



DMS DIGITAL TECHNOLOGIES PTE LTD

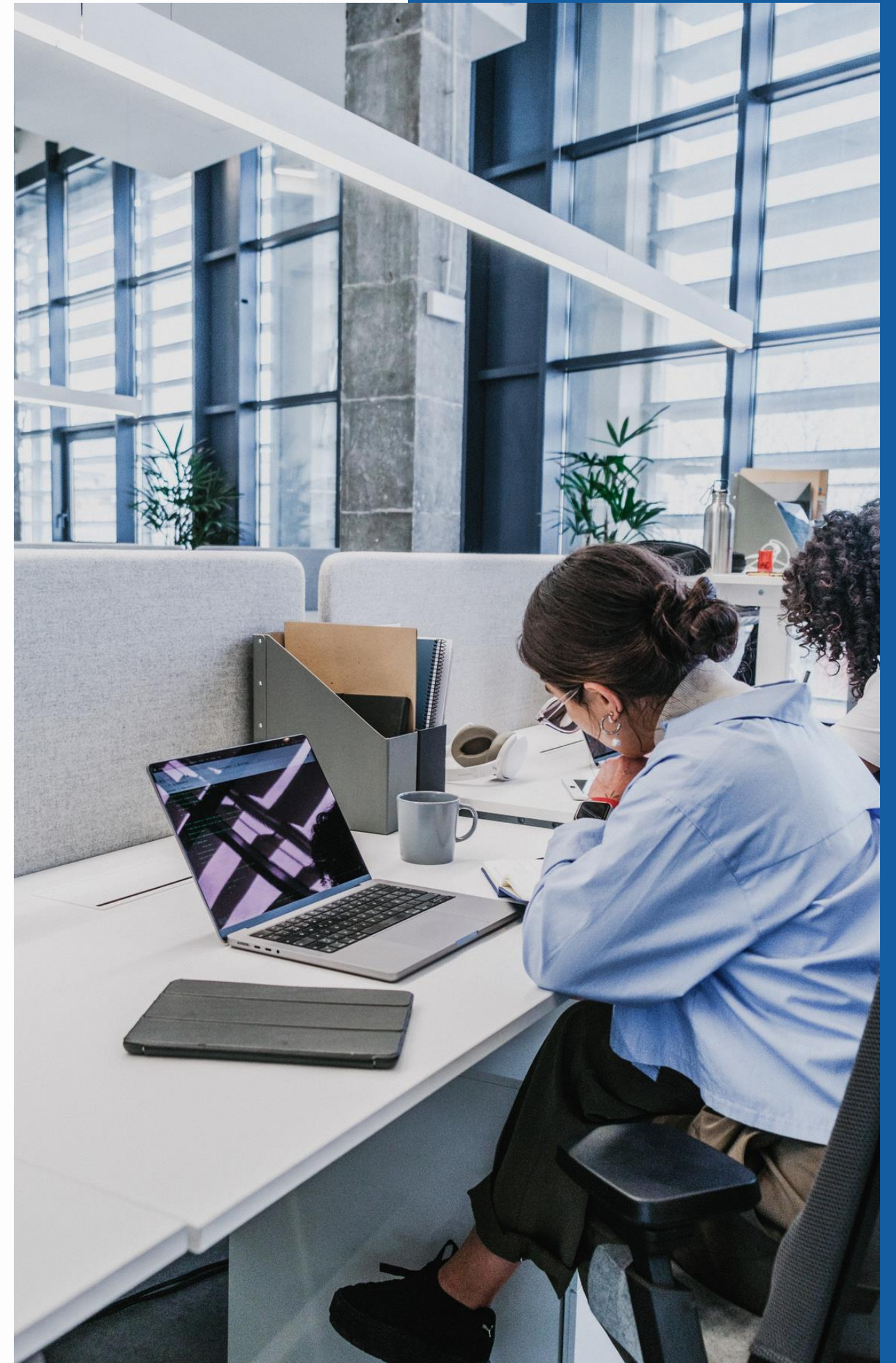


System Infrastructure Software Support Service



Overview

- ▶ Introduction
- ▶ Our Deliveries
- ▶ Our Strengths
- ▶ Our Offerings
- ▶ Our Uniqueness
- ▶ Key Highlights
- ▶ Contact Us





Introduction

We offer pre-sales and post-sales consultancy, implementation and post-implementation support and break-fix services for system Infrastructure software Solutions such as Microsoft, Citrix, VMware, Veeam and Symantec.

We work hand in hand with principal's backend support for support escalations. Our 24 x 7 x 365 services provide access to our technical experts round the clock irrespective of the customer's time zone.

About us

Since 1981, DMS Electronics (Pvt) Ltd (DMSE) has been a trailblazer in transforming Sri Lankan businesses through technology. We recognized the potential of microcomputers early on, forming crucial partnerships with companies like Commodore International Inc. This kickstarted a revolution in the country's ICT landscape.

Since then, we've led the way in technological innovation, introducing cutting-edge concepts and solutions. Today, we stand as Sri Lanka's most comprehensive technology company, deeply rooted in various industries, offering unmatched quality and value. We take pride in contributing significantly to the betterment of fellow Sri Lankans' lives.

As trusted technology partners with leading industry players, we're authorized to provide services in various solution areas. Our skilled experts empower businesses with optimized efficiency, agility, and security.

Implementing technology correctly ensures a swift return on investment. The challenge often lies in having the right expertise for planning, Deployment and support. DMSE can bridge this gap, providing the necessary skills for seamless operations.



Our Deliveries

Pre-Sales Consultancy

Need Analysis and Information Gathering

Solution Design/Proposal creation/Presentation

Product/Solution Demonstration

Proof Of Concept

Advisory Support

Implementation Support

Phase 1: Design

Phase 2: Build and Test

Phase 3: Rollout

Phase 4: User Acceptance Testing and Documentation

Post-Implementation Support

24 x 7 x 365 days support

1st Level and 2nd Level support

Escalation to principals

Patches / Updates

Break – Fix Support



OUR STRENGTHS

01

Certified Expertise: Our support engineers hold certifications from industry-leading companies, including: Microsoft Certified Technology Specialist (MCTS), Citrix Certified Advanced Administrator (CCAA), Citrix Certified Administrator (CCA), VMware Certified Professional (VCP)

02

Continuous Skill Development: DMS Electronics invests in refining our support engineers' skills through extensive training and certification programs, both locally and internationally.

03

Advanced Remote Support: Our technical support engineers utilize multiple technologies for remote support services, including screen sharing and phone/chat tools, to resolve complex issues quickly and effectively.

04

Customer Satisfaction: The use of advanced remote support tools results in high first-time call resolution rates and increased customer satisfaction.

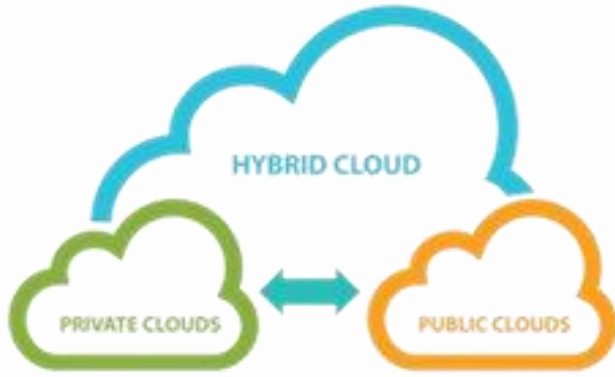
05

Comprehensive Service Offering: We provide System Infrastructure Software services tailored to the needs of small, medium, and enterprise-sized organizations.

06

Strategic IT Advantage: Our support team ensures your IT resources deliver a lasting strategic advantage, allowing you to focus on your core business activities.

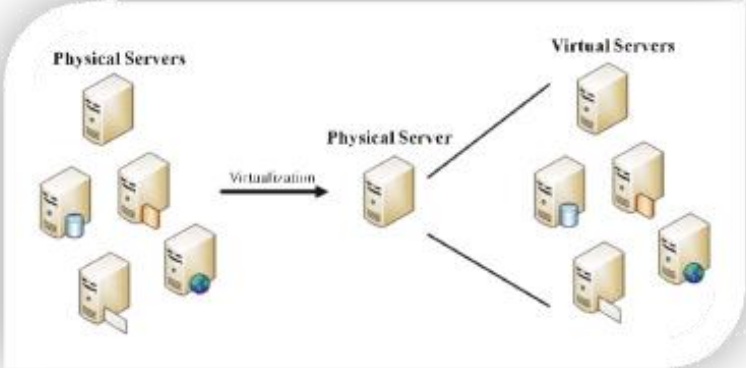
Our Offerings



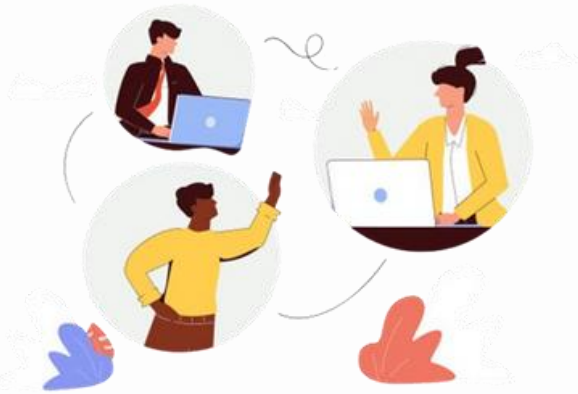
**Cloud Computing
(Public, Private, Hybrid)**



End User Computing (EUC)



Server Consolidation



**Messaging and
Collaboration**



**System Infrastructure
Management and
Monitoring**



**Data Protection
and Recovery**



**IT Infrastructure
Security**

OUR UNIQUENESS

DMSE System Infrastructure Software services provide a complete range of solutions to meet the IT needs of organizations of all types and sizes.

All our offerings provide secure, reliable support, based on technical innovation, industry best practices, and our deep understanding of customer needs. Our strategic relationships with leading technology partners ensure we have access to the latest technology and the insight to continue developing the best solutions to address your IT challenges.

Across our entire offering we are committed to the continuous optimization of the solutions and support we deliver, as well as ensuring the sustainability of our services. With our dedicated support team taking care of the performance of your IT infrastructure, you have the resources to increase agility and grow your organization's competitive advantage.

Key Highlights



Proven, flexible and scalable solutions



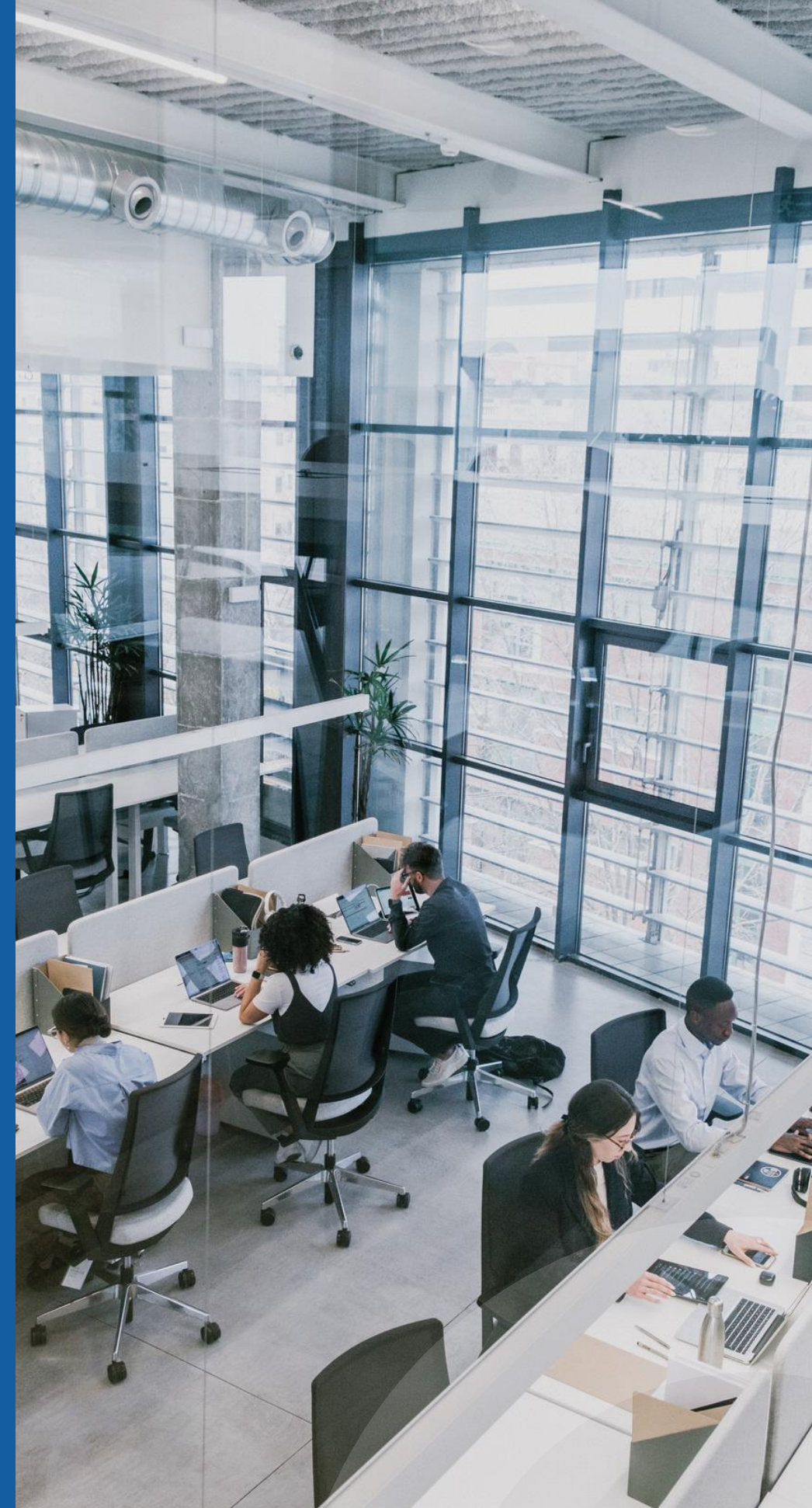
Adhering to Industry standards



Cost Effective Solutions to meet customer budget



Trust and Relationship



CONTACT US

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