PIKATECK

I.S.O 27001:2013 Certified Technology Company

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TECHNOLOGY COMPANY

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INTRODUCTION

ZUBIN AIBARA
Partner | C.E.O.

Zubin Aibara completed his schooling at the **St. Xavier's Boys Academy** in Mumbai and then went on to pursue his graduation from Mumbai University, followed by I.A.T.A, Travel & Tourism, Hotel Management, Oracle 1&2 and Software Development.

In 2000, Zubin worked as an Operations Manager at **Kuoni Group (SOTC)**, handling airline reservation & ticketing.

In 2004 Zubin joined **Etihad Airways as a Business Analyst for India and Abu Dhabi** and developed global projects for Etihad revenue management team in Abu Dhabi.

In 2013, he joined **Sabre Travel Network as Director** - Product Head for India and was involved in building Travel Technology Products for travel agents in India.

In 2016, Founded **Pikateck Technologies L.L.P**, along with Chaitanya Sinh. Pikateck is a technology company providing software solutions to different verticals of businesses, such as End-to-End Travel Solutions, Courier logistics, E-commerce, Sports, social media and so others.

In 2016, Founded **Faredown Bookings and Travels Pvt. Ltd.** A unique Online Travel Solution which is one of kind in the travel Industry.

An avid sports enthusiast, Zubin played professional Club level cricket for Parsi Cyclist which has produced Tes Players for India. He is a part of **Rising Stars Cricket Academy (R.S.C.A)** that promotes and hunts professional talent for Under Privileged Boys and Girls who hold promise to Play for India U14, U16, and U19 in Cricket. His hobbies also include playing Chess.

Apart from starting up ventures and playing sports, 'Zubin' also loves to create Job Opportunities for people. "It ain't about how hard you hit, it's about how hard you can get hit and keep moving forward. It's how much you can take and keep moving forward. That's how winning is done"! Rocky Balbao.

INTRODUCTION

CHAITANYA SINH
Partner

Chaitanya Sinh completed his schooling at the Cathedral & John Connon School in Mumbai and then went on to pursue a business degree at the Wharton School, USA.

Thereafter, Chaitanya worked as an Equity trader (primarily GDR arbitrage) for a few years before venturing out on his own.

In 2004 Chaitanya Sinh started **A La Concierge Services Pvt. Ltd (ALC)** - a comprehensive support services company that provides 100+ services to large corporations as well as individuals.

Currently ALC is ranked as one of the top Corporate Concierge Service companies in India.

In 2015, he launched **Disruptive Marketing Pvt. Ltd.** which promotes the brand HomeSeva - a delivery & fulfillment company, geared to cater to any kind of first-mile / last-mile request.
In 2016, Co-Founded **Pikateck Technologies L.L.P** which provides software solutions to different verticals of business.
In 2017, **Co - Founded Bombax Couriers L.L.P**, which is India's only courier company offering same - day inter - city deliveries.

Bombax Couriers offers variety of courier solutions such as overnight time definite delivery, hand carry courier solutions, customize courier solution, along with the standard courier delivery service.
An avid sports enthusiast, Chaitanya played Rugby for India from 1998 - 2005 and was the captain of the Indian rugby team from 1999 - 2004.

Apart from starting up ventures and playing sports, 'Chait' also loves the outdoors and is passionate about preserving the environment. Chaitanya would eventually like to get involved in social entrepreneurial initiatives that positively contribute to society.

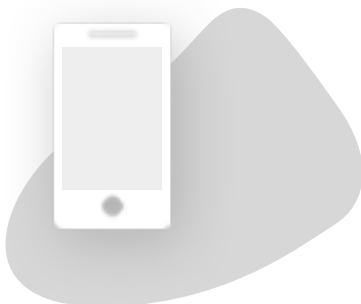"You never fail - you only learn and evolve!"- is Chaitanya's mantra for success!

OUR CLIENTS

PIKATECK

HERE IS WHAT WE LOVE TO DO

UI / UX

Web Development

App Development

Web Hosting

Digital Marketing
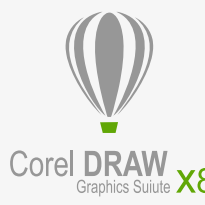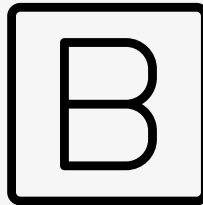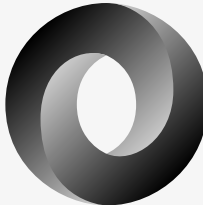
Travel Solutions

CORE EXPERTISE OFFERINGS FROM PIKATECK TECHNOLOGIES

PIKATECK

Technology Stack

Illustrator	After Effects	Premier pro	Photoshop	In Design	Adobe XD	Coral Draw	3DS Max	SASS
Illustrator Draw	AJAX	Bootstrap	HTML	Wordpress	PHP	My SQL	JSON	Rest ful API
Oracle	Node JS	IONIC	Angular	SQL Server	J Query	Javascript	Git Hub	Canva

DETAILS OF TECHNOLOGIES USED

PIKATECK

Development & Back-end	Design UI/UX, Graphic, Frontend & Digital marketing
ASP.NET MVC Architecture, .NET Core, Web API 2.0 Angular 2-7 Developer,	HTML 5, CSS
MSSQL database, Mongo DB	Bootstrap, SASS
JAVA, C, C++, C#	Jquery, Javascript, Canvas
Software development cycle, Agile and Quality Assurance testing	Wordpress
PHP, MYSQL	SEO, Blogs, SMO, Pay-per-click Campaigns, Online Marketing
Oracle database	Coral draw, Photoshop, Illustrator, Sound booth
Android & IOS Mobile App development	After effects, Premier pro for video animations, Adobe XD, 3D MAX, MAYA, FLASH, IN DESIGN

PIKATECK

Amazon Cloud Services

With the advancement of cloud computing Platforms and services, most of the organizations are relying on Amazon Web Services Cloud Computing Solutions to boost up the efficiency and profitability.

Why AWS web hosting Services?

Whether you are a hot start-up or already a renowned established company in the market , Amazon cloud services ensures efficient, cost-effective, scalable IT solutions for all needs such as data storage, networking, administration and security, computing, analytics, application services, deployment, management.

Our Partnership with AWS web services

The biggest challenge for the IT enterprises stands the effective business continuity to the clients as well as delivering the intended value of the apps with effective solutions such as data backup-disaster recovery and security. " We are committed to bring a change in this entire arduous and time consuming task. As a secure and Managed Amazon cloud services provider, Pikateck provides comprehensive cloud solutions along with AWS Web Services that can streamline your operations and reduce the IT cost.

AWS Cloud Consul

AWS Infrastructure Services & Support

COLLABORATION WITH CLOUD SCALE QA

PIKATECK

Quality Engineering Value Proposition

Rapid Testing Driven by Deep Domain Knowledge

Skilled testers with deep understanding of domain workflows to conduct rapid Risk based Testing ensuring risk coverage.

Robust Test Automation at all layers

Optimize Test execution time and efforts with Automated Regression test suites across Platform APIs and Applications.

High Performance Test Automation across Platforms

Efficient test automation solution with parallel execution across Devices & Browsers enabling quicker feedback.

Fast & Frequent Releases with Continuous Testing

Integration of automated Test Pipeline with CI/CD, and custom test suite selection enables quick feedback for every build.

ADAPTING OUR SERVICES TO THE CHANGING DIGITAL LANDSCAPE

CloudScaleQA
Assert Assure Accelerate

Adapting our Services to the Changing Digital Landscape

LOOP
Continuous Testing Platform
Assert | Assure | Accelerate

Achieve seamless integration with CI/CD/DevOps ecosystems while empowering agile teams with speed and flexibility.

Digital Quality Engineering

- Digital Business Assurance
- Customer Journey Based Test Strategy / Customer Experience (CX) Testing
- CI/CD, Cloud Integration

Test Services and Solutions

- E2E Test Services – Functional, Performance, Security, Usability
- Test Automation Frameworks
- Staff Augmentation/Team Extension

On-Demand Solutions

- On-demand Software Testing
- Test Automation as a Service
- Exploratory Testing Service

End to End Testing and QA Solutions

E2E Functional Testing

Performance Engineering

Mobile App Testing

Security Testing

API Testing

Continuous Testing

DevOps & Agile Testing

Cloud Integration Testing

Digital Transformation Testing

Big Data Testing

Delivery Models

E2E Functional Testing

Performance Engineering

Mobile App Testing

Security Testing

API Testing

Testing Process

Continuous Testing

DevOps & Agile Testing

Cloud Integration Testing

Digital Transformation Testing

Big Data Testing

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TEST EXCELLENCE CENTER

PIKATECK

Domain

Technology

Life Cycle

Objectives

COE

Test Analysis

Test Design Strategy

Test Planning

Test Execution

Test Reporting

Tool Sets Competency Group

Automations Test Labs

Test Methodology

Training Programs

Process & Frameworks

Metrics & Measurements

Best Practices

Reusable Component Library

Lessons Learnt

Risk Repository

Predictability

Efficiency

Effectiveness

ROI

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PIKATECK TEAM

PIKATECK

Software Development

Expertise & Core Competency

Database Expert (Store Procedure, Functions, Triggers), WebAPI creation , Integration of WebAPI, MVC , .NET core 2,

.NET Core Web API, ASP.NET C#, Angular, WebAPI integration, Agile Scrum with Jira

Design (UI/UX/AF/AR)

Expertise & Core Competency

Design and creative head , UX CAU certified from HFI,

UI/UX , AR/AF, CorelDraw, Printing export, Photoshop,

illustrator, HTML5, Bootstrap, CSS, Jquery,

Java script, SAAS, My SQL, IONIC, Ajax, Andorid,

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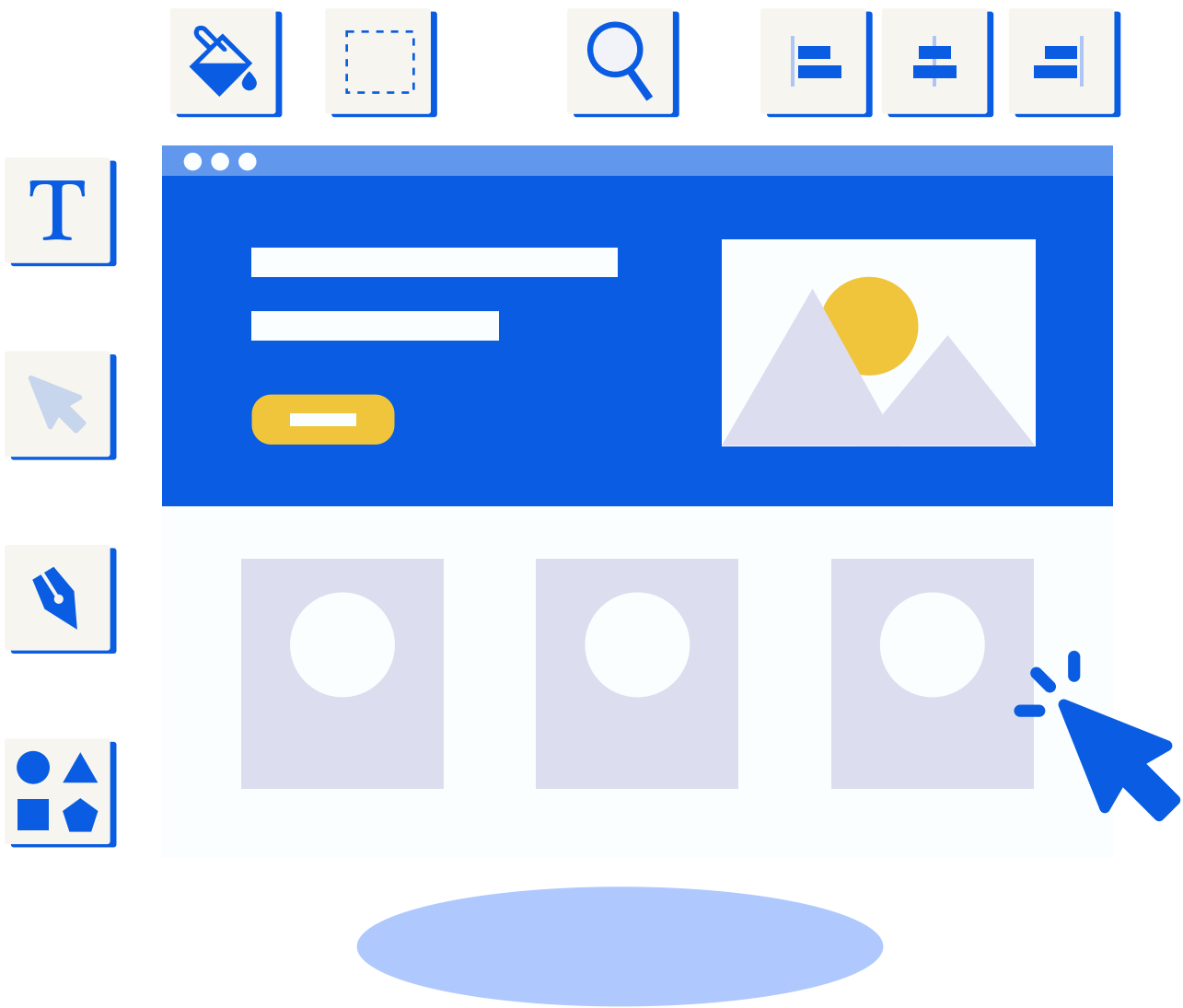
Mobile App Developer

Expertise & Core Competency

Android Expert, Kotlin, Java, Xml,
Android Studio, IOS Expert,
Objective C, Swift, X Code

Technical Writer

Expertise & Core Competency

Technical Writer to write
technical documentation
and user manual etc.

GOVERNANCE RESPONSIBILITIES

PIKATECK

Operations
Meet and exceed defined SLAs
Track and report SLAs in pre-agreed reporting formats
Manage the overall operational delivery relationship
Build and implement add-on tools which enhance delivery

Technology
Monitor and manage all connectivity aspects
Work with the team for new technology implementations or architecture changes
Provide technology infrastructure (including desktop) support to operations
Identify and mitigate technology risks

Compliance
Plan and implement data security requirements
Implement any other specific compliance requirements
Periodic tracking and reporting of adherence to guidelines
Identify and mitigate technology risks

Quality
Assist operations o meet and exceed SLAs via use of Six Sigma and other process improvement techniques
Identify opportunities or improvements to enhance the processes
Periodic tracking and reporting of adherence to guidelines
Identify and mitigate technology risks

Training
Deliver training content
Create add-on training modules for cross-training processes to the team
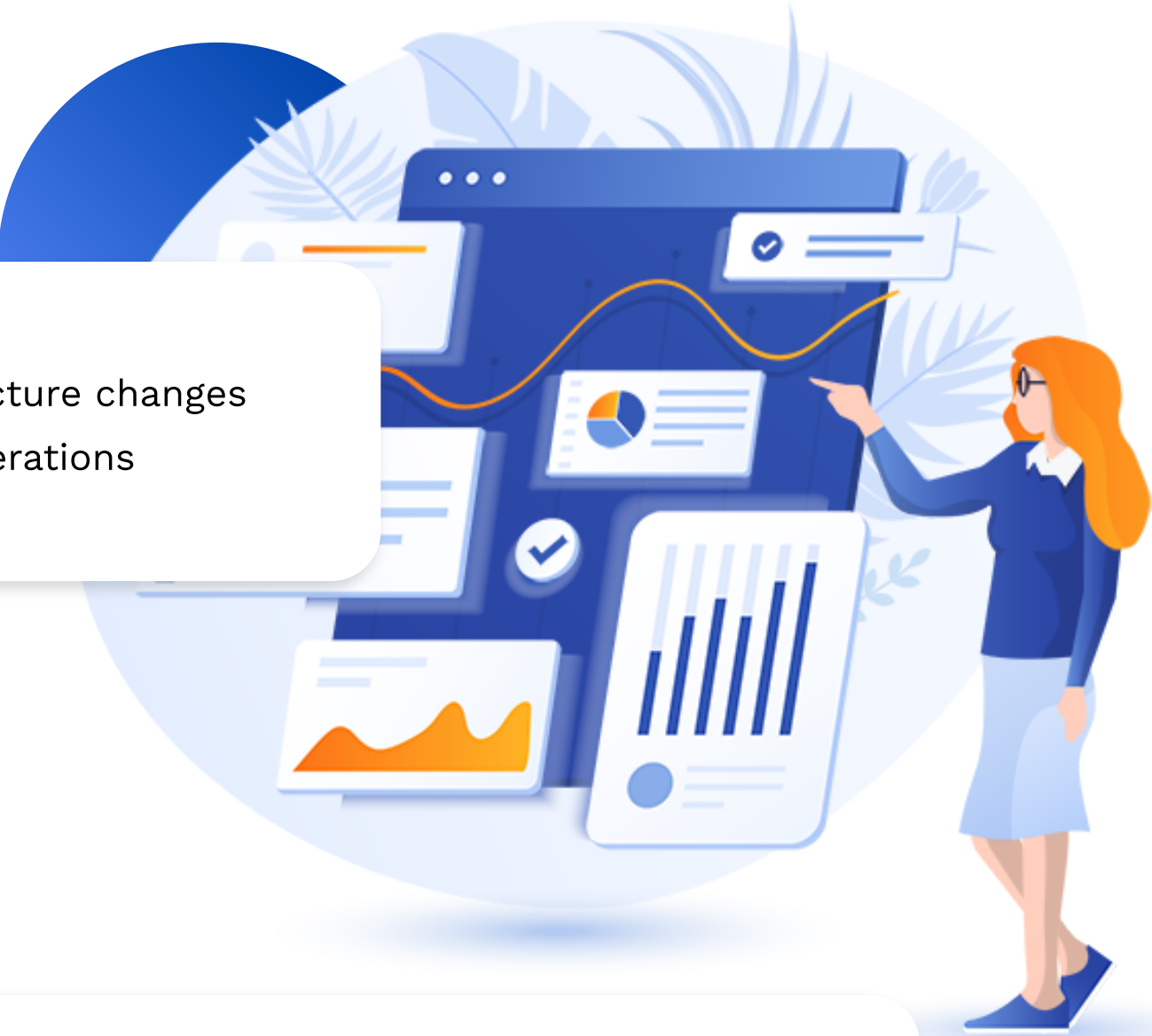
ESCALATION MATRIX AND SUPPORT

PIKATECK

Incident Classification

Alert	Description	Response Time	Resolution Time
Critical	System Down, significantly affecting End Customers	Immediate	1-2 Hours
High	A large number of staff are affected and/or not able to do their job. A large number of customers are affected and/or acutely disadvantaged in some way. The damage to the reputation of the business is likely to be high.	10 Minutes	4 Hours
Medium	A moderate number of staff are affected and/or not able to do their job properly. A moderate number of customers are affected and/or inconvenienced in some way. The damage to the reputation of the business is li ely to be moderate.	1 Hour	8 Hours
Low	A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort. A minimal number of customers are affected and/or inconvenienced but not in a significant way. The damage to the reputation of the business is likely to be minimal.	4 Hours	24 Hours
Very Low	Work that cannot be completed by staff is not time sensitive. Non-urgent or Not affecting service	1 Day	1 Week
Critical	The change is immediately necessary to prevent severe business impact. Change approval is needed by the CAB or Emergency Committee (CAB/E-CAB).		
High	The change is needed as soon as possible because of potentially damaging service impact.		
Medium	The change will solve irritating problems or repair missing functionality. This change can be scheduled.		
Low	The change will lead to improvements, changes in workflow, or configuration. This change can be scheduled.		

SUPPORT ESCALATION MATRIX & PROJECT MANAGEMENT TRACKER

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Time	Contact Person	Level	Phone
Immediate	Technical Support	L1	+91 022 2385 3325
Afer 2 Hrs.	Technical Support	L2	+91 022 2385 3325
Afer 6 Hrs	Technical Support	L3	+91 022 2385 3325
Afer 12 Hrs.	Technical Support	Lead	+91 022 2385 3325
Afer 24 Hrs.	Technical Support	Sr Manager	+91 022 2385 3325

DIVERSE EXPERIENCES ACROSS SEVERAL INDUSTRIES

PIKATECK

Pikateck, the leading I.T software company offers a host of integrated services that cater to the various requirement of clients. Driving innovation, we are committed to bring transformation in the business with our exclusive range of services such as Travel, concierge services, sports, courier, banking software, architecture and design, social media and marketing services. Going beyond the boundaries we are commitied to deliver the cutting- edge solutions that makes your business stand out.

Real Estate	Sports	Travel	Media & Entertainment
Food & Restaurant	Banking, Finance	Ecommerece, Retail & B2B	Transport & Automotive
Events & Tickets	Education & e-learning		

THANK YOU

Zubin Aibara
Partner | C.E.O

Chaitanya Sinh
Partner

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