COMMITTED TO
EXCELLENCE

MUSHKO
ELECTRONICS (PVT.) LIMITED

MISSION

"To be a provider of world-class products *and services*, enabling our customers to increase their competitiveness and to realize their full economic potential".

ABOUT MUSHKO

Mushko, founded in 1948 as a Trading House and in 1953 was awarded the dealership of Hewlett Packard. Today, MUSHKO is the oldest Hewlett Packard dealer in the world and has established itself as one of Pakistan's leading business houses of high-end technology related products. Mushko aims, "to be a provider of world class products and services", which summarizes its corporate culture and direction. It has diversified the range of products from the initial days.

In the early days Mushko was focused in the Defense Electronics, Land based Surveying equipment and state of the art latest technology of the time, such as HP Test & Measurement, WILD, Grundig Radios, to Bell & Howell Overhead Projectors. Today Mushko still represents many of these companies since then, such as Bruel & Kjaer, Agilent Technology for Test and Measurement products range to Leica Geosystems for Surveying products, Hewlett Packard for IT products but now Mushko has integrated other product lines such as Astronics & IXIA for Electronics & Communication, Erdas for remote Sensing & Intergraph for Security, Government & Infrastructure Solutions, that vertically integrate with the original principals to be able to provide end to end solutions.

Mushko now also provides software solutions such as Microsoft and a business intelligence software Qlikview, which lets you stop guessing and start knowing how to make faster, smarter decisions. For Access vehicle control solutions Mushko now represents Pegasus which provides long range RFID readers which are designed for hands free personal and vehicle access control. For High Quality Time/Attendance solutions Mushko represents Fingertec, based on biometric fingerprint matching & face recognition technology. Mushko Building Solutions (MBS) division delivers best of both worlds: Building Management & IT Infrastructure for seamless integration and automation. Our IP converged solutions cover; Building Management System, HVAC & Lighting Controls, Fire, CCTV, Access Control, Energy Metering with AMR/AMI, Remote Sites Monitoring, UPS, Datacenter, Glass Safety solutions and ICT solutions.

Year	Milestone
1948	Mushko & Co founded as a Trading House for Grundig Radios, Germany.
1953	Sole Distributors of Bell & Howell Projection Equipment.
1953	Established Contact with Hewlett Packard.
1960	Entered into the Defense Electronics Market.
1961	Appointed Rep. of Ampex, Magnetic Tapes & Broadcasting Equipment.
1963	Appointed Sole Distributors of Hewlett Packard in Pakistan.
1966	Acquired the agency for the Plessey Group of Companies.
1970	Appointed Sole Distributor of Leica Formerly known as WILD.
1970	Acquired the Agency for Bruel & Kjaer.
1984	Started Marketing Hewlett Packard Peripherals PCs and Intel Servers.
1987	Mushko Electronics (Pvt.) Ltd was formed.
1998	Appointed Distributor for Agilent Technologies (HP Test & Measurement division).
1999	Named as the oldest Partner of Hewlett Packard in the World.
2001	Acquired the Agency Leica acquisition of Erdas Inc.
2002	Appointed Partner for Huntron.
2003	Appointed Partner for Founder Technology
2003	Acquired Scientific Test Technologies
2005	Appointed Channel Partner for Symbol (Motorola).
2005	Appointed agents for Cascade Mictotech Inc. USA
2005	Appointed Reseller for Zebra.
2005	Mushko become Hexagon Geosystem (Leica) Division Authorized reseller.
2006	Appointed agents for Singapore Technologies Electronics, Singapore.
2006	Appointed agents for Huntron Inc. USA.
2007	Appointed Distributor for Pegasus.
2007	Appointed Reseller for Fingertec.
2007	Became registered Partners for Microsoft.
2008	Appointed Reseller for SecuGen.
2008	Signed as a partner with EMC.
2009	Appointed Distributor for Fingertec.
2009	Became APC SELECT PARTNER.
2009	Became Sole Distributors of GLOBALIS INTERNATIONAL.
2009	Became Microsoft Gold Certified Partner.
2009	Mushko become Hexagon Metrology Division Authorized reseller.

Year	Milestone
2010	Appointed Corporate Reseller for ESET NOD32.
2010	Mushko become Hexagon Geospatial (Intergraph & Erdas) Division Authorized reseller.
2011	Appointed Distributor for IXIA Com.
2011	Appointed Distributor for Astronics DME Corp.
2011	Authorized reseller for Qlikview
2011	Appointed as Authorized Partner & System integrator of Clipsal, Schneider Electric
2011	Appointed as Authorized Dealer of Automatic Systems SA/NV
2011	Appointed as Authorized Reseller of Johnson Controls
2012	Appointed Distributor for EMSCAN.
2012	Appointed as Distributor for Intergraph.
2012	Appointed as Authorized Partner of Intermec Inc.
2012	Appointed as Authorized Partner of Ekahau
2012	Appointed as Authorized Partner of Emerson Network Partner
2012	Appointed as Authorized Partner of Polycom
2013	Appointed Reseller for Auriga International.
2013	Appointed as Distributor for MicroSurvey Software Inc.
2013	Mushko became HP Service One partner.
2013	Registered Kaspersky Lab Parrner.
2013	Emerson Authorized Partner.
2013	Appointed as only IGSP (Intermec Global Service Partner) in Pakistan
2014	Appointed as Authorized Reseller of Honeywell Mobility & Scanning
2014	Appointed as Tier-1, Network Solution Partner of Emerson Network Partner
2014	Became Premium Reseller of TROY Group Inc
2014	Mushko Become HP Platinum Enterprise Partner
2014	Mushko Become Veeam Authorized Reseller
2014	Mushko upgraded to Veeam Silver Partner from Authorized Reseller
2014	Mushko Become Authorized Fortinet Reseller
2014	Mushko Become VMware Authorized Reseller
2014	Mushko Become VMware Professional Solution Provider from Authorized Reseller
2015	Mushko Become SolarWinds Partner
2015	Mushko Become MicroFocus (Formally Novell) Partner
2015	Appointed as only Gold-Level partner of Honeywell Mobility & Scanning in Pakistan

A Motivated & Competent Workforce

Mushko Electronics (Pvt) Ltd. has made it a policy to employ graduate engineers for sales and marketing of its Principals' products. In addition, its sales force receives regular training at their Principals' facilities enabling them to effectively promote the various product lines and to keep on the pulse of new developments and advances.

Our Company has an asset of competent professionals who are well equipped with professional knowledge and experience. Their competence gives the Company a competitive edge.

- 166 Employees at Mushko Electronics (Pvt) Ltd Nationwide
- 87 Engineers based in Karachi, Lahore, Islamabad, Multan, Quetta & Faisalabad
- 5 Well equipped Workshops Country Wide

Countrywide Presence

Our head office is located in Karachi with principal authorised support centers in Karachi, Lahore and Islamabad. Leica Authorised Service Centers are located in Karachi and Islamabad. These Customer Care Centers are fully equipped with the latest technology equipments, provide clients across the country with comprehensive on-site installation, maintenance and support services by qualified personnel who are trained to help clients and provide the best solutions to IT and electronics related problems. Mushko Logistics Pte. Ltd based in Singapore can provide our customers in Pakistan with International logistic and procurement services..

SOME OF OUR
VALUED CUSTOMERS

Mushko's prime clients are Financial Institutions, Multinational Corporations, Small and Medium Enterprises, Education Sector, Armed Forces of Pakistan, Ministry of Science & Technology, Ministries of Water & Power, Oil & Gas and Pakistan Telecommunication Corporation

Energy Sector

Pakistan State Oil Co. Ltd.
Pakistan Refinery Limited
Attcok Refinery
Caltex Oil Pakistan
Pakistan Petroleum Limited
Sui Southern Gas Co. Ltd.

Pak Arab Refinery Ltd.
ENI Pakistan
BP Pakistan
BYCO
Oil & Gas Development Company Limited

Financial Sector & Banks

State Bank of Pakistan

Allied Bank of Pakistan

Askari Bank

Dubai Islamic Bank

Atlas Bank

NIB Bank

Tameer Micro Finance Bank

Barclays

National Bank of Pakistan

Bank of Punjab

Khushali Bank

Meezan Bank

United Bank Limited

Central Directorate of National Savings

Multinational Companies

Unilever Pakistan Limited

ICI Pakistan Limited

DHL Pakistan (Pvt.) Ltd

Metro Cash & Carry

Tetra Pak Pakistan

Emirates Airlines

BOC Pakistan

BHP Billiton

Communication & Media

Pakistan Herald Publication

Independent Media Corporation (Pvt) Limited (Geo News)

Pakistan Telecommunication Authority

Pakistan Telecommunication Co. Ltd.

Pakistan Electronic Media Regulatory Authority (PEMRA)

Ufone

Mobilink

Express News

Education Sector

Institute of Business Administration

Institute of Chartered Accountants of Pakistan

The Aga Khan University

Lahore University of Management Sciences

Dow Medical College

NUST (National University of Sciences and Technology)

UET (University of Engineering and Technology)

NED University of Engineering

Allama Iqbal Open Universtiy

Islamic International University

Qauid-e-Azam University

Pharmaceutical & Health Care Sector

Pfizer Pakistan

Roche Pakistan

Clariant Pakistan

Abbot Laboratories

Novartis Pakistan

Agha Khan University Hospital

Dr. Ziauddin Hospital

Glaxo Smith Kline

Hilton Pharm

BUSINESS & COMPUTING DIVISION HARDWARE

For all your IT needs
Mushko Electronics (Pvt) Ltd. can provide you with hardware, software & business Intelligence software.
It is one of the oldest partners of Hewlett Packard in the world, dealing in their entire range of products. For software solutions Mushko are certified Qlikview, Microsoft & Kaspersky partners.

SOLUTIONS

Mushko Electronics (Pvt) Ltd. successfully implemented a centralized core banking solution and upgrade platforms for other key applications at a Bank in Pakistan. The Bank implemented FIS Profile on HP Integrity Superdome 2 servers with Intel ® processors running HP-UX with HP Mission Critical Services Support. Mushko also migrated the banks multiple data bases and applications to HP Proliant BL460c and HP Proliant BL680c Server Blades running Red Hat Enterprise Linux 5.6 and Microsoft ® Windows ® 2008 with Microsoft Hyper –V Server enabled. The HP platforms provide the processing power, performance, and availability required for vital banking systems.

Mushko has also provided HP High Performance Computing Solutions to a renowned educational institute in Pakistan. The solution consists of HP ProLiant Servers, HP Cluster Management Utility, HP Infiniband Network, HP SAN, HP SAN Storage and NVDIA GPUs. The solution is designed to achieve multiple terra flops processing capacity.

- Mushko Electronics (Pvt) Ltd. has also provided Banks with solutions in Magnetic ink character recognition. MICR is a character-recognition technology used mainly by the banking industry to ease the processing and clearance of cheques and other documents. The technology allows MICR readers to scan and read the information directly into a data-collection device.
- Mushko also provides virtualization services to customers in Education, Textile and Financial sectors. Virtualization is about efficiency: it saves energy, money and time. It's about flexibility: it allocates resources and maximizes capacity.

Together, HP and VMware have designed a highly efficient IT infrastructure powered by VMware software running on HP ProLiant Gen8 servers - more streamlined, self-sufficient, and intuitive than any other previous server.

Many of our customers are enjoying and getting benefits with our virtualization services.

HP | **Hewlett Packard Enterprise**

HP, world's largest technology company, creates technology solutions that provide new possibilities for consumers and business with a portfolio that spans printing, personal computing, software, services and IT infrastructure.

HP Divisions that Mushko Represent and Supports in Pakistan:

- PPS (Printing & Personal System group) provides commercial personal computers (PCs), consumer PCs, workstations and other related accessories, software and services for commercial and consumer markets.

- ESSN (Enterprise Storage, Servers and Networking) Business critical & Intel Servers, Storage equipment.

- ISS is a global business unit (GBU) within the HP Enterprise Server Group, ISS is directly responsible for the development, design, delivery, and support of standards-based ProLiant servers, ProLiant Essential management software, Smart Array storage, disk drives, rack and power infrastructure, clustering and integrated business, and infrastructure solutions.

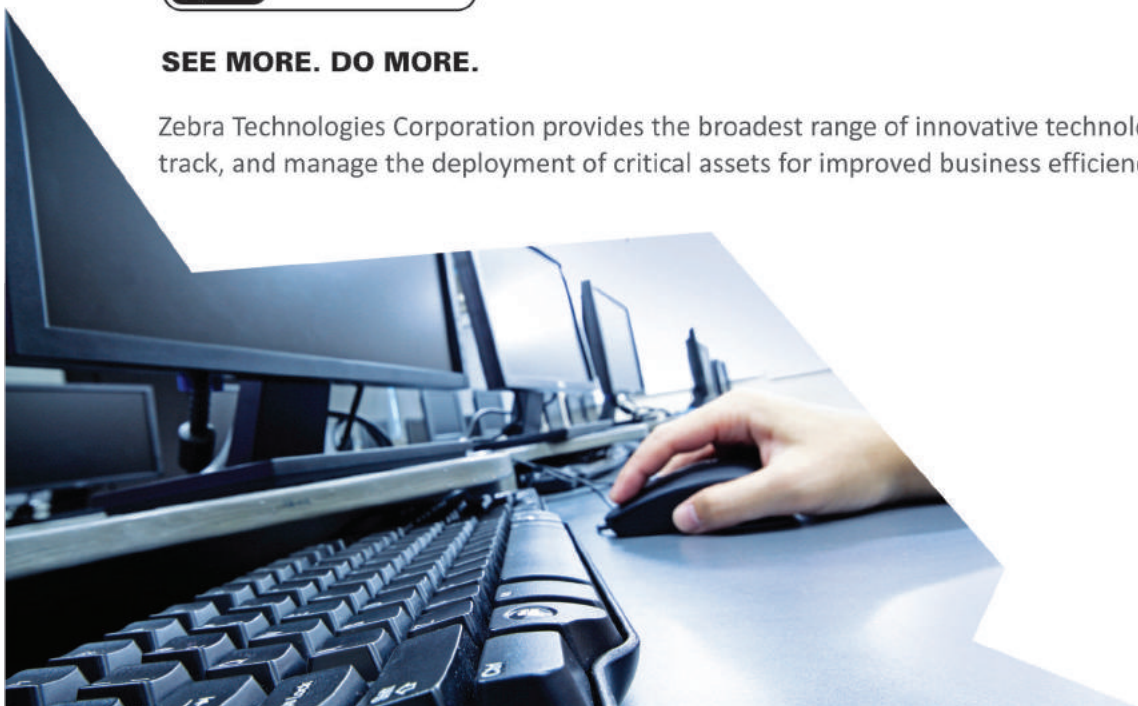**APC**
by **Schneider Electric**

American Power Conversion Corporation, is a leading manufacturer of uninterruptible power supplies, electronics peripherals and data center products. APC successfully caters to a wide range of consumers ranging from home and office users to Data Centers of internationally recognized standards.

ZEBRA TECHNOLOGIES

SEE MORE. DO MORE.

Zebra Technologies Corporation provides the broadest range of innovative technology solutions to identify, track, and manage the deployment of critical assets for improved business efficiency.

BUSINESS & COMPUTING DIVISION
SOFTWARE

BUSINESS INTELLIGENCE

Mushko offers State-Of-The-Art revolutionary Business Intelligence solution to unveil full relevant insight of your data with visual analytics. Instead of one-dimensional, static reports, you now have interactive, real-time answers about your business.

NETWORK SECURITY

Mushko offers State-Of-The-Art revolutionary Business Intelligence solution to unveil full relevant insight of your data with visual analytics. Instead of one-dimensional, static reports, you now have interactive, real-time answers about your business.

Adobe

MUSHKO is marketing and selling Adobe full range of software for last several years. We offer both full pack and paper licenses with media. Our sales team can suggest best possible licensing requirements with cost savings options as per the actual customer need and usability.

Symantec.

Mushko is authorized reseller in Pakistan for Symantec products. We offer security and systems management solutions to help customers – from consumers and small businesses to the largest global organizations – secure and manage their information-driven world against more risks at more points, more completely and efficiently.

Red Hat, Inc. is an American multinational software company that is engaged in providing open-source software products to the enterprise community. Red Hat has become associated to a large extent with its enterprise operating system Red Hat Enterprise Linux and with the acquisition of open-source enterprise middleware vendor JBoss. Red Hat provides operating system platforms, middleware, applications, management products, and support, training, and consulting services.

Mushko has recently achieved Microsoft Gold Partnership. By attending this level of accreditation, Mushko will represent the highest level of competence and expertise with Microsoft technologies, having close business relationship with Microsoft.
Being a Gold Certified Partner, Mushko will now have access to more resources so that it can cater diverse customer requirements in order to stand out in the marketplace. The benefit will include a technical services coordinator, access to the Partner Knowledge Base, priority listing in Microsoft directories, and other incentives.

QlikView is a new kind of business intelligence software that changes your world. Its BI software that lets you stop guessing and start knowing how to make faster, smarter decisions. QlikView's Business Discovery approach delivers on the promise of BI. It's a new kind of productivity software that puts business users in control of exploring and exploiting their data without limits

ESET is an IT security company developing leading-edge security solutions against cyber threats. It develops software solutions that deliver instant, comprehensive protection against evolving computer security threats.
ESET Smart Security is an integrated antivirus, antispyware, antispam and personal firewall solution that combines accuracy, speed and an extremely small system footprint to create the most effective security solution in the industry.

Kaspersky Lab delivers the world's most immediate protection gainst IT security threats, including viruses, spyware, crime ware, hackers, phishing, and spam. Kaspersky Lab products provide superior detection rates and the industry's fastest outbreak response time for home users, SMBs, large enterprises and the mobile computing environment.

ELECTRONICS &
COMMUNICATION
DIVISION

Mushko Electronics & Communications Division
provides a comprehensive, portfolio of world class
products for the Aero Space & Defence, Telecommunication,
R&D and Education industry, including customer support, consulting,
solutions to calibrations services for electronic products.

SOLUTIONS

As agents and authorized distributors for various world renowned manufacturers in Pakistan, Mushko
Electronics (Pvt.) Ltd. has made remarkable achievements by establishing full-fledged laboratories and
supplying sophisticated instruments for various clients in the country. With these achievements, we
are contributing to national development at various levels. For example high-tech microwave research
labs at universities are giving our students a good chance of using state-of-the art instruments and
conducting research with ease. Similarly by supplying test instruments to research organizations, we
are making our share in the research and development and creation of high-value assets.

- Establishment of Microwave Research Labs at educational institutes in major cities of Pakistan.
- Equipping various labs at Universities & Research and Development with High performance
computer centers, establishments of antenna measurements & avionics repair & electronics test
labs. Some of the Educational institutes have the largest number of Agilent test instruments in
their labs.
- Mushko has also supplied a large number of Agilent test instruments for manufacturing and
testing of radio communication equipment
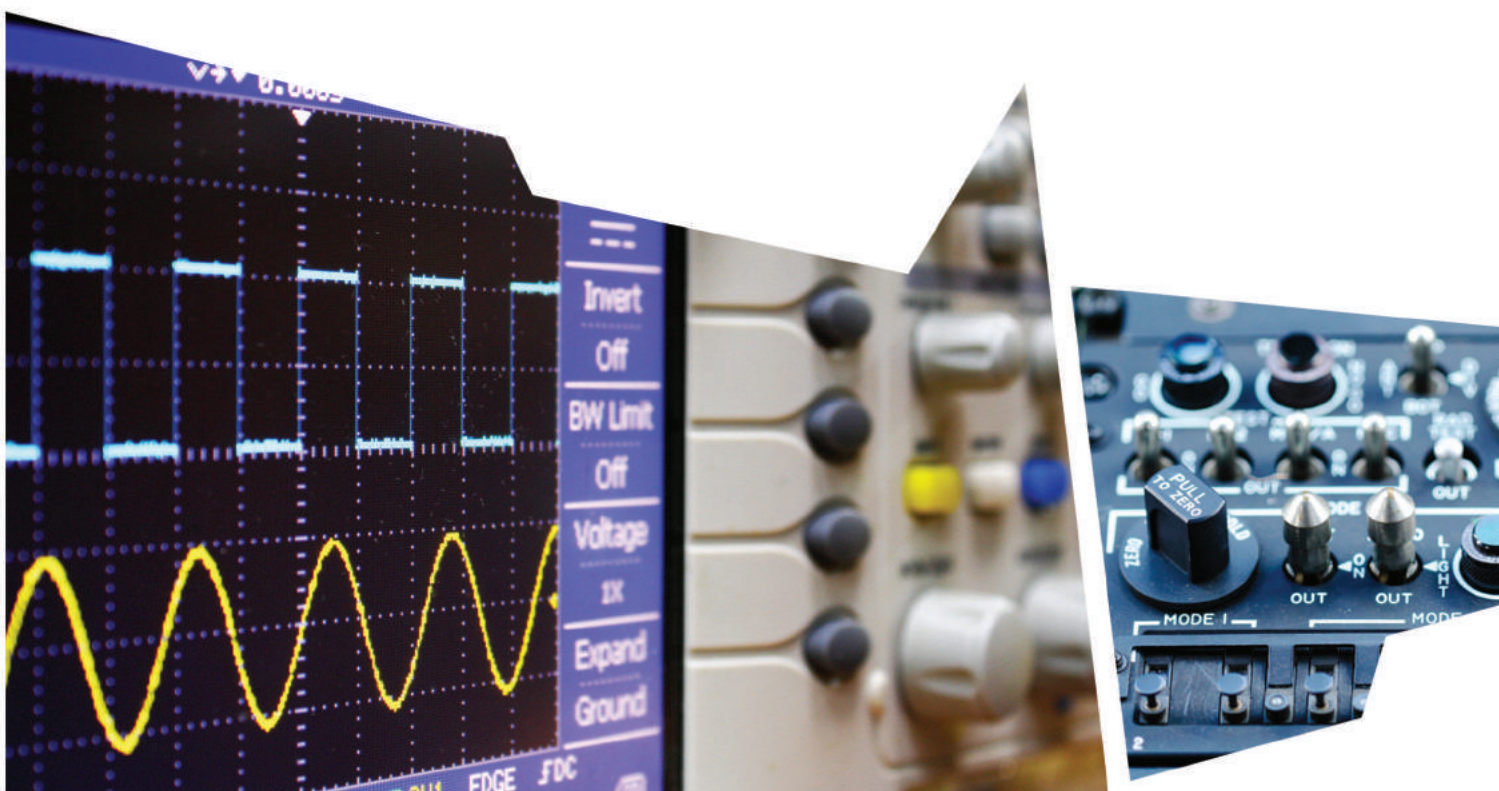
KEYSIGHT
TECHNOLOGIES

Keysight Technologies delivers innovative technologies, solutions and services to a wide range of customers in communications, electronics, life sciences and chemical analysis.

ASTRONICS
DME CORPORATION

Astronics DME is a division of Astronics Corporation, a leader in advanced, high performance products for the global aerospace industry. It is a world leader in Radio Test Systems (RTS), Automated Test Equipment (ATE), and Test Program Sets (TPS) for government and industry. Astronics DME possesses total Automated Test Set in-house capability and a proven industry track record. It also offers complete organic capability in Program Management, Engineering, Manufacturing, Integrated Logistics Support, Quality Assurance, and Product Support.

IXIA®

Ixia offers a full suite of products to test the performance and compliance of communications equipment. Ixia's equipment is used worldwide by network equipment manufacturers during development and system test to assess the performance of their equipment under real world traffic conditions. Ixia's solutions cover the range of technologies used in today's modern networks, including triple play   delivery, IPTV, broadband, wireless, both TDM voice and VoIP, and a range of security protocols, and are   accompanied by an industry-leading set of automation tools.

ENGINEERING & SURVEY DIVISION

Our Engineering and Surveying division provides technologies to measure with great precision and rapidly provides access to large amounts of complex data that is visualized via engineering and geospatial software, empowering our customers to create, manage and share information to increase productivity, improve quality and make better, faster operational decisions by exploiting multidimensional data. MEL extensive range of products and services work together to provide a constant flow of updated information. This complete, end-to-end workflow enables customers to transform raw data into useful information and actionable intelligence.

SOLUTIONS

Mushko Electronics (Pvt) Ltd. has supplied latest Surveying equipment, Leica GNSS systems and distributed free educational licenses of Erdas Imagine 2013 and Geo Media to educational & research and development institutes

Mushko Support Services organisation also delivers comprehensive support on surveying requirements:
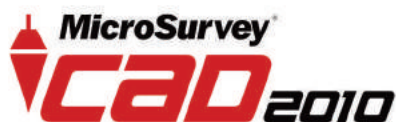
- Expert advice from most experienced and qualified professionals.
- Total Stations, GPS and levels servicing and repairing facility.
- Turnkey solutions for surveying and GIS.
- Trainings on GPS, Total Stations, levels and CAD software for surveying.
- Surveying equipment available on rental basis.
- Maintenance contract services for surveying equipment.
- Nation-wide warranty coverage.
- Trouble-shooting.
- Software and firmware upgrades.

Leica Geosystems

Mushko Electronics (Pvt) Ltd. is the sole authorized distributor and service provider for complete range of Leica Geosystems in Pakistan. The Division looks after the demand of Survey Instruments manufactured by Leica Geosystems AG., of Switzerland, their products and services are trusted by professionals worldwide to help them capture, analyze and present spatial information. Leica Geosystems is best known for its broad array of products that capture accurately, model quickly, analyze easily, and visualize and present spatial information.

INTERGRAPH | **erdas** an Intergraph brand

Intergraph® is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph's industry-specific software to organize vast amounts of data and infuse the world with intelligence to make processes and infrastructures better, safer, and smarter. The company's software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world. Intergraph is part of Hexagon (Nordic exchange: HEXA B), a leading global provider of design, measurement, and visualization technologies that enable customers to design, measure and position objects, and process and present data. Intergraph Security, Government & Infrastructure (SG&I) provides geospatially powered solutions to the public safety and security, defense and intelligence, government, transportation, utilities, and communications industries.

MicroSurvey CAD 2010

"MicroSurvey Software Inc. develops, manufactures and markets a family of specialized computer software for Land Surveyors, Civil Engineers, Seismic Surveyors, Mapping Professionals, Police officers, and Accident Reconstruction Specialists. MicroSurvey has expanded its market presence and today supplies software solutions around the world. MicroSurvey offers one of the most complete survey design and mapping product lines in the industry and is leading the software development for forensic evidence collection and diagramming.

MUSHKO
ELECTRONICS (PVT.) LIMITED

BUSINESS & COMPUTING

ELECTRONICS & COMMUNICATION

ENGINEERING & SURVEY

BUILDING MANAGEMENT &
ENTERPRISE AUTOMATION

SUPPORT & SERVICE

Hewlett Packard Enterprise

hp

APC by Schneider Electric

Microsoft

KASPERSKY lab

eset

ZEBRA TECHNOLOGIES

QlikView

KEYSIGHT TECHNOLOGIES

ASTRONICS DME CORPORATION

IXIA

Leica Geosystems

INTERGRAPH

erdas an Intergraph brand

MicroSurvey CAD 2010

Schneider Electric

CLIPSAL every room, every home

Honeywell

ekahau

FINGERTEC

Intermec

EMERSON Network Power

Arecont Vision

Johnson Controls

netbiter

ServiceONE hp Specialist

ZEBRA TECHNOLOGIES

Intermec GLOBAL SERVICES PARTNER

All the principals that Mushko represent are leaders in their fields of business and Mushko has been representing most of these organisations on an exclusive basis in Pakistan, for over forty years.

BUILDING SOLUTIONS & ENTERPRISE AUTOMATION DIVISION

Energy conservation, Security and Systems efficiency are 3 foremost acknowledged challenges of today's world. Mushko Building Solutions (MBS) division delivers best of both worlds: Building Solutions & Information Communication Technologies (ICT) for seamless integration and automation. Our IP converged solutions cover; Building Management System, HVAC & Lighting Controls, Fire, CCTV, Access Control, Energy Metering with AMR/AMI, Remote Sites Monitoring, UPS, Datacenter, Glass Safety solutions and ICT solutions."

SOLUTIONS

Mushko Building Solution offers the most diversified yet fully integrated building solutions using HP Network infrastructure. Following is the list of worldwide leaders in their domains that help Mushko to provide true iBM.

- HVAC Controls
- Lighting Controls
- Elevator Controls
- Fire Detection and Alarm System
- Emergency Voice Evacuation System
- Automatic Fire Suppression System
- CCTV Surveillance with Video Analytics

- Access Control and Visitor Management
- Speedgates, Turnstiles and Bollards
- Parking Management System
- Automatic Metering Infrastructure / AMR
- Remote Genests Monitoring
- Command and Control Center
- Dataceneters

Mushko Electronics (Pvt.) Ltd. has provided RFID solutions to a leading healthcare institution in Pakistan. This solution provides tracking of assets & has capability to track patients/staff files, manage warehousing & parking management- all through customized modular-built software using RFID solutions by Intermec, USA

RFID SOLUTION

- Reduces warehouse & distribution labor costs
- Reduces inventory
- Improves forecasting & Planning
- Reduces theft

Mushko has also deployed Pakistan 1st RTLS solution in healthcare from Ekahau Inc USA. The Ekahau RTLS offers a simple to use, assets & people real time tracking solution using wifi embedded tags. System alerts and various triggers can all be sent to Ekahau tags and can be monitored from anywhere. The bade tags for people are a two-way with LCD display to communicate with central control in case of routine patient call or emergency.

RTLS SOLUTION

- Zero infrastructure cost
- Real-time location
- Policies & Alerts
- Largest variety of wifi tags
- RTLS controller

Schneider Electric offers Plug-to-Plant fully integrated industrial and building management solutions. With recent acquisitions of world leading brands such as; Clipsal, APC, Pelco the range of Schneider's Building Solutions is second to none.
Schneider Electric takes an integrated approach to building management that can reduce energy use by 30%, reduce capital expenditures, decrease operating expenditures and improve overall business performance.

A market leader in electrical accessories, lighting controls, data communications, industrial and home automation markets, the Clipsal name continues to grow from strength to strength. In late 2003, the Clipsal brand joined Schneider Electric. With the backing of the world's biggest electrical company, Clipsal is now poised to be a major player in global markets and aims to be the number one electrical product brand name in the world.

Honeywell

Honeywell's environmental controls, life safety, security, sensing, scanning, and mobility products, as well as building and process solutions are at work in 150 million homes, 10 million buildings, 5,000 industrial acilities, and hundreds of gas and electric utilities worldwide. Their industry-leading solutions come from an unflagging dedication to providing open systems and seamless integration of fire/life safety, security, lighting and other controls to form one Integrated Building Management System. Their iBMS offers freedom of choice and liberty to customers to buy from any manufacturer and integrate them into iBMS using verity of communication protocols; BACnet, MODBUS, IBEX, LON ... resulting true IP converged iBMS

ekahau

Ekahau is the recognized leader in location-enabling enterprise Wi-Fi networks. Our mission is to provide the easiest, most cost effective and accurate positioning solutions for locating people, assets, inventory and other objects using wireless enterprise networks. Our solution tracks wireless laptops, PDAs, VOIP phones, Wi-Fi tags and other 802.11 enabled devices.

FingerTec.

The brand FingerTec was born in 2000, with a visionary objective of bringing the then high-tech fingerprint technology normally used by government sector into a technology that is viable, affordable and reachable by mass commercial market.

Intermec®

Intermec Inc. (NYSE: IN) are amongst a very few companies in the world to provide complete end-to-end RFID and Barcode solutions. They design the leading data capture and information management solutions at the interface between mobile workers, assets, and customers. Their RFID and bar-code printing solutions help error proof industrial environments so that manufacturers get the right products to the right location at the right time, and their hands-free solutions ensure unmatched improvements to accuracy and productivity. Keeping track of goods through the entire distribution process is essential to control costs, increase productivity, and improve customer satisfaction.

EMERSON
Network Power

Emerson is the global leader in enabling Business-Critical Continuity™ from grid to chip for telecommunications networks, data centers, health care and industrial facilities. They offer a wide range of products and services in the industrial, commercial, and consumer markets through our Process Management, Industrial Automation, Network Power, Climate Technologies, and Commercial & Residential Solutions businesses.

Arecont Vision

Arecont Vision is exclusively focused on megapixel technology and, as the industry leader, has contributed more to the advancement of megapixel imaging for professional security applications than any other company in the security market. Arecont Vision, the leader in megapixel IP video, offers the largest selection of megapixel cameras available worldwide.

Johnson Controls

Johnson Controls is world's top Building Management Solutions manufacturer, delivers products, services and solutions that increase energy efficiency and lower operating costs in buildings for more than one million customers. They are a leading provider of equipment, controls and services for heating, ventilating, air-conditioning, refrigeration and security systems.

netbiter®

The Netbiter remote management solution is developed by HMS Industrial Networks AB in Swede. HMS is one of the pioneers on the market and has grown to become one of the leading knowledge hubs within remote management and machine-to-machine communication.

SUPPORT & SERVICE DIVISION

Mushko IT business support has grown in to a leading IT support company in Pakistan, providing solutions all the way from corporate customers with nation-wide locations to small and medium business. Our engineers are highly skilled, certified and high level of experienced in establishing and managing business IT environments.

ServiceONE
hp Specialist

MUSHKO SUPPORT SERVICES ORGANISATION

Mushko Electronics (Pvt.) Ltd provides support services to a large number of companies, an increasing number of these companies have nation-wide locations, which require support services. Mushko Support Services Organisation delivers these services through its network of Support Centers located in Karachi, Lahore and Islamabad. These provide a service management facility to co-ordinate the delivery of IT infrastructure support services providing.

Mushko Electronics (Pvt.) Ltd. is the Authorised Service Provider for Hewlett-Packard SEA, (South East Asia), and the agreement is reviewed annually to ensure that the Deliverable Standards are met for which an audit process is carried out by HP Singapore personnel. Mushko is responsible for providing Front-line Support for HP's Response Centre SEA. For every Enterprise Product Support contract that Mushko signs with a customer, a back-to-back contract is signed with HP SEA, which means the following.

Cutting Edge Services

- Complete in house training & certifications for customers.
- Maintenance contracts for HP & third party products
- Site survey
- Design analysis
- Network audits
- Upgrade & data integration

Benefits of working with Mushko Support Services:

- Increased system uptime of your equipment.
- On site delivery, installation and after sales support.
- Spare parts availability.
- Back-up units to reduce down time.
- Phone in support assistance available.
- Highest quality support for countrywide locations.
- Increased return on your system investment.
- Cost-effectively meet your support needs
- 24x7x4 support for customers with whom 24x7x4 contracts are signed.
- Provide IT resources to complete various IT projects.
- Mushko Nationwide service centers are connected with back-end HP support team for technical assistance if required.
- Mushko engineers are also certified on Linux, Intermec, Microsoft, APC, Zebra, Motorola, Fingertech, Secugen.

Mushko Help Desk Software

Web based call logging system which provides auto updates and collects feedback after job completion. www.mushko.com
Mushko has installed SAP and with it the SAP CRM module for its Help Desk department that provides and tracks

- Customers complete Information.
- Customers Inventory and product history.
- Call Tracking and Documentation System.
- Knowledge Database (K-Mine).
- Customer and product wise report on number of calls, turnaround time history.

Call Logging Procedure (Office Hours)

Customers must have Mushko Warranty, Maintenance, or Phone-In Support Contract for a call to be logged into the Mushko Response Center.

During office Hours

Call 111-701-701

You will be asked for the following:

- Type of call (hardware or software)
- System handle (number or serial number of product)
- Name
- Problem description
- Verification of contract or warranty by Mushko.
- Response Center will provide assistance for reactive problem solving, patch cutting and technical assistance

After office Hours

Customers who have signed a 24 x 7 service contracts are provided mobile numbers of senior and junior engineers as well a escalation manager who handle the customer compliant

- Call account support engineer on the contact numbers provided including mobile
- If primary engineer is unavailable, back-up engineer can be contacted.
- Engineer will provide assistance for reactive problem solving, patch cutting or technical hardware software assistance depending on contract signed with Mushko.

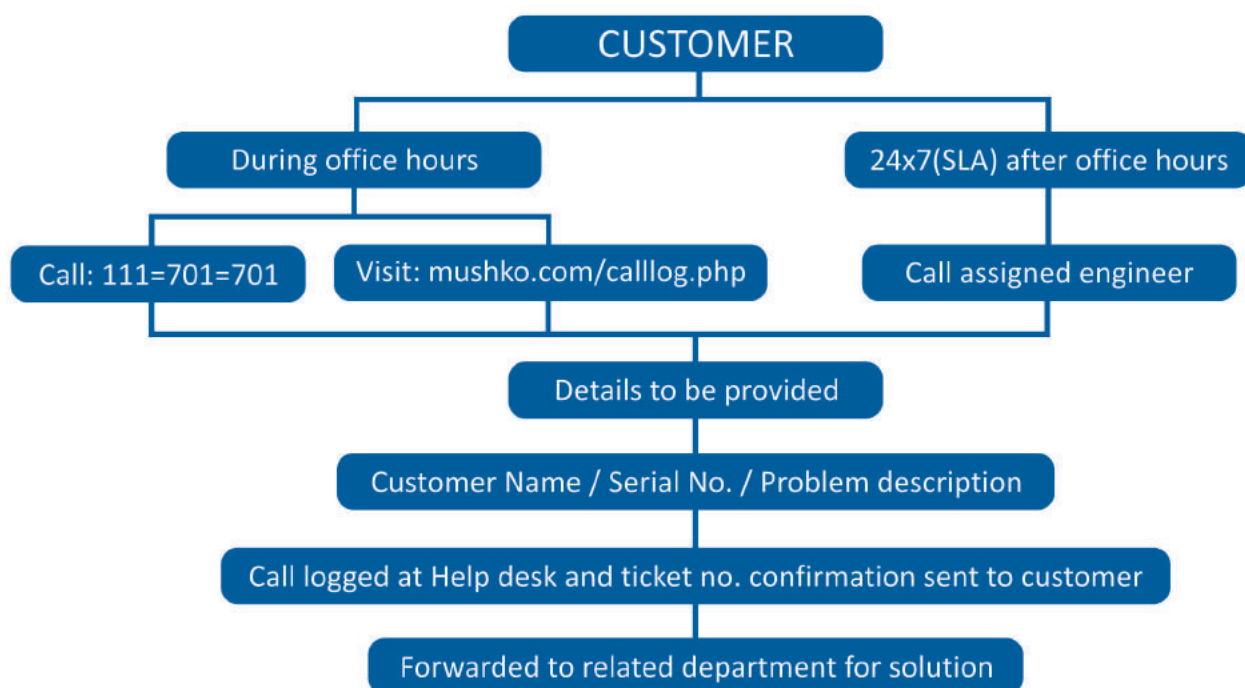# Mushko's support service includes one or more of the following:

- On-site hardware & Software support, includingre-installation, work to completion.
- Flexible call submittal.Assigned Mushko support team, which may include one or more of the following:
- Assigned Mushko technical consultant.
  - Assigned Mushko system support engineer.
  - Assigned Mushko customer care centre engineer.
  - Assigned Mushko contracts administrator.
- After-hours hardware & software assistance.
- Additional maintenance activities.
- Additional software update installation.
- Additional operational reviews.
- License to use software updates.

- Network support.
- Installation of add-on software products.
- Training (Subject to local availability).
- On-site consulting (Subject to local availability).
- We provide technical resource for different IT projects.

Mushko's Service Par Excellence Committment
MUSHKO provides the best!

- Only HP partner in Pakistan authorized to support complete range of HP products.
- Best technical audit record in AEC region.
- Call logging facility available on phone, fax, mail and web.
- State of the art call logging system.
- Over 100 top corporations in Pakistan rely on Mushko.
- Provides the best customer support on HP products in the country.
- Has offices in Karachi, Lahore and Islamabad with presence in Sukkur, Multan, Faisalabad, Sialkot and Quetta.
- Offers 24x7x4, 9x5x4 & NBD (Next business day) support services.
- Backup equipment.
- Maintains parts inventory.
- Resident engineers with support / maintenance contract if so required.

```
                        CUSTOMER
          ┌────────────────┴────────────────┐
   During office hours              24x7(SLA) after office hours
     ┌────────┴────────┐                     │
 Call: 111=701=701   Visit: mushko.com/calllog.php   Call assigned engineer
          └──────────────────┬──────────────────────┘
                    Details to be provided
                              │
          Customer Name / Serial No. / Problem description
                              │
   Call logged at Help desk and ticket no. confirmation sent to customer
                              │
          Forwarded to related department for solution
```

Standard response time for 5 days a week up to 4 hours