



Suma Soft's Tech Support for Global Enterprises



Overview:

Suma Soft has been providing cost-effective and flexible technical support to enterprises across the globe. We provide round-the-clock technical support to varied B2C and B2B segments and strive to meet their specific customer support requirements. These technical support services troubleshoot each query and enable organizations to become efficient and agile.

Our services extend to Automotive, Banking & Finance, E-Commerce, Health Care, IT& ITES, Logistics & Supply chain and Retail industries.

Our Tech Support Services include:

- IT Help Desk Services
- Level 1 & 2 Product Support
- Remote Monitoring Services
- Database Support Services
- Network Support Services
- IT Infrastructure Services

Detailed Tech Support Services



IT Help Desk Services

Our technical help desk caters to global customers with Level 1& Level 2 technical support services.

This includes:

1. Customer Sales and Support Services
2. Technical Support Services (Level1 and Level 2)
3. Managed Technical Support Services / NOC
4. Post-sales Support Services
5. Enterprise Technical Helpdesk Services



Level 1 & 2 Product Support

Suma Soft helps organizations save time, effort and expenses by offering Product support to global B2B and B2C companies as per their specific Product needs and in required time zones.

We provide:

1. Cost-Effective and 24x7 Service
2. Experienced and trained Team
3. Effective Customer Engagement
4. Deep Technical Expertise

Case Study

Suma Soft's Technical Support helps US-based Consumer Electronics Company with 50% cost-reduction and 25% reduction in call-handling time.



Remote Monitoring Services

At Suma Soft, we provide remote monitoring services for networks, servers, databases along with improving performance and improving availability.

We provide:

1. Intelligent Remote Monitoring Solutions 24x7
2. Security Monitoring
3. Real-Time Reports



Database Support Services

Our services include database installation services, database design services, tuning services and back-up strategies. These are provided across varied database platforms such as Oracle, Microsoft SQL, PostgreSQL, and My SQL.

We provide:

1. 24x7 Remote Database Support
2. Improvement of Uptime
3. Tuning & Performance Management



Network Support Services

Our services include network design and implementation of desktop , remote server, anti-virus and patch management solutions.

Suma soft's Network Support services provide:

1. Well designed Networking Infrastructure
2. Streamlined Operation & Support



IT Infrastructure Services

Our IT Infrastructure services provide deployment and configuration of platform based monitoring service using Nagios network monitoring system. We provide 24x7 monitoring services for servers, web application monitoring, email systems, wide area networks and system availability.

Our services provide:

1. Improved Uptime and Availability
2. Improved Performance

Case Study

Help Desk Services for property management client by Suma Soft provided the client with a single-point-of-contact and overall cost-reduction by 50%.

Suma Soft's Value Proposition:

◆ Cost-Effective and 24x7 Service

Suma Soft empowers organizations with cost-effective and 24 x 7 support services to enhance your brand.

◆ Experienced and Trained Team

We have an experienced and trained team that delivers flawless results at every level. Our help desk staff includes level 1 and level 2 engineers experienced in dealing with any kind of complex issues.

◆ Reduced Costs

We follow a flexible price methodology that allows us to address every requirement that fits in your budget.

Business Benefits Delivered...



Improvement of Uptime

Suma Soft helps design the right infrastructure to improve the uptime and reduce downtime. We act proactively to maintain availability and rectify issues seamlessly. To evaluate the performance of systems, we monitor the server and make sure operational efficiency is achieved.



Reduced Costs

We follow a flexible price methodology that allows us to address every requirement that fits in your budget. While hiring our services you reap the benefit of minimizing your expenses.



24x7 Server Monitoring

Suma Soft helps organizations by 24x7 server monitoring, which includes locating and resolving issues. We also provide a 24x7 remote database support services to organizations for a stable and efficiently performing Microsoft SQL, My SQL and Oracle database environments.

Certificates

- Our operations are certified for ISO 9001:2008
- Quality management system and ISO 27001:2013 Information security management system.
- In addition to the above we have Payment Card Industry (PCI) data security standards (DSS) certification for our order processing platform.

Suma Soft Fact File:



16+ Years of
BPM Experience



ISO 27001:2013 Information Security
System Management (ISMS) Certified



Indian Computer Emergency Response Team
(CERT-In) Empanelled IT Security Auditor



Industry
Verticals Catered to



ISO 9001:2008 Quality Management
Systems (QMS) Certified



Standardisation Testing & Quality Certification (STQC)
Empanelled Testing Company

Global Clientele



Contact Suma Soft

For more information on how Suma Soft can deliver superior services to your end-customers & maximize their satisfaction with your business, contact us today.

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