smart
solutions technologies

COMPANY OVERVIEW

Powered By: Team SST

INTRODUCTION

Smart Solutions Technologies Pty Ltd is a reputable third-party provider of IT technical support services, dedicated to offering prompt and well-managed IT support solutions across the globe, day and night. Our team of exceptionally skilled and proficient engineers is readily available 24/7 to attend to our clients' needs, providing onsite support and fixing any issues that may arise with optimal efficiency.

MISSION & VISION

Mission: Our mission is to prioritize customer success and contribute to a better world by providing exceptional customer service. We are committed to providing rigorous training programs to support professionals and enhance the overall customer experience. Our goal is to become the most customer-centric company in the industry, where customers can effortlessly find solutions to their problems.

Vision Statement: Our vision is to become a distinguished Service Desk in the IT industry, providing maximum first contact resolution to our customers through the provision of effective and timely solutions by our highly trained Service Desk staff. Through our enhanced IT experience, we aim to support and collaborate with the SST community to achieve our strategic goals.

COMPANY REGISTRATION & CERTIFICATIONS

SST is registered in:

Australia

United Kingdom

Germany - In process

Certification:

ISO 20071 Certified

HSE Certified

Membership:

Service Industry Association, USA

Insurance:

Cyber Security Insurance
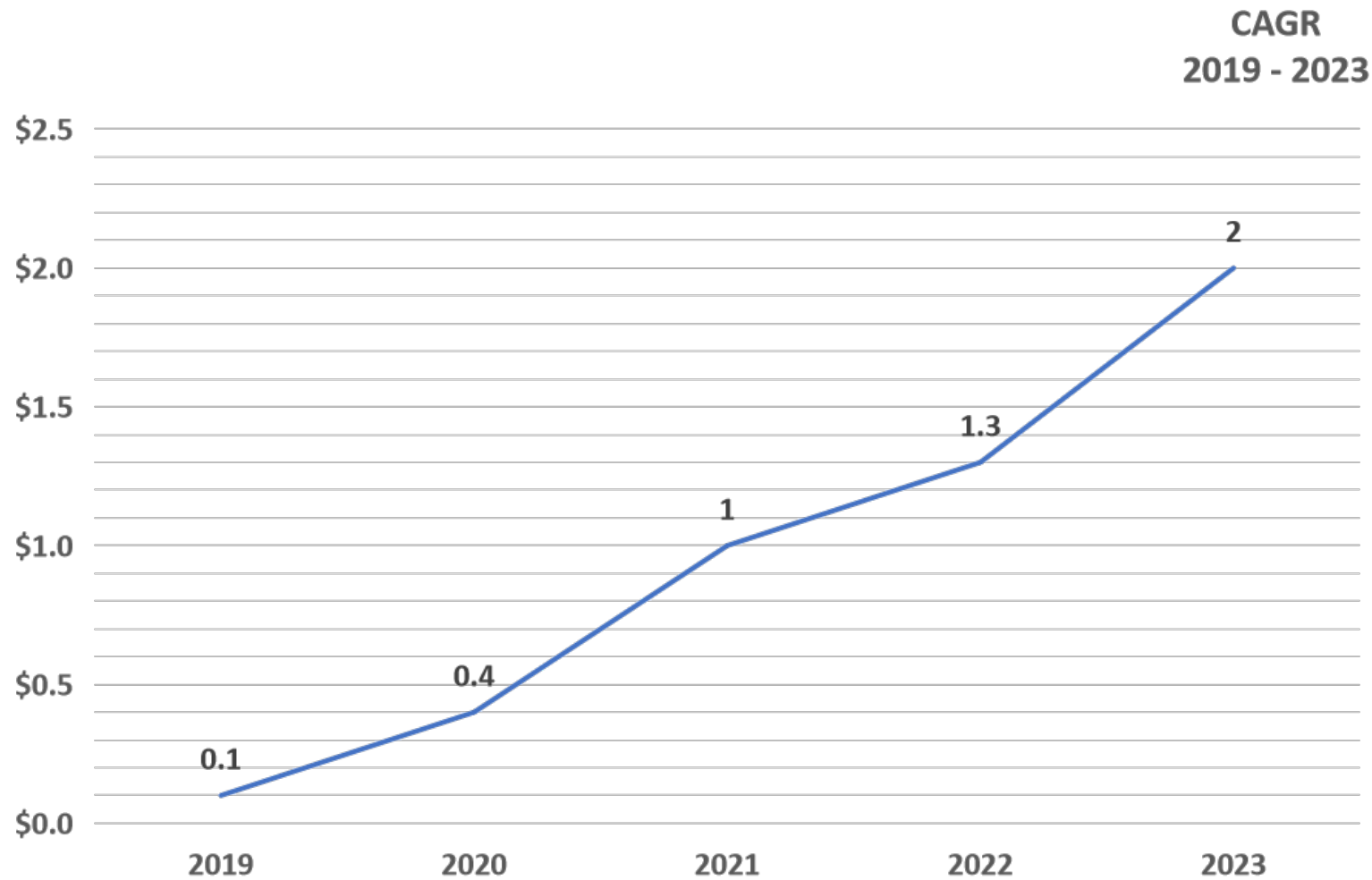
Public Liability

Professional Indemnity

ISO Certified

Memeber of SIA USA

HSE Health and Safety Certified

CAGR
2019 - 2023

$2.5
$2.0
$1.5
$1.0
$0.5
$0.0

2019   2020   2021   2022   2023

0.1   0.4   1   1.3   2

PRIMARY GOALS

Annual revenue growth

Note: "CAGR" stands for compound annual growth rate.

*Data is in USD (Millions)

Source: Team SST

AREAS OF GROWTH

YEARS	Projects	FSEs	FTEs	Presence Region wise
Y1	5	10	0	10%
Y2	12	150	1	25%
Y3	25	450	15	40%
Y4	35	500+	26	80%

CORE SERVICES

- 24/7 Service Desk Rollouts

- Cloud Computing

- DC Remote Support

- EUC Support

- Network Support

- IT Stocking Services

- IT Equipment Services

- Asset Management

- Data Center Relocation

- Site Relocation/ Racking Stacking/Cabling/Installation & Migration

CLIENTAGE

Through collaborative efforts with our clients, SST is executing projects across various locations in the APAC and EMEA regions, firmly establishing ourselves as a growing and dynamic player in the IT industry. Our vision is to bring about a significant transformation in the industry by leveraging the expertise of our highly skilled and up-to-date data center specialists and technical support staff, empowering our clients to derive maximum benefit. We offer 24/7 standby support, and our recruitment team is always available to cater to our clients' needs and deliver customized solutions.

Our consistently high client satisfaction rates and growing number of end clients are a testament to our success, and we are poised to expand our reach in new regions soon. With multiple projects in the pipeline, we remain committed to providing exceptional service and delivering on our promise to exceed our clients' expectations.

RUNNING PROJECTS

MEGA PROJECTS

Google

Honeywell

One of the flagship projects of SST is currently underway, providing comprehensive support across the countries listed below, with additional locations set to go live in the coming months. Our team of highly skilled full-time equivalents (FTEs) and field service engineers (FSEs) is on the ground in these countries, delivering exceptional technical support services. We have a dedicated onboarding team tasked with hiring new talent to support our expansion into new locations, ensuring our continued success and growth.

Philippines (Live)

Korea (Live)

Japan (Live)

Thailand (Live)

UAE (Live)

Qatar (Live)

Saudi Arabia (Live)

India (Live)

It is the second big project on which SST have hired more than 100 engineers to provide site technical support in below mentioned countries:

Australia (Live)

Japan (Live)

Vietnam (Live)

Thailand (Live)

Indonesia (Live)

PROJECT POSITIONS

Full-Time Engineer:
Our Full-Time Engineer positions are contract-based jobs with a specified duration, ranging from a minimum of one year to a maximum of five years. For multiple projects across different locations, we have extended the contract durations based on the exceptional performance of our engineers. In recognition of our team's consistent delivery of high-quality work, we plan to renew and extend many other fixed position contracts in the near future (as per our pipeline plans). At present, we have a team of more than 50 Full-Time Engineers located in various countries, each dedicated to providing exceptional technical support services to our clients. We are committed to fostering a work environment that enables our engineers to excel and grow their careers, and we prioritize hiring talented individuals who share our vision and values.

Freelance Support Engineer (FSE):
The Freelance Support Engineer (FSE) position is a dispatch-based role, where we leverage our large team of Standby Network Support Engineers who are available on-call to support our clients. Our FSE positions involve ticket-based activities, where our engineers are dispatched to provide technical support to our clients at any of their sites, based on their demand. We are proud to have a team of over 500+ highly skilled and experienced FSEs located in different countries and regions, all dedicated to providing exceptional technical support services to our clients. We prioritize hiring individuals with a deep understanding of our clients' needs and a commitment to delivering customized solutions that meet those needs. We remain committed to fostering a work environment that enables our FSEs to excel in their careers and provides opportunities for growth and development.

COVERAGE

APAC Region:

Australia
Bangkok
China
Hong Kong
India
Indonesia
Japan
Malaysia
New Zealand
Philippines
South Korea
Singapore
Thailand
Vietnam
Pakistan
Taiwan

EMEA & GULF Regions:
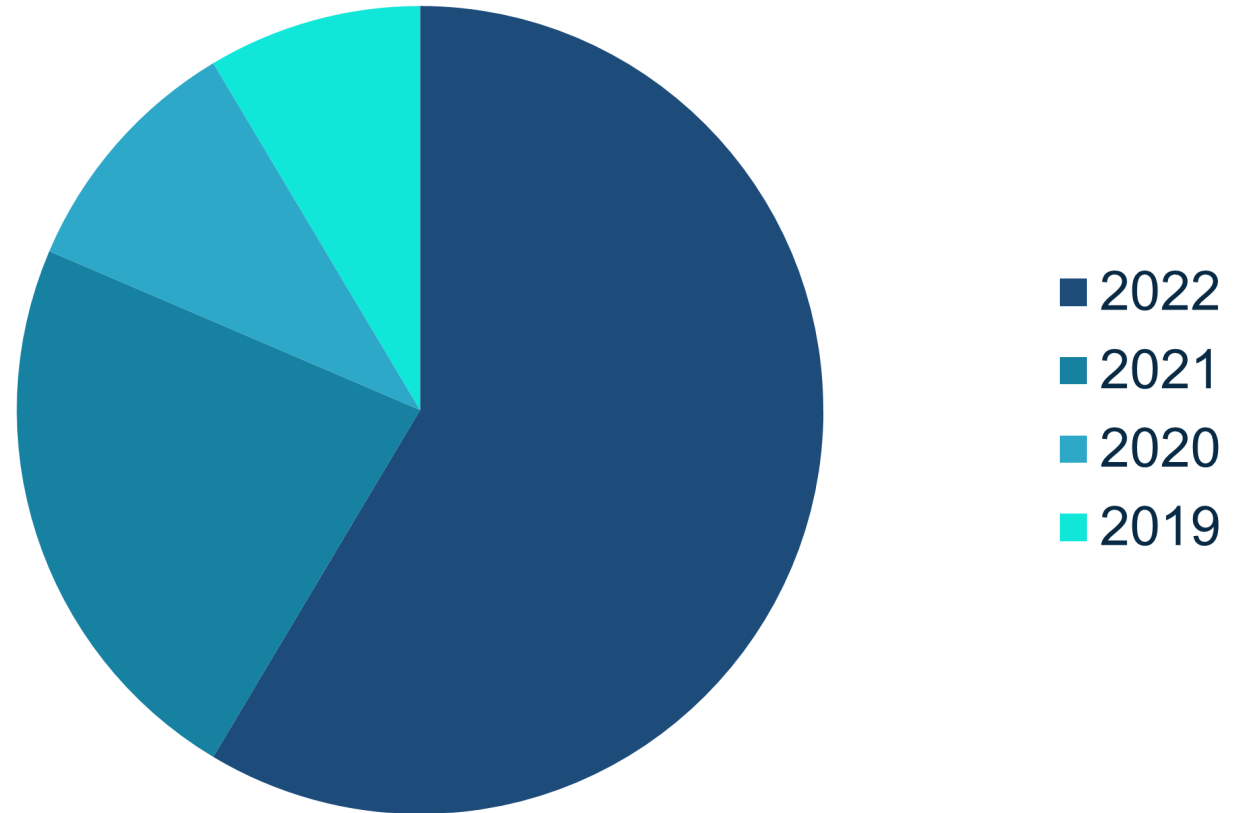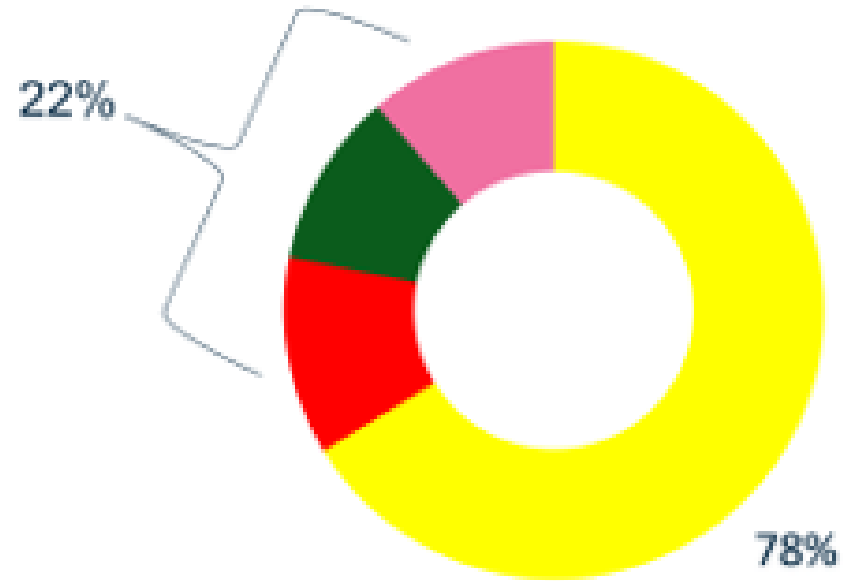
Dubai
Qatar
Saudi Arabia
Germany
Italy
France
UK
Poland

Average Number of Tickets and Sales Revenue

- 2022
- 2021
- 2020
- 2019

CONCLUSION

• SST achieved 100% project completion in assigned countries, covered 78% of locations and delivered services in 3 other countries with 98% SLA success. We attribute our success to our team's dedication and commitment to delivering high-quality technical support services. We will continue to improve our services and expand our reach to meet the evolving needs of our clients.

22%

78%

PLAN FOR PRODUCT LAUNCH
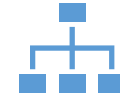
MARKETING

Using Different Platforms

DESIGN

Coordinate e-business applications

PLANNING

JV on employees outsourcing

Applications & Web development

Establishment of AI University

STRATEGY

Foster holistically superior methodologies

LAUNCH

Deploy strategic networks with compelling e-business needs

Q1 ——————— Synergize scalable e-commerce

Q2 ——————— Coordinate e-business applications

Q3 ——————— Deploy strategic networks with compelling e-business
needs

Q4 ——————— Disseminate standardized metrics

TIMELINE

AREAS OF FOCUS

B2B MARKET SCENARIOS

Develop winning strategies to keep ahead of the competition

Capitalize on low hanging fruit to identify a ballpark value

Visualize customer directed convergence

CLOUD-BASED OPPORTUNITIES

Iterative approaches to corporate strategy

Establish a management framework from the inside

SUMMARY

We believe in giving 110%. By using our next-generation data architecture, we help organizations virtually manage agile workflows. We thrive because of our market knowledge and great team behind our product. As our CEO says, "Efficiencies will come from proactively transforming how we do business."

BUSINESS OPPORTUNITIES ARE LIKE BUSES. THERE'S ALWAYS ANOTHER ONE COMING.

Richard Branson

THANK YOU

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