

# TECHNICAL SUPPORT SERVICES

System Upgrade Services, Change Management & On Call Help Desk

## Services We Provide

Our technical team having more than a decade of experience offers a full spectrum of professional support services, including Tier 3 Help Desk, System Administration, Customized Application Development, Mobile Apps and Remote Help Desk. With expertise spanning these areas, we ensure seamless operations and optimized infrastructure for our clients.



## A Decade of Dedication

Since 2014, our experts have been involved in supporting different government and private systems, providing on-ground and on-call support. Support team is accessible through Emails, WhatsApp and Direct Calls. We ensure prompt resolution of issues, for customer satisfaction and stand as a trusted technical partner for over a decade now.

Proudly played our part in advancing the nation's healthcare and other data management systems.



## Direct Support to Last Mile

Our Direct Support to Last Mile in healthcare is characterized by accessibility and inclusivity. Individuals utilizing our system have direct access to support channels, bypassing traditional bureaucratic channels. Whether through WhatsApp, email, or other means, users at any level, including district-level personnel, can easily connect with us for assistance. This direct accessibility ensures that support is readily available to anyone in need, fostering a culture of responsiveness and empowerment within the healthcare system



## Government Departments



Our team's collaborative efforts extend across various governmental departments and, ensuring comprehensive support and innovative solutions. We work closely with pivotal entities such as

- Population Welfare Department (PWD)
- Department of Health (DOH)
- Lady Health Worker Program (LHW)
- Government Schools (GS)
- Federal Directorate of Immunization (FDI)
- International Reproductive Health & Maternal Newborn Child Health (IRMNCH)
- National Disaster Management Authority (NDMA)
- Common Management Unit (CMU)
- Integrated Hiv, Hepatitis and Thalassemia Control Program (IHHTCP)
- Insulin for life program DGHS
- Independant Monitoring Unit (IMU KP)
- Drug Regulatory Authority of Pakistan (DRAP)
- National Institute of Health (NIH)
- Centers for Disease Control and Prevention
- Various other Non-Governmental Organizations (NGOs)

## Why Us?

- Direct access for effortless support.
- WhatsApp groups and calls for instant assistance.
- Expertise in 20+ systems for comprehensive support.
- Highly professional team, 10+ years of experience.
- Cutting-edge technology integration for efficiency.
- Tailored solutions for unique needs.
- Continuous improvement for up-to-date support.



A proficient technical team is just a call away.