TechOps Center is an innovative operations center that provides ready-to-use, flexible, scalable, cost-effective, remotely managed resources and special services for your technology-based operations.

We have more than **20** years of experience in the sector and have an ability to offer special and fast solutions to companies for your technology operation's needs with our **3.500** experienced employees.

RELIABLE COOPERATION

OUTSTANDING THINKING

OUR VALUES

INNOVATION

QUALITY FOCUS

AGILITY

We Make Your Needs Our Own

Leveraging our experience, we not only do the business, also enrich the business to increase its effectiveness

We offer effective solution design and resource management

Our priority is to understand your need, create a tailor-made solution and implement it effectively
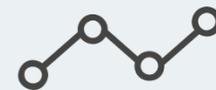
We provide resources quickly according to your changing needs

We support your business with project-based and technically equipped resources that can be adapted within just weeks of time to meet your changing resource requirements

We provide cost advantage with the periodic service model

Compared to onsite services, with shared resources and managed model, we provide cost meaningful cost advantages

We provide services in International Standards

We produce outcomes in accordance with international standards and keep the service quality stable

Services

Manual Testing Crowd Testing

- Creation of Test Models andScenarious
- Systemand Integration Tests
- FunctionalTests
- Performance andLoad Tests
- Error Management,
- Compatibility Tests
- Regression Tests

RPA Supports

- To design, develop, and implement software robots to enhance business process efficiency and reduce margin of error

1st Level Support

- 7/24 Omni channel customer support
- Conduct basic troubleshooting using questionnaires to find out the level of support needed
- Solve common problems such as username and passwords issues, menu navigation, verification of hardware and software, installation issues, and setups etc.

Cyber Security Monitoring

- 7/24 monitoring for cyber security purposes
- High threat detection
- Constantly updated infrastructure
- Auto correlation update

Data Labeling & Data Cleaning

- Identification of Lost Data
- Cleaning noisy and inconsistent data
- Correcting incorrect data
- Classification of data
- Labeling and classification of different data types for AI systems

Operational Business Model

Real Device Farm

Remote Educated Resources with Technical Background

Technology

Single Point of Contact

Senior Resource(s) Responsible for End-to-End Service Quality
Service Need Analysis
Service Design
Service / Team Management
Customer Communication / Reporting
KPI Tracking

Client
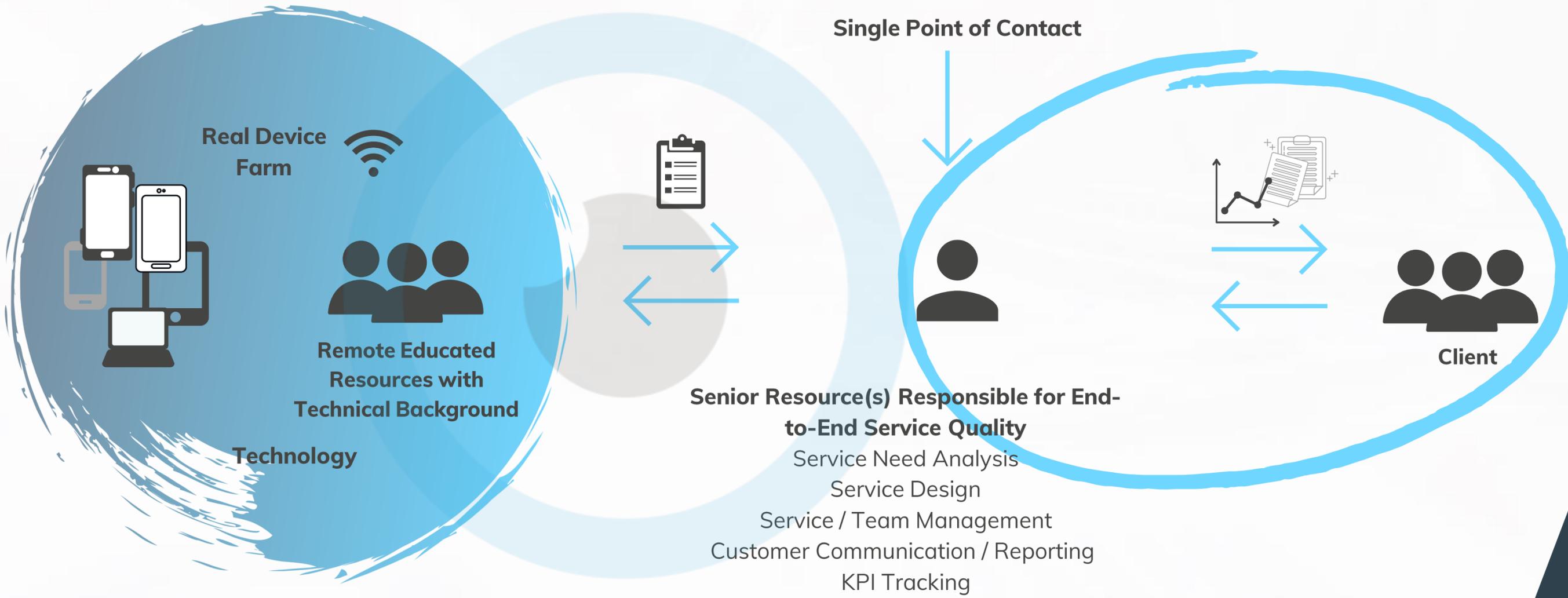
Commercial Business Model

- Human/Day

- Dedicated Human Resources

- Yearly Packages

- Crowd Testing Hourly Based

Certifications

ISO 10002:2014
Customer Complaint Management System

ISO 18295:2017
Customer Contact Center Management System

ISO 27001:2013
Information Security Management System

ISO 9001:2015
Quality Management System

ISO 22301:2012
Business Continuity Management System

TechOps Center

Thank You

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Tech Ops Center

"THE FUTURE BELONGS TO THOSE WHO BELIEVE IN THE BEAUTY OF DREAMS."

Tech Ops Center