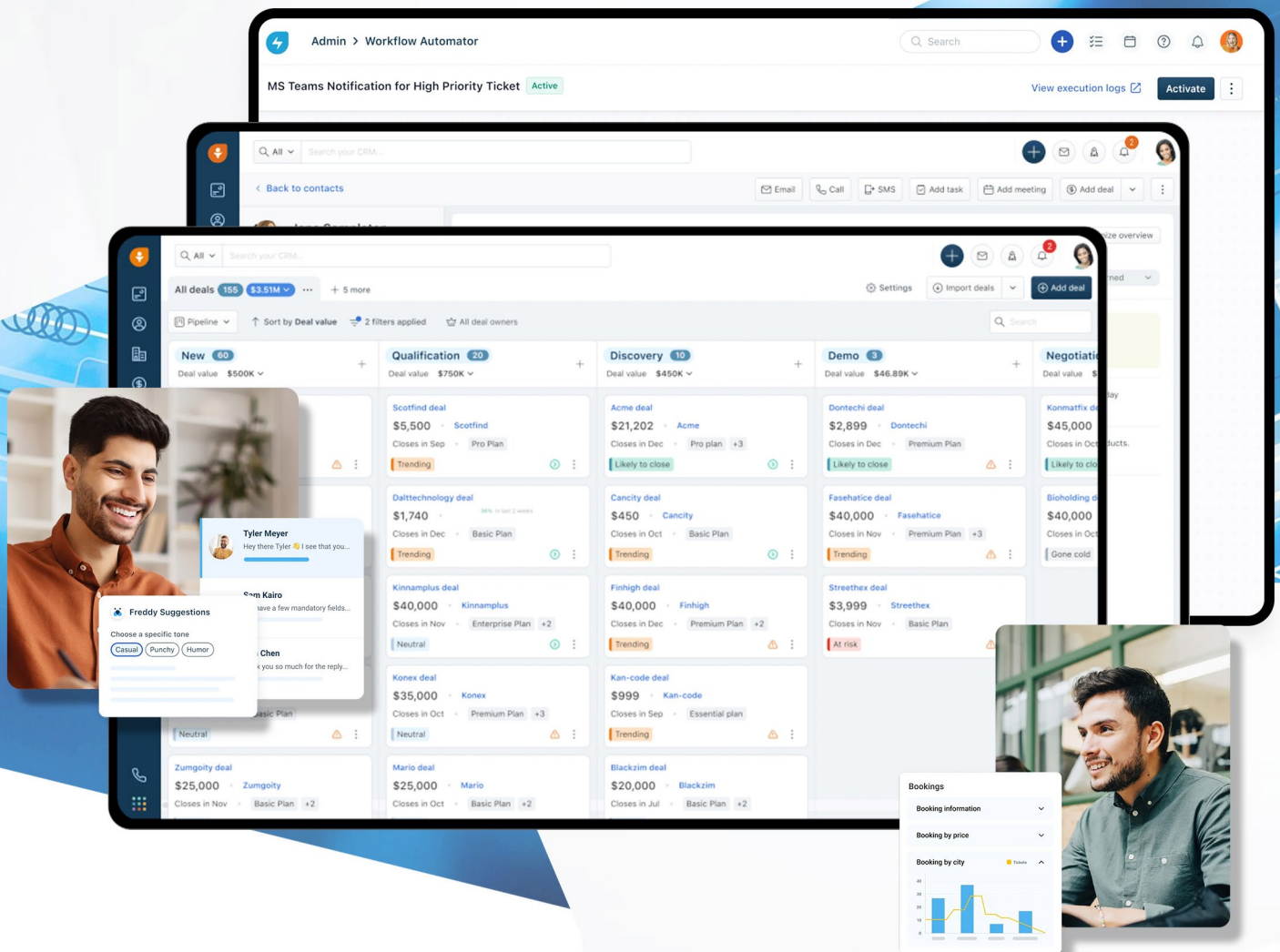


# Your all-in-one solution for support, sales, and marketing.



2F BJS Bldg., 1869 P. Domingo St., Makati City 1206  
Info@techpryme.com  
www.techpryme.com

# About the Company

At TechPryme, we're dedicated to understanding our clients' unique needs. By tailoring technology and business process outsourcing solutions, we exceed expectations and build lasting partnerships based on mutual success.

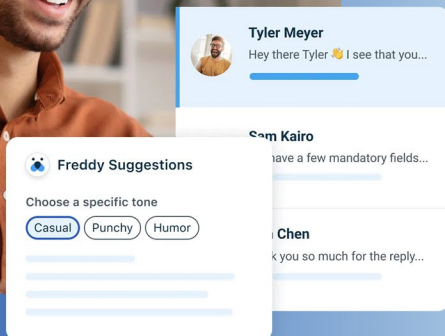
Our team of experts seamlessly integrates innovation with an in-depth comprehension of your business landscape, ensuring that our solutions are not just advanced but intricately customized to empower your business like never before.

## Our Mission

Provide reliable solutions that are relevant, intuitive, and adaptable to all types of businesses.

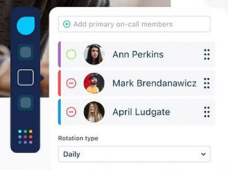
## Our Vision

To be Your Go-To technology enabled solutions partner.



# Unleash the power of customer delight with Freshworks

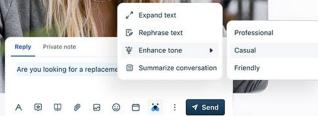
Your all-in-one solution for support, sales, and marketing.



## Freshservice

Freshservice enables organizations to streamline their IT operations, automate repetitive tasks, and enhance the overall experience for both IT teams and end-users.

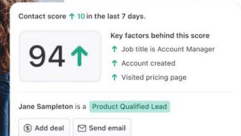
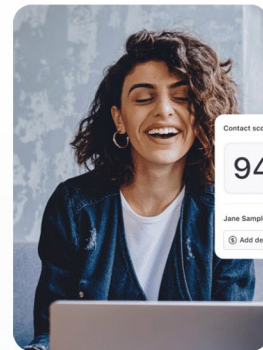
- Incident Management
- Service Catalog
- Asset Management
- Problem Management
- Integrations



## Freshdesk

Freshdesk offers a range of features to streamline customer support processes and enhance customer satisfaction.

- Ticketing System
- Multichannel Support
- Automation
- Collaboration Tools
- Integrations

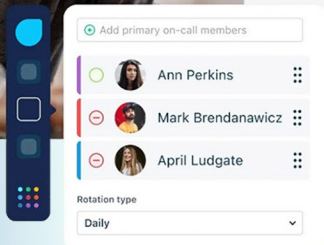


## Freshsales

Grow your pipeline, boost conversions, and power productivity with our AI-powered, easy-to-use sales CRM.

- Contact Management
- Email Tracking
- Pipeline Management
- Workflow Automation
- Sales Analytics





# Elevate IT support to new heights with Freshservice.

Where every incident is resolved seamlessly.

## Features

### IT Service Management

Delight your organization with a modern service management solution that puts an emphasis on experience.

**Intuitive Consumer-Grade Service**  
**Incident Management**  
**SLA Management**  
**Knowledge Management**  
**Unified Service Catalog**

**AI-Powered Service Management**  
**Problem Management**  
**Change Management**  
**Release Management**  
**Workload Management**

### Business Teams

Offer unified service delivery with IT and business teams on a single platform for enhanced employee productivity, operational transparency, and return on investment.

**Workspaces**  
**Support Portal**  
**Knowledge base**

**Workflow automation**  
**Employee onboarding**  
**Project management**

### IT Operations Management

Minimize downtime, ensure service reliability, and improve business resilience with context and collaboration on a unified platform.

**Alert Management**  
**Cloud Management**  
**On - Call Management**  
**Major Incident Management**  
**Service Health Monitoring**

### IT Asset Management

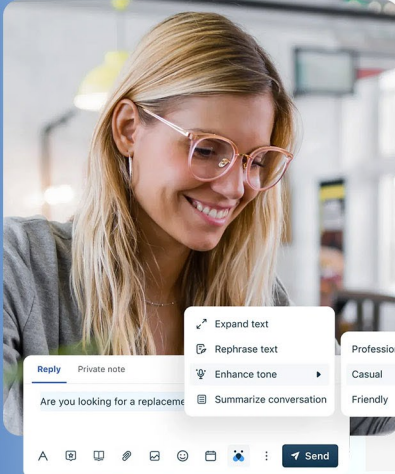
Build a backbone for efficient service delivery with complete visibility into your on-premise and cloud infrastructure

**Asset Normalization**  
**Automated Discovery**  
**Integrated CMDB**  
**SaaS Management**  
**Asset Lifecycle Management**  
**Contract Management**

### Project Portfolio Management

Plan, execute, and deliver projects on time with an easy to use, integrated project management tool.

**Integrated Projects**  
**Customizable Project Templates**  
**Agile and Waterfall**  
**Project Analytics**  
**Unified Task Management**



# Turn customer inquiries into opportunities with Freshdesk.

Building relationships, one ticket at a time.

## Features

### Ticketing

Prioritize, categorize, and assign tickets so you never lose track of them.

- Team inbox
- Agent collision detection
- SLA management
- Ticket field suggester
- Thank you detector
- Custom ticket status
- Scenario automation
- Canned responses

### Collaboration

Collaborate with any expert from within or outside your organization to resolve complex issues faster.

- Collaborators
- Shared ownership
- Linked tickets
- Parent-child ticketing

### Omni channel

Unify and manage all support-related communications from

- Email
- Chat
- Phone
- Social Media
- Website

### Automations

Leverage Freshdesk's built-in capabilities to automate repetitive

- Ticket dispatch
- Intelligent ticket assignment
- Time-triggered automation
- Event-triggered automation
- Automatic email notification
- Omniroute™

### Self Service

Create a self-service experience for customers with a knowledge base and forums.

- Chatbot
- Help widget
- Automatically suggest solutions
- Email to Kbase
- Feedback mechanism
- Solution article analytics
- Forum moderation
- Link forum topic to ticket

### Analytics

Identify problems, plan based on metrics, and improve helpdesk performance

- Curated reports
- Customer satisfaction rating
- Dashboards
- Custom reports
- Schedule reports
- Widget customization

### Customization

Customize your workflows, customer portal, agent roles, and more to make the helpdesk truly yours.

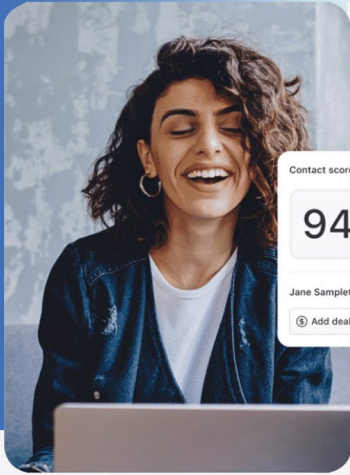
- Portal customization
- Customize agent roles
- Custom ticket forms
- Custom URL
- Custom Apps
- Customer segments
- Custom objects

### Security

Freshdesk ensures enterprise-grade security with features and comprehensive audits of networks, systems, and regulatory compliance to protect

- Custom SSL certificates
- IP and network restrictions
- Identity & access management





# Drive sales growth with Freshsales

Smarter, faster, and more personalized.

## Features

### Context

Empower sales teams with a single view of the customer to deliver stellar experiences.

Table and Kanban View  
Activity Timeline  
Details Section  
Highlight Cards

### Channels

Engage with context on the customer's preferred channel from the CRM

Email  
Chat Campaigns  
Phone (Holiday Routing)  
Messenger  
SMS integration  
Zoom

### Automation

Boost your teams' efficiency by automating repetitive and complex

Workflows  
Sales Sequences  
Territory Management  
Auto-profile Enrichment  
IntelliAssign

### Deal Management

Build and track fully customized sales processes for your

Multiple Sales Pipelines  
Weighted Pipeline  
Configure Price Quote  
Activity Goals  
Product Catalog  
Connect with Slack

### Sales Intelligence

Measure performance with visual reports and enhance your productivity with AI-powered predictions

Contact Scoring  
Deal Insights  
Next Best Action  
Sales Forecasting  
Reports and Dashboards  
Sales Reports

### Customization

Personalize your account to reflect your business

Custom Sales Activities  
Contact Lifecycle Stages  
Layout Customization  
Multi-Currency and Multi-Language

### Governance

Add users to roles, specify permissions and define the scope of control

Role-based Access  
Record Types  
Scope and permissions  
Audit Logs

### Integration

Freshsales is built to integrate with applications that you use every day

API Access  
Marketplace

### Mobile

Close more deals on the go

Call Logs and Voice Notes  
Offline Mode  
Quick Links and Notifications  
Google Maps & Uber

# Other Services

1

## OEM (HARDWARE)

- Professional Display, Laptop, Desktop, Commercial TV, and Server

2

## MANAGED IT SERVICES

- Onsite Tech Support
- Tech Installation and Upgrades

3

## TECH PRODUCTS & SERVICES

- Order Fulfillment System
- Custom Development Services
- Development Services

4

## BUSINESS PROCESS OUTSOURCING

- Inbound Customer Services (Voice and Chat)
- Back Office Support Services
- Remote Tech Support Services (T1 & T2)

5

## SOFTWARE

- LiveChat
- Freshworks



**Hewlett Packard  
Enterprise**

**Panasonic**

  
**LiveChat**



**SAMSUNG**

 **freshworks**

