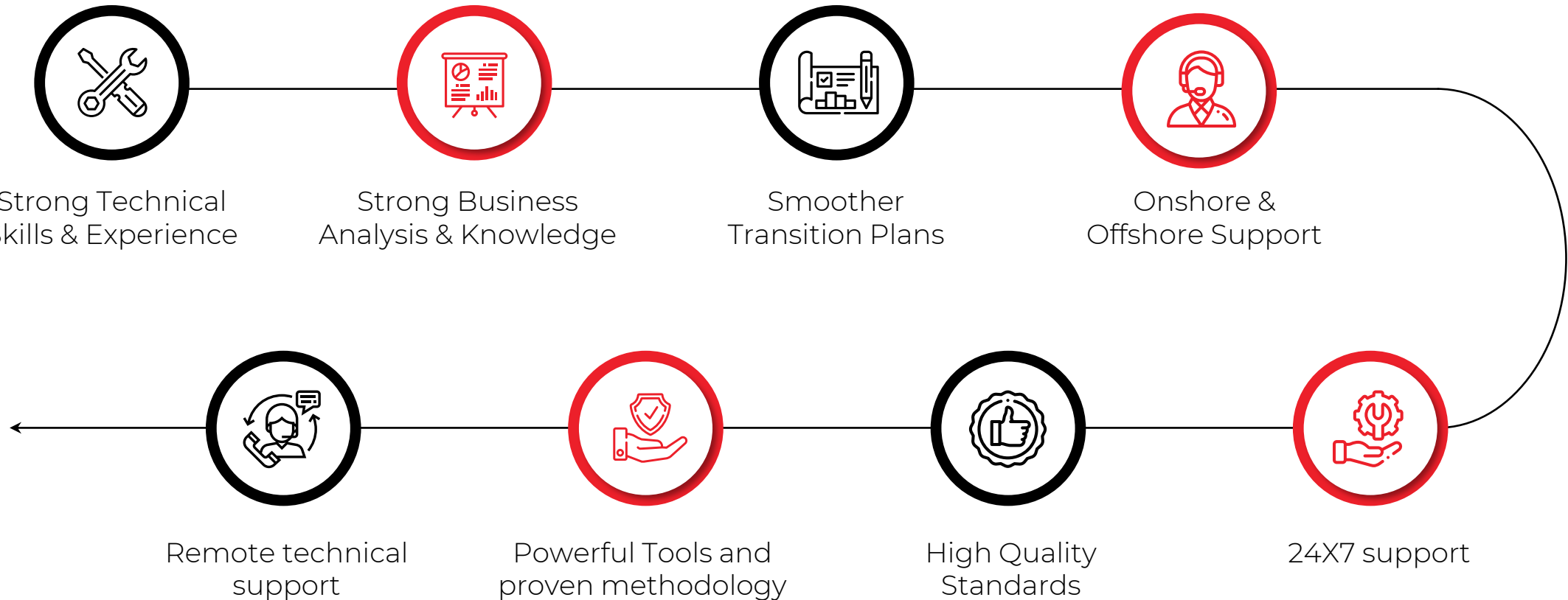
OEM'S / PRODUCTS SUPPLY

					 <i>Security Simplified</i>
 Check Point SOFTWARE TECHNOLOGIES LTD				 Breeze Innovations Pvt. Ltd. .. an embedded design lab	
					

Many More....

CAPABILITIES

We have adequate help desk staffing to address your needs 24 hours a day, seven days a week. Below are our capabilities-



We create a friendly environment for the customers to reach us any time.

KEY DIFFERENTIATORS



OUR 5D APPROACH



Develop

Allocate appropriate Technical resource Equipment Assembly and Installation Configuration rollout

Detect

Check for milestone achievement Reconfirm the SOW Confirm the SLA deliverables

Deploy

Hand over to Customer IT Team Provide Configuration sign off Project completion sign off

Discovery

With the single aim of being 'one-stop solution and support provider

Design

Agree SOW, Agree Deliverable SLA Create Architecture Diagram Create Project Milestone

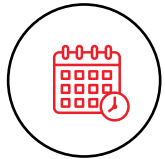
OUR PROMISE



Assured
Transparent,
Reliable Dealings



Ensuring that there are
no service interruptions
or problems.



On-time delivery
of product or
services.



Fulfilling obligations as
laid out in the service
contract.



On time resolution
of issues
/complaints.



Be True to All Stakeholders
Every Single Time... Both in
Letter and Spirit



ACHIEVEMENTS

Dell's preferred partner and authorised Multi Vendor Service Provider

SLA achieved by Tekminders is 96%.

We serve most critical industries such as Media, Hospital, Hospitality, Telecommunication, Defence and Manufacturing Industries.

We provide support and services across the country.





More to go.. On it to bring a difference in the Service Industry

*Thanking and assuring you of our
best support all the time...*