techpryme

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We are proudly a fully Filipino-owned corporation that specializes in delivering outsourced and technology solutions. Our memberships with CCAP and PSIA, along with our registration with the NPC, underscore our commitment to industry excellence. At TechPryme, we're dedicated to understanding our clients' unique needs. By tailoring technology and business process outsourced solutions, we exceed expectations and build lasting partnerships based on mutual success.

Our team of experts seamlessly integrates innovation with an in-depth comprehension of your business landscape, ensuring that our solutions are not just advanced but intricately customized to empower your business like never before.

Managed IT Services

1 Onsite Tech Support

Techpryme provides nationwide technical support to our clients for both hardware, software, and network concerns. This includes store data backup and recovery, troubleshooting, repair, and warranty/maintenance services for front-counter and back-of-the-house store systems.

2 Tech Installation and Upgrades

Serving clients with requirements for technology infrastructure deployments for new or renovated stores or office spaces, Techpryme provides IMAC services nationwide.

3 Managed IT Operations

Tailored solutions for software management, implementation, and ongoing support to meet the unique needs of our clients. We ensure seamless functionality and proactive maintenance of their IT infrastructure, optimizing efficiency and minimizing disruptions.

Hardware and Software

1 OEM Solutions

TechPryme offers a wide variety of essential tools for businesses, from laptops and desktops to servers providing both simple and advanced communication tools and systems.

2 Samsung

Techpryme is a direct Partner of Samsung Philippines. We are accredited to sell their lineup of Display Solutions, ranging from basic and entry-level LED monitors to professional displays such as Smart Monitors, Digital Signage (indoor/outdoor), SOK, and Large Format Displays (LFD).

3 DaaS

A seamless tech subscription service designed to revolutionize your business operations. Say goodbye to upfront costs and maintenance worries as we provide top-of-the-line devices tailored to your needs, bundled with round-the-clock support and regular upgrades.

4 Freshworks

Customer service, IT Service Management, and CRM software that improve operational efficiency and drive your sales growth:

- Freshdesk
- Freshservice
- Freshsales

5 **LiveChat**

LiveChat allows businesses to connect with customers across channels, consolidating interactions with features like targeted messages and chatbot integration.

Business Process Outsourcing

1 **Inbound/Outbound Customer Service (Voice and Chat)**

Our solutions provide a range of customer service solutions, including live chat and voice calls, to enhance customer experience and improve satisfaction. A cost-effective way to deliver superior customer service.

2 **Back Office Support**

We have a team of highly-skilled professionals who provide our clients with the highest level of support and service. Our goal is to help our clients reduce their administrative burden and let them focus on their core business activities.

3 **Remote Tech Support Services (T1 & T2)**

Providing our clients with experts that can help them resolve any hardware or software-related issue including escalation services. We have a 24x7 hotline service that allows us to be ready when the customer needs support the most.

Tech Products and Services

1 **Custom Development Services**

Our expert team specializes in crafting, modifying, and enhancing existing software that align perfectly with your vision. From concept to deployment, we provide end-to-end custom development services.

2 **Development Services**

We offer software development services with a 40-person technology team to design, develop, and deploy software applications for multi-platforms (web, mobile, or desktop), for specific users or use cases.

3 **Order Fulfillment System**

TechPryme's proprietary software, OFS, optimizes order routing for efficient delivery. Originally developed for McDonald's, it's now utilized by several leading QSR chains across the Philippines.

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