



ORIENT
TECHNOLOGIES

End User Support Service

Helps drive productivity

Service Features

30⁺ Years of
Service
Excellence



TICKETING
MANAGEMENT



REMOTE
SUPPORT



MAINTENANCE
TASKS



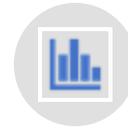
PATCHING &
UPDATES



LICENSE
MANAGEMENT



USAGE
MONITORING



COMPUTER
INVENTORY

- End User Productivity application Support (Email ,MS office, Adobe Reader, printing & Scanning etc)
- Active directory user management
- End User OS Updates and security Patching
- Disk Cleanup, AV Definition check, disk defragmentation, System Health check using native tools
- End User Hardware & Software Break Fix
- Inventory Management

Our focus is helping organizations achieve their business objectives through their most important asset, their people.

Your Benefits

30⁺ Years of
Service
Excellence



Focus on
Business



Predictable
Expense



Pro-active
Support

The business benefits that can be realized and achieved by our customers with a people first orientation include: improved productivity, simplifying the management of the computing environment, and optimizing how people and their applications utilize the infrastructure. Ensuring security, uptime, ease of use and fixing problems before the user realizes it.

Optional Services

30⁺ Years of
Service
Excellence



Security
Awareness
Trainings



Endpoint
protection



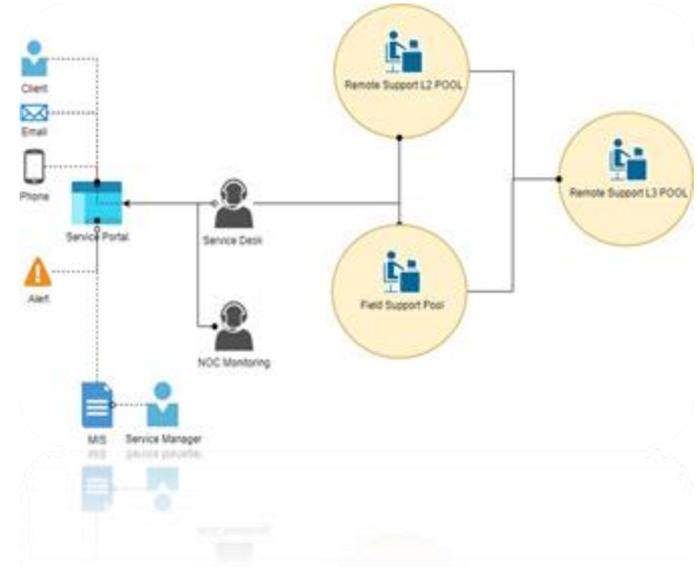
AntiSpam

Support Functions

30⁺ Years of
Service
Excellence



- Centralized Service Management through Client Service portal
- Client can log a request through phone, email & directly on portal
- TechSupport Tiers are structured in rotations to handle round the clock support
- Remote Support Desk Available 24x7 Support
- Managed Service- US time (ET, CT, PT zones) Support
- After Office Hours Support



EUS (End User Support) – This bundle includes 24*7 Helpdesk, Ticketing tool, & Support services to resolve the issue with proper solution.

Technology Partners

30⁺ Years of
Service
Excellence



Lenovo

 freshservice


Kaseya®


motadata

Customer Reference

30⁺ Years of
Service
Excellence



Client Name	Segment	Service Yrs.	Service Skills	Location
Hewlett Packard	IT	5 Yrs	End User Support	MH
Cromptan and Greaves	Manufacturing	3 Yrs	End User Support	PAN INDIA
Mastek	Software	4 Yrs	End User Support	MH
Mazagaon Ship builders	Manufacturing	3 Yrs	End User Support	MH
Castrol India Pvt Ltd.	Oil & Gas	4 Yrs	End User Support	PAN INDIA
Emirates Airlines	Airlines	3 Yrs	End User Support	PAN INDIA
Unichem Laboratories Ltd	Pharmaceuticals	4 Yrs	End User Support	MH
Bank of Baroda	Banking Services	1 Yr	End User Support	MH , Gujarat
Sodexo	Financial Services	1 Yr	End User Support	MH



Contact Us

30⁺ Years of
Service
Excellence



Sales Office
502, 5th Floor, Ackruti Star,
Central Road, M.I.D.C.,
Andheri (E), Mumbai – 400 093.

Service Office
2-3, Neeraj Industrial Estate,
Off. Mahakali Caves Road, Behind Paper Box,
Andheri East, Mumbai – 400 093.

Board Line : +91-22-4292 8888

Fax Line : +91-22-4292 8800

www.orientindia.com