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COMPANY PROFILE

Mission Statement:

To be the “preferred choice” of our partners and customers by providing reliable and superior products and services to the entire satisfaction of our clients to foster enduring business relationship.

About us:

Since establishment in August 2008, PHISOFT TECH is a dynamic and vibrant company that is expanding with its Customers. We believe once a relationship is established, we go along with the goal to achieve in flexible, nimble and committed to the cause of the Customer.

PHISOFT TECH is bound to provide best product with the best solution. We are involved in the business of Process Instrumentation and Automation & Control. We expand with new Horizon by monitoring existing capabilities and searching top quality and innovative products that bring efficiency, cost saving and increased productivity to the Client.

International 12 Months Standard Warranty are available on all import supplies covers by our well known Foreign Principals.

Number of Ex-Stock products like UPS, Power Supply, Pressure Gauges, Temperature Gauges, Bi-metal Thermometer, Switches, Pressure Transmitters, Recorders and Panel Instruments of specific ranges are available Ex-Stock for Ready to Use.

We are a leading Imports and Indenting Co. The Co. is being managed by experienced management, skilled in the field of Instrumentation. Our cherished goal of customer’s satisfaction remains the hallmark of a transparent and fair business practice. We are handling numerous industrial & commercial products.

History of PHISOFT TECH:

PHISOFT has been developing successful software applications since the last 5 years. Boasting a skilled, competent and innovative team of software developers. PHISOFT custom web design service gives our valued customers the edge that they seek to succeed in the ever evolving online business scenario.

PHISOFT TECH were established in initially for the development of Software and our Scope of work was widened due to our successful projects in





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software development and designing for number of our multinationals. We diversified us toward Plant Automation and Control as well as Automobile Oil distribution network. Under Automation and Control we are responsible for the Supply, Installation, Commissioning and Back Services. We are enjoying Services of Matured Engineers having 20 years experience in this field.

Due to our Potential Client's request, we are going to maintain Stock of well-known Manufacturers from USA/ Europe / Japan and Singapore. We are providing Supply / Services As & When required with full dedication and efforts to win confidence of our Customers. Our Motto is "Fulfill Commitment at All Costs."

Our Customers:

A testament to this commitment is our withstanding, mutually fruitful business relationship with all the prominent industries in Pakistan across all sectors. Presently PHISOFT is registered in government, semi government, private and multinational industries across Pakistan. As local representatives of some world class manufacturers, we enjoy a sound reputation of providing guaranteed products, competitively priced with short lead times. Our extensive loyal customer base is spread over all sectors with major volume being generated from the public sector organizations.

Line of Products:

PHISOFT has always looked to keep on updating and diversifying itself in the ever growing and fast changing field of instrumentation, automation, control, software & hardware etc. Our customers reap the benefits by applying sophisticated products and increase their production efficiency. We offer a complete range of instruments for Pressure, Temperature, Level, Flow, Calibration, Combustion and Control Instruments.

Moving Forward:

With the steady increment in our services and encouraging response from our customers, PHISOFT is well positioned to meet the challenging customer demands in today's dynamic environment. As always, we are focused on adding value for our customers. With our extended product portfolio, we hope to provide even better solutions to our clients with the support and backup from our valued suppliers and principals.

HSE Policy:

PHISOFT TECH will ensure that:

- The health of its employees, contractors, customers and public is protected.
- All activities are carried out safely.
- Environment is protected
- Comply with Pakistan's relevant laws and regulations.



CUSTOMER FEEDBACK / COMMUNICATION

Ensuring that the client's needs are met is a must. That is why we at PHISOFT communicate continuously with our valuable clients through:

- 24/7 on telephone
- 24/7 through Online Community – like Emails, Chat software, Message Board etc.
- Monthly Comment Cards
- Questionnaires
- Create special events for customers like parties etc.

TIERED APPROACH

For effective communication and management, we follow a calibrated & tiered approach:-

- **Level 4-** Manager Sales
- **Level 3-** General Manager.(G.M.)
- **Level 2-** Director Technical & Director Commercial
- **Level 1-** Chief Executive Officer

MANAGEMENT REVIEW

Keeping Customer satisfaction is a focal point, Managerial Review meetings are held to smoothen the processes. During these meetings effectiveness of the services rendered is measured and deliberated upon to sustain and further refine our quality of services.

Objectives of Management Review:

- Confirm that goals are met and they are in accordance with the company's requirements.
- Establish that all the functions are achieved according to the standard operating procedures.
- Identification of weaknesses and work out strategy to address it.
- Review the current and future operations and check for the adequacy of the management.
- Reviewing the complaints and taking all the necessary corrective actions.

Last But Not The Least:

- To fulfill those statutory obligations of the local customers, maintain a fair and equitable trading environment in which businesses can thrive and promote the health and welfare. To do so in partnership with other agencies and stakeholders in a way that not only adds value to the services, but also directly supports corporate client's aims and values.