



Royal Infosys Network Solution

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Subject : COMPANY Profile

Dear Sir,

RIN Solution takes this opportunity to introduce itself as one of the focused Third Party Maintenance company Offering specialized Maintenance Service on various viz. Computer (DOS, UNIX, LAN, MAN, WAN, and Enterprise Wide Networking), Printers, EPBAX and Fax.

RIN Solution is committed to giving personalized service to its customer. Therefore it makes every endeavor to design a maintenance plan well geared to provide exemplary service to suit your specific organizational needs. Our customers are well qualified and trained to cater or service requirements all esteemed clients.

RIN Solution has its own Test and Repair Center in South Delhi which is equipped with full range of equipment's to handle all types of component level repairs. More over RIN Solution has methodically planned spares for all type of systems & peripherals. RIN Solution also stocks spares, backup systems and peripherals at large maintenance site. This is primarily done to ensure no downtime for its installations.

Keeping in view its strength maintenance, RIN Solution has been appointed as an AUTHORIZED SERVICE PROVIDER for complete range of HCL, PC's WIPRO PC's & PERIPHERALS AND WIPRO Dot Matrix Printers. Our Engineers have been trained to install and maintain these systems.

The respective principals for spares and technical support back RIN Solution, If required.

To provide world state of the art computers ranging from desktops to Notebook to higher and server, we have tied up for HCL range of personal system with HCL INFOSYSTEMS LTD. It has been set up to Increase the access of customers to HCL PC's. It is based on HCL's success with remarketers across the World. Infact its re-marketers sell over 70% of HCL PC's.

To compliment the wide range of computer systems, RIN Solution offers world class peripherals ranging from Dot Matrix Printers to inkjets to Laser printer to Thermal printers in wide choice from Hewlett Packard, Brother and Tektronix.

Hewlett Packard is a name failure to everyone in the IT Printers Company in the world. To support this we have the best power conditioning systems from A.P.C., a leader in UPS all over the world.

RIN Solution was started by two professionals educated with a vision of providing quality services in the IT industry. Its mission is to be the dependable organization providing impeccable services, premium product and comprehensive solution to IT industries. To fulfill the mission with an undiluted focus, top professionals having varied experience of marketing, sales and operations head the organization.

To provide focus services. Comprehensive solutions and our cast range of products, RIN Solution has six division catering to complete IT requirements of our esteemed clients with each division having a divisional head and consistent focus and direct access for any issues what so-ever.

- **Personal System Division**
- **Computer Peripherals Division**
- **Networking Solutions Division**
- **Software Development Division**
- **Facility Management Engineer Division**
- **Server Management Division**
- **Web Site Design Division**
- **SEARCH ENGINE OPTIMIZATION Division**
- **Security Device Division**

With an increasing number of customers looking at the I.T. industry with a view to finding solutions to their carried requirements under a single roof rather than sourcing their systems, peripherals, software and their networking and telecom needs from multiple vendors and then faced with the problem of integrating all of these under a single platform, still never being too sure of its functioning harmoniously with each other, more and more vendors are being to review their strategy of what was earlier termed as specialization.

RIN Solution has grown over the years from strength to strength, establishing itself in one field then moving into another while simultaneously consolidating the previous one even further Vendors Solution.

At RIN Solution, the emphasis today is on solutions and product selling.

The further is even more promising because RIN Solution has the vital ingredients that spell the difference between leader and follower strong team of highly dedicated professionals who takes fierce pride in RIN Solution's quality, service and our tie ups for wide variety of products from leading multinational vendors.

RIN Solution Strength in SCS division

1. **To minimize the downtime we have the following means:-**
 - (a) 24 hour voice Mail System so that one can log in the complaints anytime during day or night.
 - (b) Dedicated incoming telephone lines to ensure communications.
 - (c) Dedicated fax line to ensure that detailed complaints can be logged properly.

(d) Above all these we have 24 hour paging facility to page through your Telephone if all communication breaks.

(e) Adequate engineering strength of qualified and trained personal.

2. Fast repair/turn around time :

For ensuring a fast repair time RIN Solution has:

(a) Well equipped Test & Repair Center with Component level repair facilities.

(b) Highly experienced team of engineers headed by a Manager to have complete on TRC. Activities & Spares turnaround.

(c) Expertise in repairing of different types of Mothers – boards, HDD, FDD, CD ROM Driver, Monitor, Printer (HP, IBM, Wipro, Epson).

(d) Continuous technological purgation of engineers because of training by principals for PC's & Peripherals give more exposure benefiting all customers.

(e) Mobile course/ Delivery vans to ensure quick delivers spares.

3. Reduced Computer Downtime:-

The best efforts to reduce the downtime by fast spare turn around at TRC sometimes does not help, to take case of this problem RIN Solution has methodically planned spares for immediate replacement. Adequate inventory of standby and backup computer systems and printers.

4. Service Infrastrure:-

To provide undiluted consistent services RIN Solution has the following:

Dedicated Qualified & Experienced managers with service as there only ' FOCUS' Group leaders handling limited customers with complete accountability of accounts with a team of well trained engineers.

Customer's Co-ordination monitored by highly qualified personal to ensure that are no lapses.

5. Specific customized Packages:-

Customers needs very from organization to organizations. Some require support in one area and some in other critical issues can be different for all RIN Solution designs special customized package of on site customer engineer with spares to have an immediate response and downtime. 24-hour help available as all over service managers have telephones home special holiday & 24 hour service packages.

CLIENT LIST

1. Kanwal Industry Corporation Pvt. Ltd.
2. Commzi India Pvt. Ltd.
3. Sark Synertek Pvt. Ltd.
4. Control & Switchgear India Ltd.
5. Indo asian Pvt. Ltd.
6. Saran Software Pvt. Ltd.
7. Manav Briwereies Ltd.
8. Mathur Associates
9. Agya Imports Pvt. Ltd
10. K Communication Ltd.
11. I – Visual
12. Aelpe Services

Other Client Small office and home clients support

And Many More.....