



**VTECH**  
**SOLUTION™**  
You Seek, We Deliver.

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**TRUSTED PARTNER FOR  
ALL YOUR IT NEEDS.**



8(a) Certified  
U.S. Small Business Administration



20000-1:2018  
Information Technology  
Service Management System









**CMMISVC/3<sup>SM</sup>**

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## ABOUT VTECH

vTech Solution, Inc. is a small business firm based out of Washington, D.C. with primary focus on the following services. Our focus is to help connect our clients with a wide range of IT Solutions and talent across the industry.

## SERVICES PORTFOLIO

-  Managed IT Services
-  Managed Cloud Infrastructure
-  Security & Compliance
-  AI HelpDesk & Chatbot
-  IT professional Services
-  Digital Modernization

## MANAGED IT SERVICES

vTech's Managed IT Services offer the perfect combination of services for all your IT needs. As a one-stop shop, we can provide you with an efficient Service Desk, Remote Help Desk, Network and Data Systems, Cloud Infrastructure and Productivity Applications that are fully customizable to your needs.



### 24X7 Service Desk

A centralized service desk housed with a talented and certified service desk team. Get support with industry leading tools and transform experience for your end-users.



### Remote Helpdesk

Tailor made helpdesk support aligned with committed SLAs to meet your business requirements. Modernizing IT helpdesk support, saving cost and time using proactive monitoring and management tools.



### Managed Network

Network Operations Center with extensive network troubleshooting and management tools. Improve and maintain your network performance with proactive network monitoring and detailed trend analysis.



### Managed Infrastructure

Comprehensive end-to-end solution inclusive of network, server, helpdesk and 24x7 service desk management. Automate and streamline your IT operations with help of certified architects and project managers.

## SECURITY & COMPLIANCES

The vTech Managed Detection and Response cybersecurity solution aims to address common vulnerabilities before they can cause damage. The service takes a more preventative approach to security measures than most traditional methods.



### Managed Security Services

24/7 monitored and managed network security services



### Email & Office Security

Protect your Office 365 or Gmail users from malware, spam, ransomware, & account takeovers.



### Cloud Security & Compliance

vTech's cloud services meet the security, privacy and compliance requirements of your business.



### Endpoint Managed Security

Top-notch security with automated response capability



### Mobile Security

Top-notch security with automated response capability

## AI IT HELPDESK

Revolutionizing the conventional Help Desk, our IT Helpdesk Solutions are Integrated with our AI Help Desk Agents that are capable of handling all Tier 1 support requests with speed and precision.

Our AI Agent can automatically resolve requests such as:



Resolving Two-Factor Authentication



Performance Tuning



Software Installation, Upgrade,  
Uninstallation



Mobile Device Management



Account & Hardware Provisioning for  
New Hires



Account Access Issues &  
Requests



Troubleshooting Outlook & Office365 Issues



## MANAGED CLOUD INFRASTRUCTURE

### Multi-cloud Strategy with vTech:

Move your business processes and operations in Cloud in no time. vTech solution help you choose the right platform and service options to jump-start your Cloud journey. Get the same service delivery experience across complex hybrid cloud environments using our Multi-Cloud Management services.

### Cloud Service providers:



vTech Cloud -  
A Multi-cloud  
Management Service



Amazon  
Web Services



Azure



Cloud Governance  
& Compliance



Backup & Disaster  
Recovery



Cloud Migration

## DIGITAL MODERNIZATION:

vTech Solution offers a comprehensive suite of services to help government agencies and commercial enterprises modernize their legacy applications and infrastructure. Our solutions transform legacy systems into secure, scalable, and interactive digital platforms. Using cutting-edge technology and strategic expertise, vTech ensures a smooth transition to modern digital systems, significantly improving efficiency and adaptability for government organizations.



### Digital Modernization

- DevSecOps
- UI/UX
- Legacy Workload Migration
- Low Code- No Code Application Development



### Project Management

- We excel in orchestrating
- Seamless project management
- Solutions tailored to your needs



### Data Management

## COMMERCIAL & FEDERAL CLIENTS



### COMMERCIAL SECTOR:



### FEDERAL SECTOR:



## TECHNOLOGY PARTNERS



## MAJOR TECHNOLOGY SUPPORTED



## VALUED CLIENTS



## RECOGNITION & ACCOLADES



**vTech Solution is committed to keeping our clients  
ahead of the curve**

**Kartik Hirpara**

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