

For foreign partners

Since 2003 the IT company "Dakor" is the business partner of the Clients in the main directions: service of information systems and printing infrastructure.

1. The execution and the support of IT services:

- Hardware Break/Fix Activities
- IMACD (Install, Move, Add, Change and Deinstall)
- Desk Side Support
- Hands & Eyes
- Spare Management
- Phone/Desk Phones Services
- Printer Support

Hardware Break/Fix Activities

We provide Hardware Break/Fix services, consisting of OEM Standard Warranty Repair Services, Enhanced Warranty Repair Service and Post Warranty Repair, as applicable, for Devices.

- Provide Hardware Break/Fix support as requested through a Service Request.
- Troubleshoot and determine issue or cause of failure and place a request for Onsite Support at the respective vendor.
- Test for functionality, connectivity, access to server and printers.

IMACD

- Install
- Move
- Hardware & Software Add
- Hardware & Software Change
- De-Install

Hands & Eyes Support

Hands and eyes support provides for an on-site service specialist to visually verify the state of a Device and to perform tasks at the direction of a remote support subject matter expert in order to rectify an Incident.

Printer Support

Service Provider will provide the following services for Printers:

- Fixing problems like paper jam
- Performing a reset (Power cycle)
- Replacement of consumables
- Replacement of the "Proactive Management" kit
- Adding Hardware component like "stapler"
- Changing Software configuration
- Move printers (part of a project, hence Time and Material)
- Recycling consumables

- Providing “escort” to Hardware Break and Fix engineer (covered by Hands & Eyes)

✓ **Our Statistics**

More than 2000 clients * More than 35000 units of office equipment on service * More than 50 complete engineering projects for 2014 * More than 1000 automated workplaces on subscriber support * More than 150 employees

✓ **Our Facts**

Specialized client department of managers-experts for online and offline of consultations * Business processes are regulated with the Service Level Agreement (SLA), Service Desk system, CRM, own developed manufacturing execution system * Own logistic service* the Certified information technology professionals, guarantee and post-guarantee service, business engineering * Loyalty bonus scheme for Clients

✓ **Our unique opportunities and advantages:**

1. The existence of own certified Service Center for execution of post-warranty repair, the round-the-clock hot-line of Service Center leading experts and the Service Specialist for faster and exact diagnosis (without extra-payment).
2. The existence of own Logistic and Supply Service for possible delivery of the Engineer, moves of the equipment for warranty/post-warranty repairs (without extra-payment).
3. Our company has got the employee with good English communication skills that can be necessary in negotiations with use of conference phone. Moreover, he can assist the engineer, edit his reports and help a duplicating engineer for the period of the constantly attached specialist's illness.
4. We declare our reliability like possible Partner that could be confirmed by well-known companies such as JSCo 'RZD', JSC 'ROSNEFT' and LLC 'RVK-VORONEZH'. We are accredited and checked by named companies in the abilities to conclude contracts, have professional knowledge and background, resources (financial, technical, labour force, solvability).

Send request