



INNOVATIVE PVT LTD

SERVICES DIVISION

Helping you reach your
business potential

You need a reliable partner to look after your IT investments; we are backed by 26+ years of experience and 100+ internationally trained engineers.

You need quick turnaround time across the country; we offer 2-hour response time in 50+ cities.

With 100+ field engineers located in 50+ cities providing 24*7*365 services to self-service banking and power management equipment across Pakistan, we ensure maximum up-time for your business operations. Our 360° support services to help you reach your business potential include:



Self operated call center

Live agents are available to attend to you in our call center operating 24x7x365. Our call center's toll free number ensures issues can be reported at any time.



Web based call logging and monitoring system.

Our OTRS system offers step by step updates to you throughout project life-cycle. It is the repository of all current and historical interactions and can be accessed by all parties involved in the project.



Account Management

The market's most efficient and capable team of experienced engineers and technicians help is there for you at all hours on every step of the project management life cycle – from analysis to implementation.



Spares inventory and Standby equipment

Well managed stock control and inventory ensures availability of spares and required equipment, thus reducing lead time and helping you maintain optimal operations.



Periodic customer satisfaction surveys

Periodic surveys gain feedback from you and play a vital role in measuring, managing and improving satisfaction and processes.



Local and foreign training of engineers.

Nurturing our staff to develop more rounded skill sets helps them make more valuable contribution to our products and services and thus to your efficiency.



Test labs

Qualified engineers in three test labs in Lahore, Islamabad and Karachi repair spare parts and perform R&D functions to improve equipment and processes.



Network Operations Center

NOCs analyze problems, perform troubleshooting, communicate with site technicians and other NOCs and then track problems through resolution.



Multiple Service Level Agreements (SLA) Available

Platinum, Gold and Silver levels of SLAs make it convenient for you to choose the plan that meets your requirements and budgets.



Project Management Office

The PMO strives to standardize and introduce economies of scale and repeatability in the execution of projects. It is the source of documentation, guidance and metrics on the practice of project management and execution.



Quality Assurance Function

We have an internal department to monitor project turnaround time and service quality in order to improve the process of service delivery.



Delivering 24*7*365 Field Services across Pakistan

100+ Field Engineers located in 50+ cities providing Response and Resolution Time as low as 2-4 hours.
Most nimble and the largest Services Infrastructure for any technology company in Pakistan.

Corporate Office

13-A Old FCC, Ferozpur Road, Lahore-54600

Voice: +92 42 111 000 911

Fax: +92 42 35710376

Email: lahore@innovative-pk.com

Karachi Office

F-27/1 Block-9, Clifton, Karachi-75600

Voice: +92 21 111 000 911

Fax: +92 21 35866501

Email: karachi@innovative-pk.com

Islamabad Office

16-B, Street 4, F-8/3, Islamabad-44000

Voice: +92 51 111 000 911

Fax: +92 51 2286917

Email: islamabad@innovative-pk.com