



MICRON A leading IT Service Provider Company Founded in 2000, MICRON System Technologies is a recognized leader in helping companies plan, design, implement and manage multi-vendor, industry-standard computing environments. Our financial strength, industry talent and proven methodologies help our clients reduce costs and increase productivity. As one of the largest vendor-independent support providers in the nation, MICRON System Technologies is trusted by Fortune 100 enterprises, high growth companies, vertical market leaders, major technology equipment manufacturers, leading-edge system integrators, banking and wireless technology providers. These companies rely on MICRON Information Technology for superior, unbiased IT Services and systems integration.

Our Skilled IT Consultants provide information technology (IT) expertise that can greatly benefit your business. Our service includes Computer Consulting, Networking, Maintenance, Support and Sales.

MICRON supports enterprises and organizations of nearly all sizes with products, solutions and services which offer customers the highest degree of availability, scalability manageability and security in the Information Technology business. Our local client base consists of large, well-respected local and international banking institutions such as Habib Metropolitan Bank, large corporations such as Karachi Shipyard etc.

Together with our customers we design and implement individual solutions that help optimize business processes by development and deployment of software. With our professional services we offer support in the area of information technology, from initial consulting to the implementation of a solution.

The focus is always on the advantage of the customer – this means integration of the current hardware/software infrastructure, vendor independent evaluation of components and competent consulting - while using “state of the art” technology we focus on the best solution for the customer – This is our business!!



Business Philosophy



We firmly believe that our success is directly linked to how much we contribute to helping you achieve your business objectives today and in the future. We ensure our solutions have the potential to increase your profitability and maximize the value of the solution by helping you operate efficiently and minimize the time you spend on support issues.

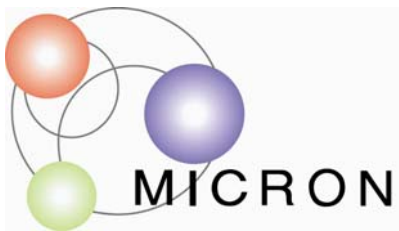
We maintain a strong quality assurance program, with an emphasis on product performance and reliability.

Business Challenges

External forces such as competitive markets and rapid advancements in technology, as well as internal barriers such unreliable software, legacy applications, lack of expertise, resource shortages and information deficiencies — all seem to require immediate attention for today's businesses to survive! That is why we are here for you. Our satisfaction stems from adequately fulfilling your Information technology needs.

Whether you are striving to stay ahead of the competition, building your strategic





systems or require development, deployment and management products, or extending the capabilities of your existing system, we offer total business Solutions— from Consulting to Support Services.

Our Strategy

MICRON Information Technology's value to our clients is based on a three part strategy:

- First, we combine our product acquisition and deployment offerings with a high quality, IT service delivery capability.



- Second, we continue to expand and enhance the IT outsourcing and system integration services we offer clients.
- Finally, we build all that we do on the belief that service quality is MICRON Information Technology's key differentiator in the marketplace.

Hardware Sale & Support

MICRON is comprised of dedicated professional and entrepreneurs who have been at the helm of providing quality customer support for the last three years. MICRON provides one-stop solutions and supports to its valued clients.

MICRON team of dedicated professionals has a wealth of IT experience in developing and establishing IT organizations over the time. This experience has earned us a place where we can predict the changing trends and provide state of the art hardware and solution for the IT Industry.

MICRON endeavor to constantly meet its customers demand and exceed their expectations by:

- Building quality into products and services
- focusing on what's important to our customers
- Constantly striving for improvement
- Maintaining creativity and teamwork in the workplace
- respecting our customers MICRON offers its customers a wide range of services in Hardware Sale, Support and Maintenance. MICRON is authorized reseller of world's top brands including HP-Compaq computers, Acer Computers, Axiohm Transaction Printers, Cisco, Microsoft, Exabyte Backup Systems and APC Power Protection

Support is given full consideration in all our projects and products. MICRON has a division of experts who monitor the company's customer support activities and find better ways to improve the level of support offered to its valued clients.

These experts are backed by a wealth of experience in their relative fields and have successfully established customers support organizations at national and international levels in the past.

MICRON do offers services of Maintenance Contract. MICRON undertakes the responsibility of maintaining computer equipment in large multinational enterprises, which includes 4 equipment-servicing sessions annually



as a standard. Customers are given top priority regarding the most prompt responses avoiding any reluctance in the customers work cycle. Maintenance contracts are offered to reduce the 'Mean Time before Repair'.

MICRON provides its customers with LAN / WAN solutions up to any degree and level. MICRON's team of experts have previously installed and configured enterprise networking solutions to many reputed organizations. We do implement state-of-the-art computer security and monitoring software like firewalls and remote monitoring.



Customer Relationship Management Infrastructure Management

Today's market is driven by competition. With multiple businesses fighting over the same market segment, the focus has shifted from *customer satisfaction* to *customer delight*, in order to ensure a loyal customer base. The key lies in identifying customers as individuals from a consolidated data store rather than over distributed point-to-point solutions. What your business needs is a CRM infrastructure that will identify your customers as individuals and provide services which will span all relationships - thus providing state of the art customer relationship management.

In lieu of this we have developed and implemented a number of solutions to address your CRM initiatives. They can broadly be categorized in the following areas: -

- Contact Center
- Business to Business (B2B) CRM
- Business to Consumer (B2C) CRM

Infrastructure Management

Whether you are an end-user organization or a service provider, you need an efficient, cost-effective technology infrastructure that optimizes business performance. MICRON Solutions, Experienced and Certified Consultants, using HP Open View Products, offer service-driven IT management solutions that optimize business performance and availability, anticipate problems before they occur, and create the ultimate customer experience. With HP Overview's solutions, which are based on "Industry Best Practices" i.e. ITIL (IT Infrastructure Library) you can satisfy all the stakeholders, increase the value of your IT investment, while decreasing operational expenses.



Web Site

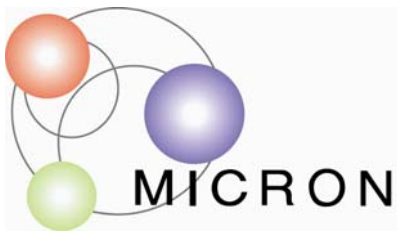
Our R&D team rides technology's edge, bringing the latest innovation to every product. We know what drives their passion because it's our passion, too. It's the details. Shape, construction, materials, and a lot of sweat—not to mention a little blood—go into our products. We don't take anything lightly. A location on the World Wide Web (and Internet) that contains information about a specific topic, a website usually contains multiple pages with different types of information. A set of interconnected WebPages, usually including a homepage, generally located on the same server, and prepared and maintained as a collection of information by a person, group, or organization

Technology Partners

At MICRON, we bring our customers the best of what our industry has to offer.

That's why, we develop strong relationships with companies that complement and enhance MICRON solutions, services, and technology. We maintain competitive prices, providing high added value by reaching agreements of collaboration with the best in the market.





Clientele

Below is a partial list of our satisfied customers. Provide us the pleasure to add your name to this ever growing list of customers.

- **Sindh Irrigation & Drainage Authority**
- **National Bank of Pakistan**
- **Dawood Family Takaful Limited**
- **Habib Metropolitan Financial Services**
- **Sigma Leasing Corporate Ltd**
- **Dawood Islimic Bank Limited**
- **AKD Securities**
- **Khuja Securities (Pvt)Ltd**
- **Karachi Shipyard & Engineering Works Ltd**
- **Civil Hospital**
- **Habib Modaraba**
- **Habib Metropolitan Bank**
- **Saudia Airlines**
- **Hauka Ltd**
- **National Bank of Pakistan**
- **Dalda Foods Pakistan**
- **Siemens Pakistan**
- **AMS Brokerage House Ltd**
- **Secure Voice Ltd**
- **Karachi Income Tax**
- **Beltexco Ltd**
- **Artistic Milliners**
- **Universal Brothers**
- **Syed Hussain Zafar And Co**
- **Dubai Islamic Bank**
- **International Power**
- **S.M.E Bank**
- **University Of Karachi**
- **Newport University**
- **Gatron Industries**
- **Sony Ericson (Promotrix)**
- **Uni Lever Pakistan**
- **Invisor Securities**
- **Al Karimi Group**
- **First Dawood Group**
- **Advance Research Organization Islamabad**
- **Bilogic Inc**
- **MRA Securities**
- **The Forum**
- **Tullow Pakistan**
- **Neal Securities(Pvt)Ltd**
- **Meezan Bank**
- **British Overseas School**
- **Saco Traders**
- **SHV Energy Pakistan**
- **and more**



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