

Penta IT Services

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Penta IT Services began as a concept for a computer consulting & services company in Feb 2006. In trying to keep up with the growth of business, **Penta IT Services** was performing as a best service provider Company. We offer the great array and quality of services.

Objectives

- As a customer, one can focus on their core business areas.
- Reduce Burden on existing IT team and thereby reduced cost of ownership
- Defined process and procedures for service delivery and monitoring
- Delivery of services through dedicated resources to minimize response times, and centralized support to ensure consistent quality.

BENEFITS & ADVANTAGES

- Committed response time as per the services opted by you
- Quality repairs at Manufacturers Repair Centers with trained services professionals
- Priority services for the AMC customers
- Call Escalation Procedure for easy reference
- Preventive Maintenance Support Plan to maximize the deliverable and ensure customer delight

Services

We offer a wide range of computer services. Some of our most popular services are listed here. If your needs are not listed, please contact us, and we will be more than happy to help you out, or at least steer you in the right direction.

- **Annual Maintenance Contract (A.M.C.)**

- 12 months on site

- Including Labour

- Routine preventive Maintenance

- Priority in Support

- Ideal for Big Installation Base.

- **On-Call Package (O.C.P)**

- User friendly package

- Discounted rates for Call

- Fixed rate for any type of Call

- Use within 24 months

- Ideal for SOHO (Small Office & Home User)

- **IT Facility Management Service**

A large number of Corporate are opting for IT outsourcing as a solution to accomplish productivity and least downtime of their IT infrastructure and also reduce costs at the same time.

PENTA IT can help Corporates to achieve them successfully. At the core of this Service we designed to help our clients from decision through operation.

Laptop Repair Services

Our prime focus is on Customer Services deliverable & Customer Satisfactions in reasonable price due to the fact that most of us can't live without our Laptop. We keep sufficient laptop spare parts stock for all laptops brand and model like HP, Compaq, Dell, IBM, Lenovo, Toshiba, Acer, Sony Vaio, Gateway to provide end Customer with quick turnaround time.

- Laptop LCDs, Keyboard, Adapter and Optical Drive
- Laptop Motherboard Repair
- Laptop Inverter, VGA Cable
- Laptop Software Service (Windows: Downgrade - Upgrade Support Service, Anti virus)
- Laptop Upgrade Service (Memory, Hard disk)

Laptop Repair Process

1. Don't know what's wrong with your Laptop ?

We can collect / repair / deliver your Laptop

E.g. Collect Monday - Fix Tuesday - Deliver back to you Wednesday

2. Diagnose your Laptop problems

Once we receive your laptop, we send you an SMS or an email letting you know about the problems, turnaround time and estimate.

3. Returning your Laptop

We only ask for payment once the laptop is repaired and offer a range of payment methods including Cash, Cheque, PayPal and DirecPay.

Experience

More than 500 Laptops in a year has been repaired by us for the problem like LCD, Body Problem (Rear Case, Bezel, Top cover), Hinges, Touch pad, Keyboard, HDD, Lock Alignment, Dim Display, Power on Issue, Over heating problem, Lan port etc.. of company like TATA Communication, Kingfisher, Pall India, STPI, Magus, BEML and many inclusive of individual customers..

Portfolio

Our clients range from individuals to community, organizations and from small businesses to large enterprise. Any person or business needing computer related services can find the expertise they require at **Penta IT Services**.

Individual

We help people and businesses purchase computers that meet their needs within their price range. We help them set up the computers and explain how to accomplish their required tasks. We design databases for businesses for various purposes, including one that was done for the company's specific inventory needs.

Our expertise is diverse. We can and have worked with every aspect of computers. If it's something we cannot help you with directly, we have many other resources and will be happy to point you in the right direction for your solutions.

If you have any computer needs, please contact us, and we will be able to provide you with quality, cost-effective solutions to meet your needs.

Testimonials

Penta IT Services has access to virtually all varieties of computer expertise a business could need. Prijesh has personally helped us significantly in hardware consultations and problem solving. Prijesh also did some web site design/construction that was not only exactly what we were looking for, but finished well before schedule and for an extremely reasonable fee. I am so glad to have **Penta IT Services** as a resource!

Thomas Colaco
Federation of Indian Pilots.

I want to share with you some of the comments we have received from clients reviewing our Services. Comments are: Easy to Explain; Great Service. We were impressed with the design of your Management, Very Smartly and wonderfully.

Prijesh, we attribute these comments to you and your wonderful staff. Thank you for all your hard work. We are very pleased with the Service and are receiving a greater clientele.

Leena Lokre
iGate Infrastructure Management Service Ltd.

Major Customers

Company Name	No of service years	Location
TATA Communications Ltd	2 Years	Fort, Dadar, Bandra
Matrix Cellular International Services	4 Years	Andheri, Mahalaxmi
Fiat (India) Pvt. Ltd	3 Years	Bandra
LGC Promochem India Private Limited	5 Years	Powai
Pratap Thakker & Co.	4 Years	Mumbai Central, Borivali
Kapoor Enterprises	1 Year	Dadar, Bandra
Symrise Private Limited	2 Years	Andheri
Ajanta Pharma Ltd	2 Years	Kandivali
Pall India Pvt Ltd	1 Year	Andheri
Sepam Projects India (P) Ltd	2 Years	Andheri
Telcon Construction Equipment	2 Years	Andheri
Alstom India Ltd	1 Year	Andheri, Churchgate
Todarwal & Todarwal	1 Year	Churchgate
CMS Computers Ltd.	1 Year	Bhandup
SEDEMAC Mechatronics Pvt.Ltd	1 Year	
Kamdar Distributors	1 Year	Churchgate
Supreme Infrastructure India LTD	2 Years	Powai
Megasoft Information Systems Pvt.Ltd	2 Years	Thane
Lantro Technologies India Pvt. Ltd	1 Year	Vile Parle
Kamdar & Kamdar Watch Co.	3 Years	Churchgate
Kamdar Tele Communication	2 Years	Churchgate
AFCONS INFRASTRUCTURE LTD.	1 Year	Andheri
Aranca (Mumbai) Pvt Ltd.	1 Year	Powai
Danisco India Pvt Ltd	2 Year	Andheri
Nicco Corporation Limited	1 Year	Masjib Bandar
Jaycee Chemicals Pvt.Ltd	1 Year	Jogeshwari
A.K Stock Market Pvt.Ltd	1 Year	Nariman Point
Cadenza Solutions Pvt Ltd	1 Year	Vile Parle
Sapphire Human Solutions Pvt.Ltd	1 Year	Kandivali
BI Textile Mill Pvt Ltd	1 Year	Marine Lines
E-Sense Entertainment Pvt.Ltd	1 Year	Khar

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