

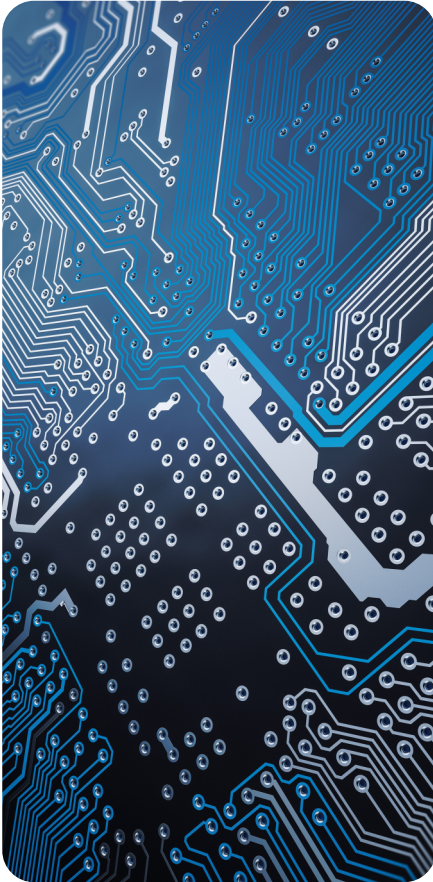


Company Profile

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TECHNOLOGY COMPANY OF





FAISAL SIDDIQUI

Partner

Faisal Siddiqui, completed his schooling at the **Cathedral & John Connon School** in Mumbai and went on to graduate from **Concordia University, Montreal**, in 1998 with a **Masters of Business Administration in Aviation Management**.

Faisal joined **Zaka Group as Director** and has enhanced the business for more than 19 years. He overlooks commercial performance, financial management and is responsible for leadership development across all Zaka Group offices. He continuously motivates his team to come up with innovative ideas and technically savvy processes.

He is also actively involved in strategic decision making and diversifying business in order to achieve further growth and success for the organization. He constantly endeavours, to create a work-life balance, by aligning priorities and achieves it with effective communication, delegation and focus.

Faisal Siddiqui in his spare time is dedicated to sports and plays rugby representing India in International and Regional Tournaments for more than 10 years.

Faisal follows a simple principle – Life is too short with No Mistakes Only Lessons, So Learn, Love and Live it.



CHAITANYA SINH

Partner

Chaitanya Sinh completed his schooling at the **Cathedral & John Connon School** in Mumbai and then went on to pursue a business degree at the **Wharton School, USA**.

Thereafter, Chaitanya worked as an Equity trader (primarily GDR arbitrage) for a few years before venturing out on his own.

In 2004 Chaitanya Sinh started **A La Concierge Services Pvt. Ltd (ALC)** - a comprehensive support services company that provides 100+ services to large corporations as well as individuals.

Currently ALC is ranked as one of the top Corporate Concierge Service companies in India.

In 2015, he launched **Disruptiv Marketing Pvt. Ltd**, which promotes the brand **HomeSeva** – a delivery & fulfillment company, geared to cater to any kind of first-mile / last-mile request.

In 2017, co – founded **Bombax Couriers LLP**, which is India’s only courier company offering same – day inter – city deliveries.

Bombax Couriers offers variety of courier solutions such as; overnight time definite delivery, hand carry courier solutions, customize courier solution, along with the standard courier delivery service.

An avid sports enthusiast, Chaitanya played **Rugby** for India from 1998 – 2005 and was the captain of the Indian rugby team from 1999 – 2004.

Apart from starting up ventures and playing sports, ‘Chait’ also loves the outdoors and is passionate about preserving the environment. Chaitanya would eventually like to get involved in social entrepreneurial initiatives that positively contribute to society.

“You never fail – you only learn and evolve!” - is Chaitanya’s mantra for success!



ZUBIN AIBARA

Partner | C.E.O.

Zubin Aibara completed his schooling at the **St. Xaviers Boys Academy** in Mumbai and then went on to pursue his graduation & MBA from Mumbai University, followed by IATA, Travel and Hotel Management degrees and Software Development.

In 2000, Zubin worked as an **Operations Manager at Kuoni Group (SOTC)**, handling airline reservation & ticketing.

In 2004 Zubin joined **Etihad Airways as a Global Business Analyst for India and Abu Dhabi** and developed global projects for Etihad revenue management team in Abu Dhabi.

In 2013, he joined **Sabre Travel Network as Director - Product Head for India** and was involved in building Travel Technology Products for travel agents in India.

In 2016, co – founded **Pikateck Services LLP**, along with Chaitanya Sinh and Faisal Siddique. Pikateck is a technology company providing solutions to different verticals of businesses.

An avid sports enthusiast, Zubin played professional club level cricket. His hobbies are chess, badminton & football.

Zubin would eventually like to get involved in social entrepreneurial initiatives that positively contribute to society by creating a platform for the career opportunities in the country.

Zubin's mantra for success!

"It ain't about how hard you hit, it's about how hard you can get hit and keep moving forward. It's how much you can take and keep moving forward. That's how winning is done"! Rocky Balboa.

Faisal Siddiqui



Zaka Group

- Indo Saudi Services - GSA. Saudi
- Fourways Travels
- World Wide Wings
- Air Cargo Express
- Maison Devoyage - GSA Interhome
- Travelpilgrim.com
- Zaireen Travel Service
- Airside Training Academy
- Pikateck Services

Faisal Siddiqui & Chaitanya Sinh



Bombax

Chaitanya Sinh



A LA Concierge

Zubin Aibara, Faisal Siddiqui & Chaitanya Sinh



PIKATECK

TECHNOLOGY PARTNER

Our Clients



BOMBAX

fusionaccess®
FURNITURE BY DESIGN

Contineo
Financial Risk Solutions



TRAVEL & TOURS PVT. LTD.



MERAKI
SPORT · SPONSORSHIP · SOCIETY



Services

Here is what we love to do



UI / UX



Web
Development



App
Development



Web
Hosting



Digital
Marketing



SEO



Quality
Assurance

Core expertise Offerings from Pikateck Services



Web Designing



Web Development



Mobile App Development



Details of Technologies Used



Development & Back-end

Design UI/UX, Graphic, Frontend & Digital marketing

ASP.NET MVC Architecture, .NET Core, Web API 2.0
Angular 2-7 Developer,

HTML 5, CSS

MSSQL database, Mongo DB

Bootstrap, SASS

JAVA, C, C++, C#

Jquery, Javascript, Canvas

Software development cycle,
Agile and Quality Assurance testing

Wordpress

PHP, MYSQL

SEO, Blogs, SMO, Pay-per-click Campaigns, Online Marketing

Oracle database

Coral draw, Photoshop, Illustrator, Sound booth

Android & IOS Mobile App development

After effects, Premier pro for video animations,
Adobe XD, 3D MAX, MAYA, FLASH, IN DESIGN

Our Offerings

Amazon Cloud Services

With the advancement of cloud computing Platforms and services, most of the organizations are relying on Amazon Web Services Cloud Computing Solutions to boost up the efficiency and profitability.

AWS Cloud Consulting



AWS Infrastructure Services & Support



Our Partnership with AWS web services

The biggest challenge for the IT enterprises stands the effective business continuity to the clients as well as delivering the intended value of the apps with effective solutions such as data backup-disaster recovery and security. “We are committed to bring a change in this entire arduous and time consuming task.

As a secure and **Managed Amazon cloud services provider**, Pikateck provides comprehensive cloud solutions along with **AWS Web Services** that can streamline your operations and reduce the IT cost.

Other than logical consultation designed to run parallel with your business growth and development, we offer:

- Backup and restore services
- Log Management
- Disaster Recovery
- Deployment Services
- Audit Management
- Optimization for AWS
- Security Management

Why AWS web hosting Services?

Whether you are a hot start-up or already a renowned established company in the market, Amazon cloud services ensures efficient, cost-effective, scalable IT solutions for all needs such as data storage, networking, administration and security, computing, analytics, application services, deployment, management.

Amazon Web Services – Where does it stand today?

Since its inception, Amazon Web Services rendered sustainable solutions for millions of customers across the globe. Today, it proudly boasts the name of its customers – NASA, Obama Campaign, Kempinski Hotels, Netflix, Infor, CIA, and more.

Benefits of Amazon cloud computing services :

- Highly scalable
- Secure
- Flexible
- Reliable
- Cost-effective
- Easy to use and deploy

How Pikateck supports AWS?

Pikateck's strong technical support team not only helps in building brand new applications but also helps in migrating your existing applications to AWS cloud. It also offers a comprehensive blend of AWS Advanced Cloud Consulting and Services, best AWS web hosting practices and Amazon Web Service support globally.

Software Development

Designations	Expertise & Core Competency	Experience
GM -Development	Database Expert (Store Procedure,Functions, Triggers), WebAPI creation , Integration of WebAPI, MVC , .Net core 2, .Net Core Web API, ASP.NET C#	12+
Sr. Project Manager (Team Leader)	Database Expert , WebAPI creation , Integration of WebAPI, MVC, .Net core 2, .Net Core Web API	8+
Sr. Project Manager	Database Expert , WebAPI creation , Integration of WebAPI, MVC, .Net Core, ASP.Net C#, VB .NET	8+
Sr. Software developer	WebAPI creation , Integration of WebAPI, MVC, .Net Core 2, .Net Core API	4+
Software developer (Support)	WebAPI creation , Integration of WebAPI, MVC, ASP.Net C#, .Net Core 2	5+
Sr. Software developer	WebAPI creation , Integration of WebAPI, MVC, ASP.Net C#, .Net Core 2, .Net Core API	7+
Software developer (Support)	Integration of WebAPI, MVC, ASP.Net C#	2
Sr. Project Manager	Angular 2-7 Developer, WebAPI integration, MVC, Dot.Net C#, Store Procedure, Agile Scrum with Jira	12+

Design (UI/UX/AF/AR)

Designations	Expertise & Core Competency	Experience
Creative Head	Design and creative head , UX CAU certified from HFI , UI/UX , AR/AF	15+
Sr. Design Manager (Team Leader)	HTML5 , Bootstrap, CSS, JQuery, Java script, SAAS, Photoshop, illustrator	4+
Sr. Graphic Designer & Visualizer	UI/UX graphics designer, Video Editing, Photoshop, Coraldraw, Printing export	7+
Sr. Web developer	HTML5 , Bootstrap, CSS, JQuery, Java script, SAAS, PHP, My SQL, IONIC, Ajax, Andorid, Photoshop	10+
Sr. Front-end developer	HTML5 , Bootstrap, CSS, JQuery, Java script, SAAS	6+
Frontend (Support)	HTML5, Bootstrap, CSS, JQuery	1+

Q & A Engineer

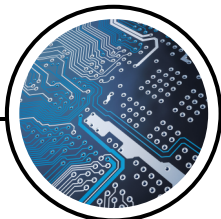
Designations	Expertise & Core Competency	Experience
Sr. Quality Assurance Engineer	Manual and automation testing, End to End testing, Agile, Core Java, Selenium (IDE, TESTNG, Webdriver), JIRA, BUGDB, 12 years experience from Oracle	15+

Digital Marketing

Designations	Expertise & Core Competency	Experience
SEO/SMO specialist	SEO/SMO , Website audit report, Specialist for creating backlinks, Paid campainings, Brand Awareness	5+
Digital Marketing	Jr digital marketing executive to create digital marketing posts and ad campainings, SEO/SMO	2
Sr. Content Writer	Sr. Content writer to write on articles blogs , posts etc	5+

Mobile App Developer

Designations	Expertise & Core Competency	Experience
Andriod Developer	Android Expert, WebAPI creator, integration of WebAPI, PHP, My SQL, Database (Store Procedure)	5+
IOS Developer	IOS Expert, Integration of Web API	5+



Governance Responsibilities

Operations

- Meet and exceed defined SLAs
- Track and report SLAs in pre-agreed reporting formats
- Manage the overall operational delivery relationship
- Build and implement add-on tools which enhance delivery

Technology

- Monitor and manage all connectivity aspects
- Work with the team for new technology implementations or architecture changes
- Provide technology infrastructure (including desktop) support to operations
- Identify and mitigate technology risks

Compliance

- Plan and implement data security requirements
- Implement any other specific compliance requirements
- Periodic tracking and reporting of adherence to guidelines
- Identify and mitigate technology risks

Quality

- Assist operations to meet and exceed SLAs via use of Six Sigma and other process improvement techniques
- Identify opportunities or improvements to enhance the processes
- Periodic tracking and reporting of adherence to guidelines
- Identify and mitigate technology risks

Training

- Deliver training content
- Create add-on training modules for cross-training processes to the team



Escalation Matrix and Support

Incident Classification



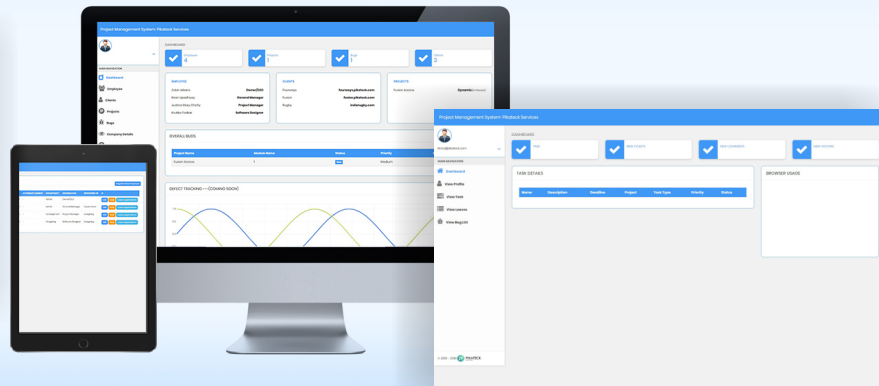
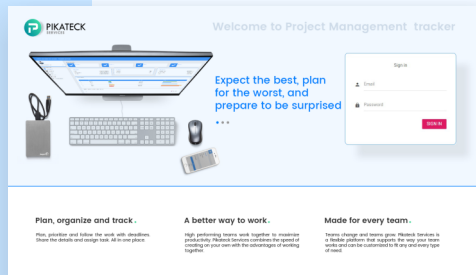
Alert	Description	Response Time	Resolution Time
Critical	System Down, significantly affecting End Customers	Immediate	1-2 Hours
High	A large number of staff are affected and/or not able to do their job. A large number of customers are affected and/or acutely disadvantaged in some way. The damage to the reputation of the business is likely to be high.	10 Minutes	4 Hours
Medium	A moderate number of staff are affected and/or not able to do their job properly. A moderate number of customers are affected and/or inconvenienced in some way. The damage to the reputation of the business is likely to be moderate.	1 Hour	8 Hours
Low	A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort. A minimal number of customers are affected and/or inconvenienced but not in a significant way. The damage to the reputation of the business is likely to be minimal.	4 Hours	24 Hours
Very Low	Work that cannot be completed by staff is not time sensitive. Non-urgent or Not affecting service	1 Day	1 Week

Critical	The change is immediately necessary to prevent severe business impact. Change approval is needed by the CAB or Emergency Committee (CAB/E-CAB).
High	The change is needed as soon as possible because of potentially damaging service impact.
Medium	The change will solve irritating problems or repair missing functionality. This change can be scheduled.
Low	The change will lead to improvements, changes in workflow, or configuration. This change can be scheduled.

Support Escalation Matrix & Project Management tracker



Time	Contact Person	Level	Phone
Immediate	Technical Support	L1	+91 022 2385 3325
Afer 2 Hrs.	Technical Support	L2	+91 022 2385 3325
Afer 6 Hrs	Technical Support	L3	+91 022 2385 3325
Afer 12 Hrs.	Technical Support	Lead	+91 022 2385 3325
Afer 24 Hrs.	Technical Support	Sr Manager	+91 022 2385 3325



Diverse Experiences Across Several Industries



Pikateck, the leading I.T software company offers a host of integrated services that cater to the various requirement of clients. Driving innovation, we are committed to bring transformation in the business with our exclusive range of services such as Travel, concierge services, sports, courier, banking software, architecture and design, social media and marketing services. Going beyond the boundaries we are committed to deliver the cutting- edge solutions that makes your business stand out.



Real Estate



Sports



Travel



Food & Restaurant



Education &
e-learning



Event & Tickets



Banking, Finance



Ecommerce Retail
& B2B



Transport &
Automotive



PIKATECK

Thank You

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