



TechWolf



# Company Introduction

- ✓ Headquartered and registered in the Denmark, operating through group companies across EMEA, LATAM, APAC, and the Middle East. Experienced
- ✓ founding members and team
- ✓ 24/7 helpdesk support
- ✓ Rigorous vetting and tech training procedure

Swipe Down



# Network Services

- ✔ Provide CCNA/CCNP/ CCIE Resources on Demand.
- ✔ Can meet 4 hours SLA onsite globally, covering all major cities around the globe.
- ✔ IOS upgrades, Decom, new or upgrade installs.
- ✔ WIFI Site Surveys – Pre, Post, Active, Passive & Predictive site surveys, as per industry Standards.

## Project Work:

- ✔ LAN / WAN / WIFI Site Surveys.
- ✔ Device Inventory Checks.
- ✔ Onsite or Warehouse Staging.
- ✔ Racking & Stacking of Devices.
- ✔ Installations of Devices (WIFI controllers, WAPS, Networking, Telepresence, Firewalls, CCTV Cameras, etc.)
- ✔ Configurations & tests of Devices as per config shared by the client.



# DC Support Services

- ✓ Experts in Structured cabling.
- ✓ Installations of Storage & Servers.
- ✓ Configurations of Storage & Servers.
- ✓ Break fix.
- ✓ Maintenance support to meet SLA's of 24x7x4.
- ✓ Experts in Oracle, Sun, IBM, HP, EMC, Dell
- ✓ Firmware experts

## Project Work:

- ✓ Rack surveys for Structured cabling.
- ✓ Labeling of cables & Devices as per nomenclature shared by clients.
- ✓ Device Inventory Checks.



# EUC Support Services

- ✔ Cover most of the globe.
  - Use our own engineers.
  - Freelancers for backup or for low-volume locations
- ✔ Install, upgrade, & configure hardware, software, and peripherals of the end-user systems.
- ✔ Building, staging, and configuring the appropriate equipment required by both new starters and existing employees
- ✔ Identifying, diagnosing, and resolving level-one issues in computer hardware and software in desktops, printers, peripherals, telephone systems, and cellular devices
- ✔ Update user access for given IT applications for new and current employees.
- ✔ Co-ordinating with OEM for timely repair of the system under the maintenance agreement
- ✔ Develop training materials and procedures to train users in properly using hardware or software.





# Operating System Upgrades

Experts in Large scale operation system (OS) upgrades:

## Operation Systems:

- ✓ Win 7 to Win 11
- ✓ XP to Win7

## Large scale:

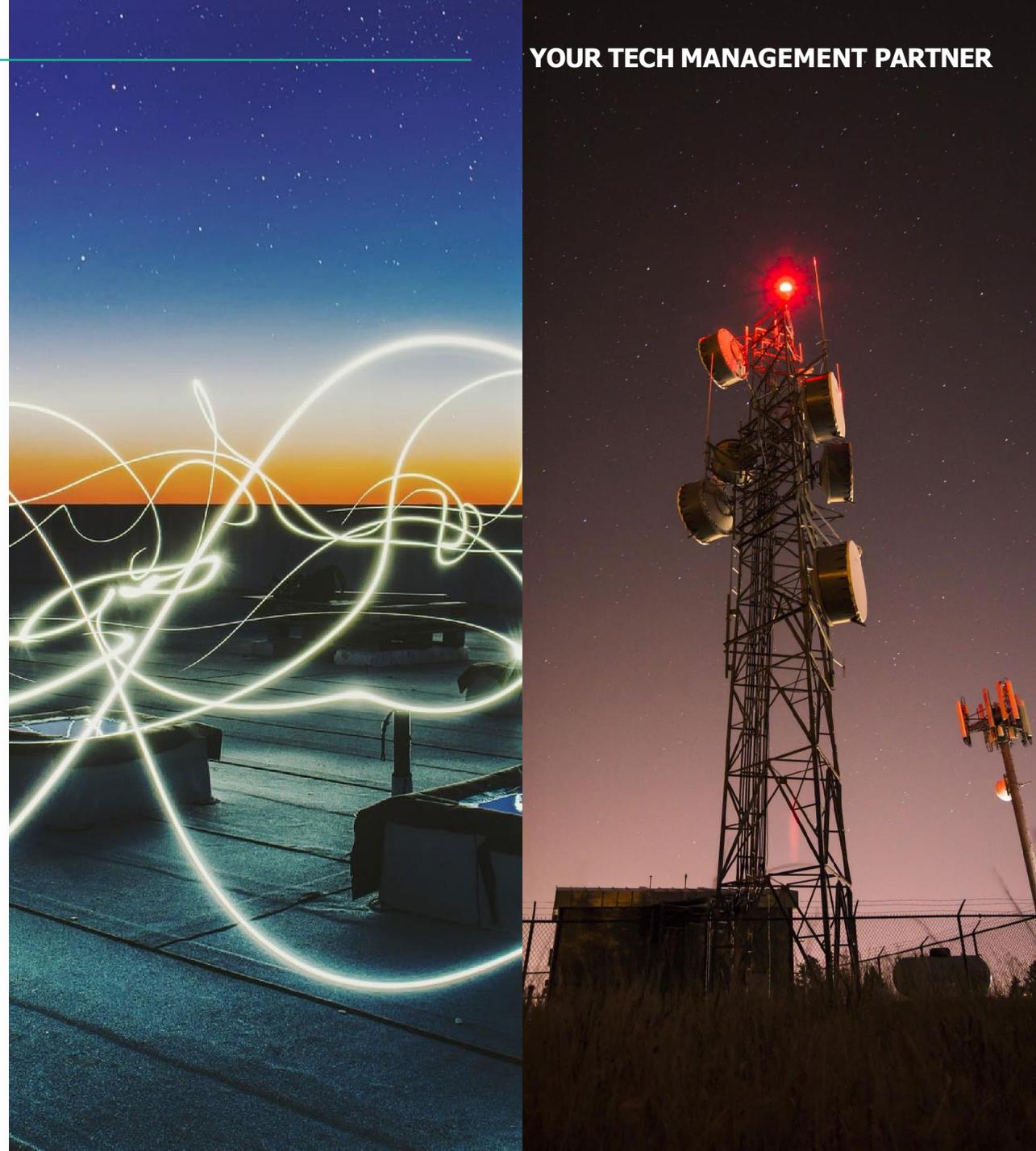
- ✓ Globally
- ✓ **10,000** devices in a short rollout phase or as part of Lifecycle services.

## Executions:

- ✓ Plan
- ✓ Design
- ✓ Implement

# Wireless Services

- ✓ End-to-end design, planning, and consultation on the right network for you.
- ✓ Pre, Post & Predictive Heat map surveys using standard tools such as Ekahau.
- ✓ Installation & Configurations for APs / Wireless Controllers.
- ✓ Software upgrades for Wireless controllers & APs.
- ✓ Cabling for Access Points
- ✓ Guest WiFi
- ✓ Specialized solutions, such as universities, factories, and retail stores



# Telepresence Support Services

- ✔ Telepresence & Videoconferencing
- ✔ Polycom – Cisco – Lifesize
- ✔ HD Group VC to Telepresence product portfolio
- ✔ Project Management & large-scale international Implementation Services
  - ✔ Audio Visual Integration & Control
- ✔ Installation, Configuration, Calibration, and Support
- ✔ Decommissioning & Migration
- ✔ Preventative Maintenance & Service Level Agreements

# New Office Setup

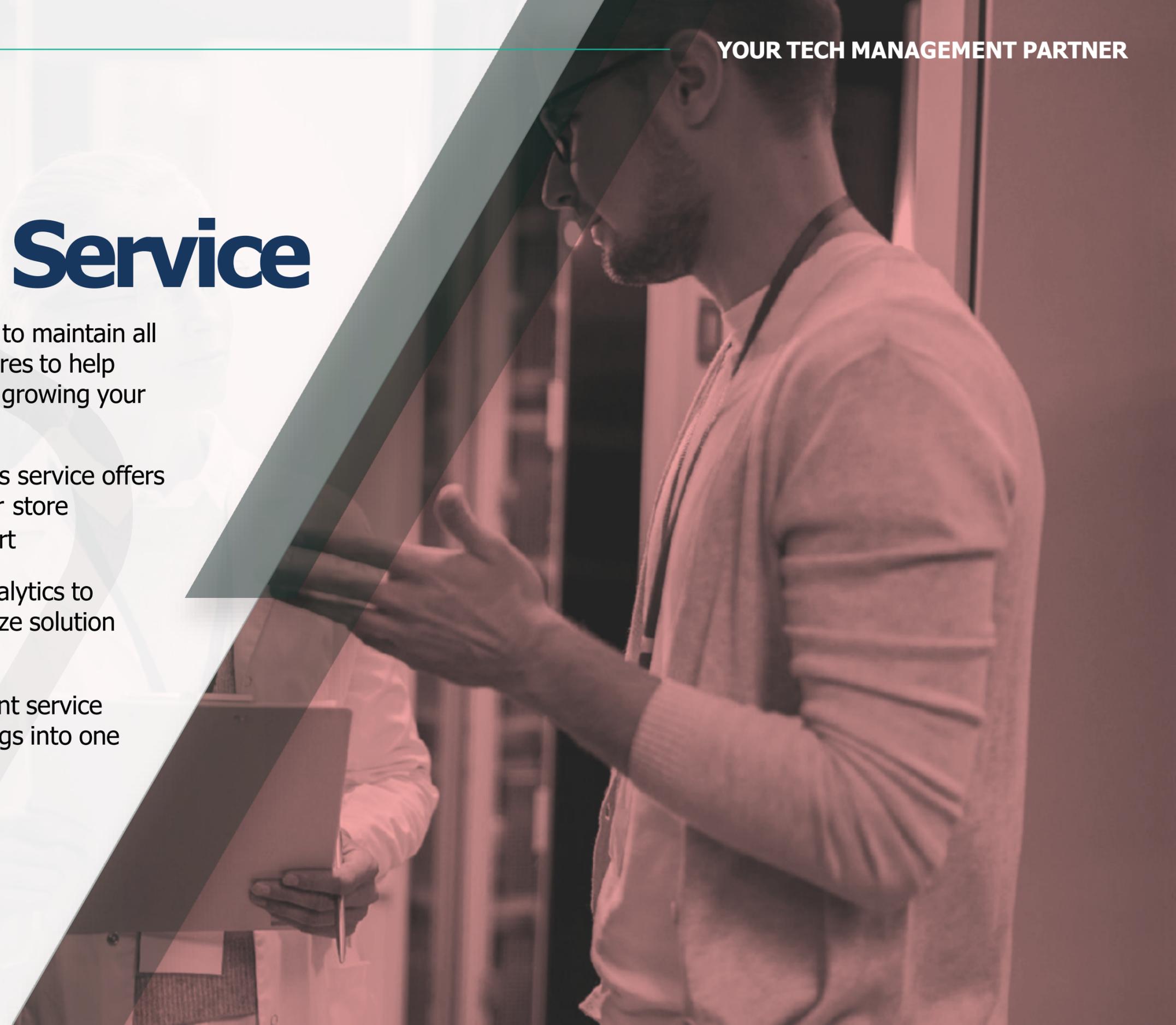
**Fast Office IT setup and implementation services:**



- ✔ Site Survey for the green field.
- ✔ Managing onsite cabling and electrical contractors
- ✔ Core infrastructure build, inclusive of switches, routers, firewalls, access points, and patch panels
- ✔ Installations & configurations for Computers/laptops/server, firewalls, routers,
- ✔ Structured Cabling
- ✔ Installation of CCTV cameras, DVR & Biometric reading stations set up.

# Retail Support Service

- ✔ Retail Technology Support Solutions are designed to maintain all of the devices, software, and networks in your stores to help reduce operational costs so that you can focus on growing your business as we look after your IT.
- ✔ Unlike a vendor-by-vendor break/fix approach, this service offers a customizable solution that spans the multivendor store environment with proactive maintenance & support
- ✔ Highly skilled TSMS specialists apply advanced analytics to improve store equipment performance and optimize solution design
- ✔ Data-driven insights help identify the most frequent service interruptions at a location and bundle those findings into one service call to minimize system downtime

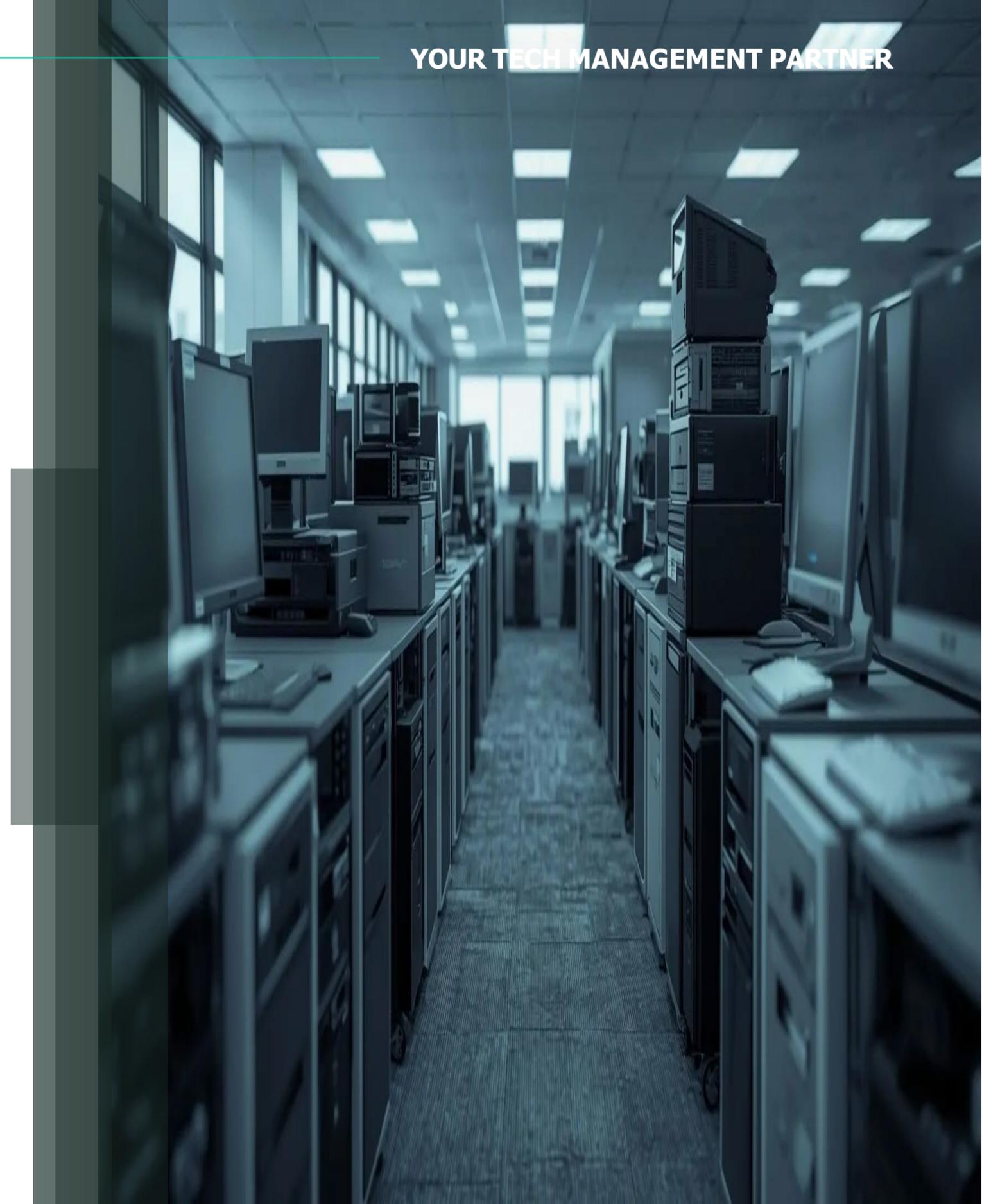


# Warehouse & Logistic Services

- ✓ We have warehousing facilities in **7 countries**, with capabilities to offer logistics and shipping in many more
- ✓ We have regular inventory audits for all storage locations
- ✓ Insurance is included with storage facilities

# IT Asset Disposition (ITAD)

- ✔ Data Center & IT Environmental De-installation
- ✔ Secure Data Destruction-On site & Off-site
- ✔ Safe Hardware Retirement & Decommissioning
- ✔ Asset Remarketing & Value Recovery
- ✔ Certified Recycling & Zero-Landfill Commitment
- ✔ End-to-End Handling - Pickup to Reporting



# Help Desk Support

- ✓ Dedicated In-House Service Team for Remote Support
- ✓ Ticketing
- ✓ Asset Management - Call Registration and Warranty Validation
- ✓ Multilingual service
- ✓ Knowledge Base
- ✓ Administrative Management
- ✓ **Reporting:**
  - ✓ Wrap-Up Codes:
    - ✓ Warranty
    - ✓ Non-Warranty
  - ✓ Call Durations & Call Pattern Detail



## HEAD OFFICE

- ✓ Address: Tornerosevej 107 1<sup>st</sup>, 2730 Harlev-DK
- ✓ UAN No. +45 31273944
- ✓ Email: sales@techwolf.dk

## Group Companies

- ✓ Pakistan
- ✓ Spain
- ✓ Denmark
- ✓ USA
- ✓ Australia
- ✓ Qatar
- ✓ United Kingdom

