



Xcort Micro Systems

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**Hewlett Packard
Enterprise**

SUPPORT PARTNER

Service Tax No. : ABWPB6552BST001

LST (TIN) No. : 24190201268 | CST No. : 24690201268

GST No. : 24ABWPB6552B1ZT

PAN No. : ABWPB6552B

COMPANY PROFILE

Who We Are :

Xcort Micro Systems is a group of technically trained and experienced team of engineers providing Annual Maintenance Contracts, Facility Management Services, Hardware Installation Projects, Maintenance Projects and IMS Projects for various Corporates, Banks, Insurance companies and Government sectors.

Future Objectives :

We are now looking to expand our business to the field of business outsourcing. We are confident to setup Indian offices for outsourcing of back-office jobs from :

Insurance Sector

- ▶▶ Sending Renewal Intimation
- ▶▶ Follow up with the clients
- ▶▶ Claim Processing
- ▶▶ New business-Tele calling

Accounts Sector

- ▶▶ Tax Returns
- ▶▶ Book keeping services
- ▶▶ Account Management- Profit & Los accounts
- ▶▶ Payroll Services

About us :

- ▶▶ Established in May 1996
- ▶▶ Authorised Service Representative(ASR) of Digital Equipment (I) Ltd. (1996-1998).
- ▶▶ Authorised Service Provider (ASP) and Extramile support Partner of Compaq (1998-2001).
- ▶▶ Authorized Service Manager(ASM) of Compaq (1998-2001).
- ▶▶ Neutral Service Provider(NSP) of HP (2001-2009).
- ▶▶ Multi branded Laptop, Desktop & Printer Service Centre in Vadodara (1996 onwards).
- ▶▶ Regional Distributor for HP Options & Accessories.
- ▶▶ Providing AMC, FM, IMS, OMS services to Corporates, Private & Government Sector clients since 1996.

Our Group Companies :

- ▶▶ Day Infotech Pvt. Ltd.
- ▶▶ Technopaq Services

Alex Baby - Managing Director (profile) :

- ▶▶ Graduation –Year 1985
- ▶▶ Post Graduation (Computer Technology) – Year 1988
- ▶▶ ITIL-Foundation Certification in IT – Service Management
- ▶▶ Synoptics Certification for 5000 Series products
- ▶▶ Synoptics Certification on Optivity Network management s/w.
- ▶▶ Compaq ASE (Accredited System Engineer)
- ▶▶ Microsoft Certified System Engineer (MCSE)

Manpower & Infrastructure Facility:


- ▶ Staff strength of Over 80-100.
- ▶ 1800 Sq. Ft Office-1 in Baroda.
- ▶ 1070 Sq. Ft office-2 in Baroda.
- ▶ 1500 Sq. Ft Office-3 in Baroda
- ▶ 926 Sq. Ft Show room in Baroda.
- ▶ 1800 Sq. Ft guest house in Jamnagar
- ▶ 1500 Sq. Ft Office Cum Residence in Hazira

Benefits Provided To Its Staff :

- | | |
|---------------------------------|-----------------------------------|
| ▶ Provident Fund & Pension Fund | ▶ Gratuity |
| ▶ Bonus | ▶ Gifts During Deepavali Season |
| ▶ Paid Leave | ▶ Annual Picnic |
| ▶ Company Paid- CUG Cell Phone | ▶ Training/Certification Facility |
| ▶ WC/GPA Policy coverage | |

Previous Experience :

- (1) Worked as Authorized Service Representative(ASR) of Digital Equipments India Ltd., for Gujarat (May 1996 - May 1998) and were providing Warranty, AMC, FM support to their Corporate, Government & Private sector clients on behalf of them.
- (2) Worked as Authorized Service Provider (ASP) and Authorized Service Manage (ASM) of Compaq Computer India Ltd., for Gujarat (June 1998- August 2001) with a team of over 100 Engineers.
- ▶ Being ASP of Compaq we have provided Warranty, AMC, FM and Manpower support to their Corporate, Government, Private sector clients in Gujarat.
 - ▶ Being Extra-mile support partner of Compaq, we have provided warranty support to Consumer segment clients in Gujarat.
 - ▶ Being an ASM of Compaq we have managed 15-20 Authorized Service Agents (ASA) in various locations within Gujarat and provided warranty, spare as well as Level-II support.
 - ▶ We have provided B2B spare support to Compaq for execution of Third Party AMC's.
 - ▶ Carried out Asset inventory & Anti Virus roll-out projects in various corporates.
- (3) Worked as the Neutral Service Provider (NSP) of Hewlett Packard Sales India Pvt. Ltd., for Gujarat (September 2001 - June 2009).
- ▶ Being NSP of HP we have provided warranty, AMC, FM & Manpower support to their Corporate, Government, Private sector clients and managed Service Centers for Laptops and iPaks on behalf of HP in Gujarat through our offices at following locations with a team of over 165 Engineers.
- | | | | |
|-------------|--------------|-------------|----------------|
| ■ Ahmedabad | ■ Ankleshwar | ■ Bhavnagar | ■ Gandhidham |
| ■ Jamnagar | ■ Mehsana | ■ Rajkot | ■ Surat |
| ■ Vadodara | ■ Vapi | ■ Hazira | ■ Jamnagar-RIL |
- ▶ Carried out the Installation ,Configuration, Asset Tagging services of IT Hardware's as part of Core Banking (CBS) and Data Center Projects over 800 branches/locations of Public Sector Banks like BOB, BOI, UBI etc. in Gujarat.

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- ▶ Carried out LIC EDMS & DVD Upload Project over 50 branches in Gujarat.
 - ▶ Carried out Installation & Configuration Projects of IT Hardware's at various Government sector clients.
 - ▶ Managed Trade calls of HP for Laptops, Desktops, Servers, Workstations, Plotter etc.
 - ▶ Managed ARC replacement activity for Cartridges and Toners
 - ▶ Managed SRFR services for Inkjet/Laserjet Printers and Scanners..

Present Experience :

{1} Working as the Service Provider of Hewlett Packard Enterprise India Pvt. Ltd., for Gujarat since 01-Feb-2017

- ▶ Warranty Support for HPE servers within Gujarat.
- ▶ LIC Server and EDMS Support within Gujarat.
- ▶ Providing Server Administrators for Reliance Jio Project at Jamnagar and Ahmedabad.
- ▶ Installation Support for Servers within Gujarat.

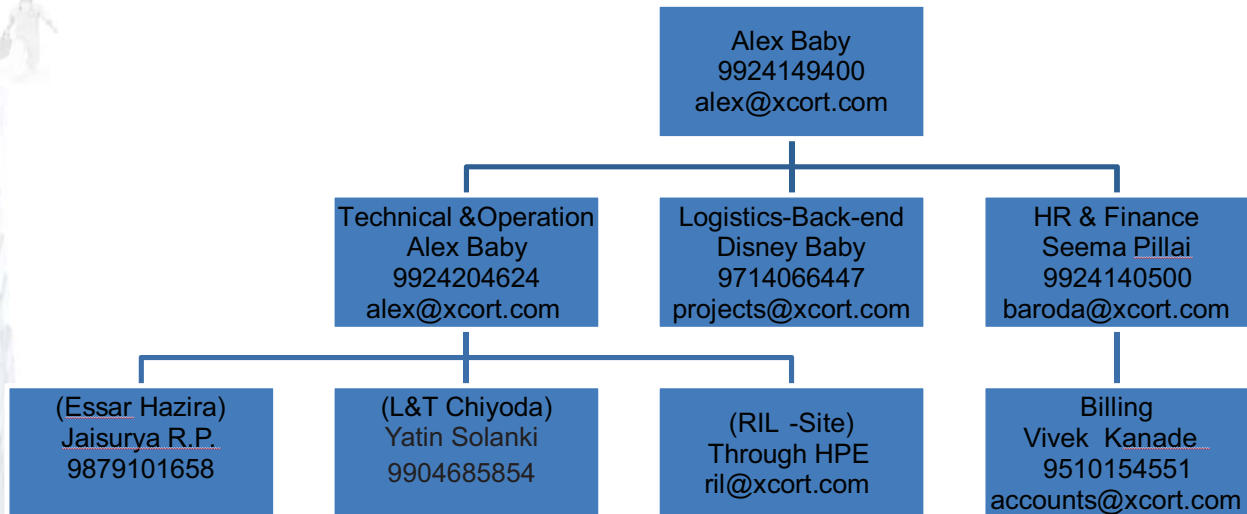
{2} We are providing AMC support/FM Support at Following Companies directly.

- ▶ Essar Steel India Ltd- Hazira, Surat
- ▶ Paprika Services Private Limited-Hazira, Surat
- ▶ Nand Niketan Services Private Limited-Hazira, Surat.
- ▶ Care Nursing Home-Hazira, Surat.
- ▶ Academy for Skill Development-Hazira, Surat.
- ▶ Arkay Logistics Ltd.-Hazira, Surat.
- ▶ Deccan Equipment-Hazira, Surat.
- ▶ Swift Lifters Pvt. Ltd.-Hazira, Surat
- ▶ Bhakti Earth Movers Pvt. Ltd.-Hazira, Surat
- ▶ Equip Trans Logistics Pvt. Ltd.-Hazira, Surat
- ▶ Essar Power Hazira ltd.-Hazira, Surat
- ▶ Essar Power Transmission co.-Hazira, Surat.
- ▶ Bhandar Power Ltd.-Hazira, Surat.
- ▶ L & T Chiyoda Ltd.-Vadodara
- ▶ Doshi Accountants P.Ltd.- Vadodara

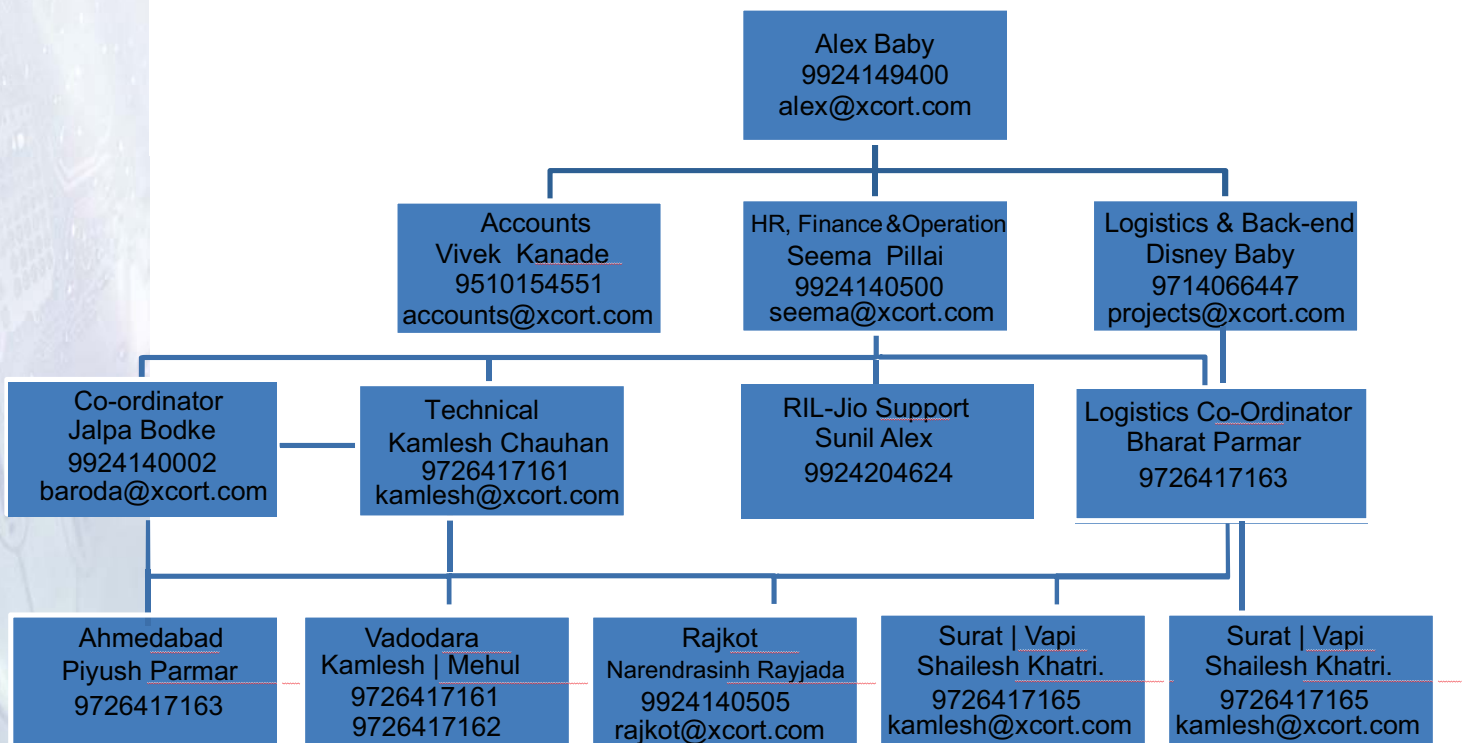
Specialization :

- ▶ AMC Service Delivery (Manpower, Spares)
- ▶ Server Support -(Spares & Manpower)
- ▶ Network Support - (Manpower)
- ▶ Desktop & Laptop Support -(Spares & Manpower)
- ▶ Printer support -(Spares & Manpower)
- ▶ Helpdesk Support (Manpower)
- ▶ Warranty Service Delivery (Onsite & Bench)
- ▶ Resident Engineer Services
- ▶ Facility Management Services (Spares & Manpower)
- ▶ B2B support for AMC projects.









Contact Matrix- AMC



Contact Matrix- HPE Warranty Support



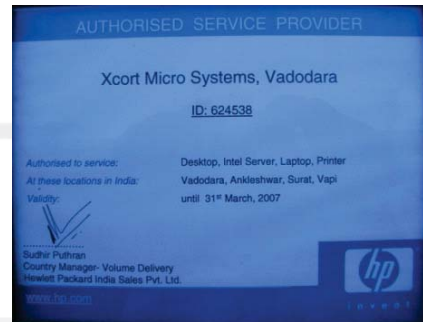
Major AMC/FM Projects :

	<p>We are maintaining AMC of 4132 Desktops, 135 Workstations, 335 Printers, 74 Scanners and 70 Servers & Networking Equipments with Manpower Spare FM support&at Reliance Industries Ltd; Jamnagar through HPE.</p>
	<p>We are maintaining AMC of 3410 Desktops, 21 Workstations, 811 Printers, 606 Laptops at Essar Steel Ltd; Hazira. We are also providing FM support in Essar Steel Ltd; at their Pune and Bahadurgrah sites.</p>
	<p>We are maintaining AMC and FM support for 485 Desktops, 127 Workstations, 10 Servers, 5 Storages and 5 Higher end Laser MFP Printers at L&T Chiyoda Ltd; Vadodara.</p>
	<p>Maintained AMC of Servers , Workstations, Desktops (over 1000), High Speed Line Printers, Laser Jet Printers, Inkjet Printers, Network Equipments & Backup devices for Hindustan Lever Ltd.at various Factories and C&FA Warehouses in Gujarat,Daman & Dadra Nagar Haveli through Digital Equipments India Ltd., Compaq Computer India Ltd. and Hewlett Packard Sales (India) Ltd. (1996-2009)</p>
	<p>Maintained AMC of Servers, Desktops over 3000 Desktops & Dot matrix printers for Department of Post at various offices all over Gujarat through Compaq Computer India Ltd</p>
	<p>Maintained AMC of Servers, Workstations, Desktops, Printers, Network Equipments & Backup devices & B2B support for third party computer hardware products for Birla Cellulosic Ltd; Kosamba through Compaq Computer India Ltd.</p>
	<p>Maintained AMC of over 485 Desktops,50 Printers for Bharat Sanchar Nigam Ltd at various offices/Exchanges under their Valsad Division.</p>
	<p>Maintained AMC and FM support for Servers, Workstations. Desktops (over 500), Printers , Networking Equipments & Backup devices for General Motors; Halol through Hewlett Packard Sales (India) Ltd.</p>

Strengths :

- Consistent Performance
- Excellent Customer Satisfaction
- Competitive Pricing policy
- Focused activities
- Consistent customers
- Very Satisfied team members
- Excellent market reputation
- Total Ownership – No excuses made
- Built Strong on Business Ethics

Our Achievements :



References :

1	Mr. Gaurang Doshi Asst. Vice President - IT Infrastructure Essar Information Technology Limited 27, Km Surat Hazira Road, Hazira - 394270, Gujarat. Tel: + 91 98791 03033 + 91 261 6685945 Extn : 5945 , VoIP : 7 23 5945
2	Mr. K. J. Shah Deputy General Manager (Computer Systems) L&T Chiyoda Ltd., B . P Estate , Chhani Road Baroda- 391740, Gujarat. Tel.: +91 265 3391009, 6691103(D)
3	Mr. Dharmendra Jadeja General Manager - Network At& Post -Reliance Greens, Village : Moti Khavdi Dist. Jamnagar-361 142, Gujarat.
4	Mr. Gaurang Panchal Doshi Accouts (S) Pvt. Ltd. 4th Floor BBC Tower, Sayajigunj, Vadodara-390005 Tel.: 0265 2225690, 2225498
5	Mr. Mayur Zade Daniel Measurement Solutions Pvt. Ltd. 3RD Floor, Synergy Square , Krishna Industrial Estate Gorwa, Vadodara-390010 M +91 9558822867 T +91 265 6633000 (Ext 3035)

Our Key Customers

	Reliance Industries Ltd.		Essar Steel Ltd.
	Hewlett Packard Sales India Ltd.		CMC Limited
	L&T Chiyoda Ltd.		Essar Power Ltd; Vadinar
	Doshi Accounting Services Pvt. Ltd.		Aegies Limited
	ABG Shipyard Limited		Essar Steel Logistics Ltd.
	Basil Higher Secondary School		Daniel Measurement Solution Pvt. Ltd.
	Gujarat Energy Transmission Corporation		Intertech (Oman)
	Gujarat Infotech Limited		Bhandar Power Ltd.
	National Dairy Development Board		Dresser Rand India Pvt. Ltd.
	Modern Petrofils Ltd.		Steag Encotec India Pvt. Ltd.

Major Warranty Installation/implimentation Projects :

 बैंक ऑफ बड़ौदा Bank of Baroda <i>India's International Bank</i>	<p>Carried out the Installation & Maintenance Support of over 10,000 Desktops, Servers, Desktops, Laserjet Printers, Scanners, Passbook Printers, Networking Equipments & Dot matrix printers for Bank of Baroda at various offices (Above 500 branches) all over Gujarat for their CBS Project through Hewlett Packard Sales (India) Ltd.</p>
 बैंक ऑफ इंडिया Bank of India <i>Relationships beyond banking.</i>	<p>Carried out the Installation & Maintenance Support of over 3000 Desktops, Servers, Laserjet Printers, Scanners, Passbook Printers, Networking Equipments & Dot matrix printers for Bank of India at various offices (Above 200 branches) all over Gujarat for their CBS Project (Project Star Shakti) through Hewlett Packard Sales (India) Ltd.</p>
 भारतीय डाक India Post	<p>Carried out the Installation & Maintenance Support of over 3000 Desktops, Servers & Dot matrix printers for Department of Post at various offices all over Gujarat for their Meghdoodh Implementation Project through Digital Equipments India Ltd.</p>
	<p>Carried out the Installation & Maintenance Support of over 600 Desktops, Servers, Passbook Printers & Dot matrix printers for Corporation Bank at various offices all over Gujarat through Compaq Computer India Ltd.</p>
 बैंक ऑफ महाराष्ट्र Bank of Maharashtra <i>एक कुटुंब एक बैंक</i>	<p>Carried out the Installation & Maintenance Support of over 500 Desktops, Servers, Passbook Printers & Dot matrix printers for Bank of Maharashtra at various offices all over Gujarat through Compaq Computer India Ltd.</p>
 LIC भारतीय जीवन बीमा निगम LIFE INSURANCE CORPORATION OF INDIA	<p>Carried out the Installation & Maintenance Support of Linux Based Servers, Desktops for Life Insurance Corporation of India, all over Gujarat as part of their EDMS Project and carried out DVD Upload activity at LIC offices in Gujarat through Hewlett Packard Sales (India) Ltd.</p>
 HINDUSTAN LEVER LIMITED	<p>Carried out the Installation & Maintenance Support of Desktops & Dot matrix printer at various Factories and C&FA Warehouses for Hindustan Lever Ltd. Also we have carried out the HLL due diligence DD roll-out and asset inventory projects all over Gujarat through both Digital Equipments India Ltd. & Compaq Computer India Ltd.</p>
 युनाइटेड बैंक ऑफ इंडिया United Bank of India <i>The Bank that begins with "U"</i>	<p>Carried out the Installation & Maintenance Support of Server, Desktops, Laserjet Printers, Scanners, Passbook Printers Networking Equipments & Dot matrix printers for United Bank of India at various offices (16- branches) all over Gujarat for their CBS Project through Hewlett Packard Sales (India) Ltd.</p>
 युनाइटेड इंडिया इन्शूरेन्स कं. लिमिटेड UNITED INDIA INSURANCE CO. LTD.	<p>Carried out the Installation & Maintenance Support of Servers, Desktops, Networking Equipments & Dot matrix printers for United India Insurance Co. Ltd; at various offices all over Gujarat through Compaq Computer India Ltd.</p>
 नेशनल इन्श्योरेन्स National Insurance	<p>Carried out the Installation & Maintenance Support of Servers, Desktops, Networking Equipments & Dot matrix printers for National Insurance Co. Ltd; at various offices all over Gujarat through Compaq Computer India Ltd.</p>



e-Process House
(e-Waste Recycling Division)

Works :

Plot no. 136/F-1, 2nd Phase, G.I.D.C., Vapi - 396 195.

Dist. Valsad. Gujarat. Tel.: 0260 - 6532050

E-mail : enquiry@eprocesshouse.com

Website : www.eprocesshouse.com



Registration No. GPCB/HAZ.RE. 73/23/2012

Certificate

Certificate No.: EPH/2013/002

To Whomsoever it may concern
This is to certify that

XCORT MICRO SYSTEMS
B.P.C Road Akota, Vadodra

is valid member of
e-Process House
for Integrated Common e-Waste Management Facility.
This membership is valid for a period of

Date of issue : 10.09.2013
Date of expiration : 09.09.2016
Place of issue : Vapi

For, e-Process House
For E-PROCESS HOUSE
Director / Authorized Signature
Partner

Waste Information :					
Sr. No.	Type of Waste	Sign Qty (TPA)	Sr. No.	Type of Waste	Sign Qty (TPA)
	E-waste	1 (MT)		E-Waste	1 (MT)
Total Sign Qty (TPA):				1 (MT)	

SUBJECT TO VAPI JURISDICTIONS