

# COMPANY PROFILE



[www.headon.com.pk](http://www.headon.com.pk)



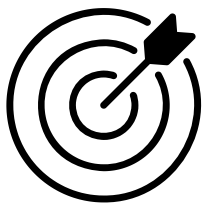
57-C 1st Floor, Hafeez  
Center, Gulberg III, Lahore

**Headon Systems International**

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## Our Mission



We aim to provide products and services responsive to our customers' expectations, through high quality and continuous improvement. We will devote ourselves to recognize Headon as a leading name in ICT Industry.

## Our Vision



Our technology vision is to professionally extend the efficiency of enterprises and individual through Headon.

# Our Quality Policy

## Customer Focused

- ▶ Fulfill the needs and expectations of our customers.
- ▶ On time fulfillment of all customer commitments.

## Performance Driven

- ▶ Ensure that our products, solutions, and services satisfy the agreed-upon requirements.
- ▶ Monitor, benchmark, and constantly improve the performance of our business, goods and services, organization, and personnel.



# Company Philosophy

- Research and development of new and innovative product and solutions packed with quality services
- Fulfill or surpass the expectations of our clientele
- Maintain unwavering quality in products and services.
- Focus on Total Quality Management
- Focus on training at all levels and believe on teamwork.
- Continuous improvement in operating procedures.
- Believe in long term associations and fulfillment of commitments.
- Honest, ethical and transparent in our dealings



# Our Commitments

- Customer Excellence as Priority
- Optimal Solutions for Clients
- Uncompromising Quality
- Exemplary Customer Service
- Building Trusting Relationships
- Upholding Integrity and Ethical Standards

## **Pledge to Our Goods and Services Suppliers:**

- We steadfastly engage in business with integrity, equity, and professionalism
- Our ongoing support in enhancing solutions and services quality

## **Commitment to our Customers:**

- Our resolute pursuit of fulfilling their genuine requirements.
- Our relentless endeavor for excellence in exceeding their expectations.

## **Commitment to employees of Headon:**

- Our esteemed institution offers holistic programs for complete personal development
- We consistently seek improved methods to enhance teamwork, employee involvement, and achieve higher productivity, quality, and equity.







## Our Organization & Consultants

# Operational Staff & Consultants

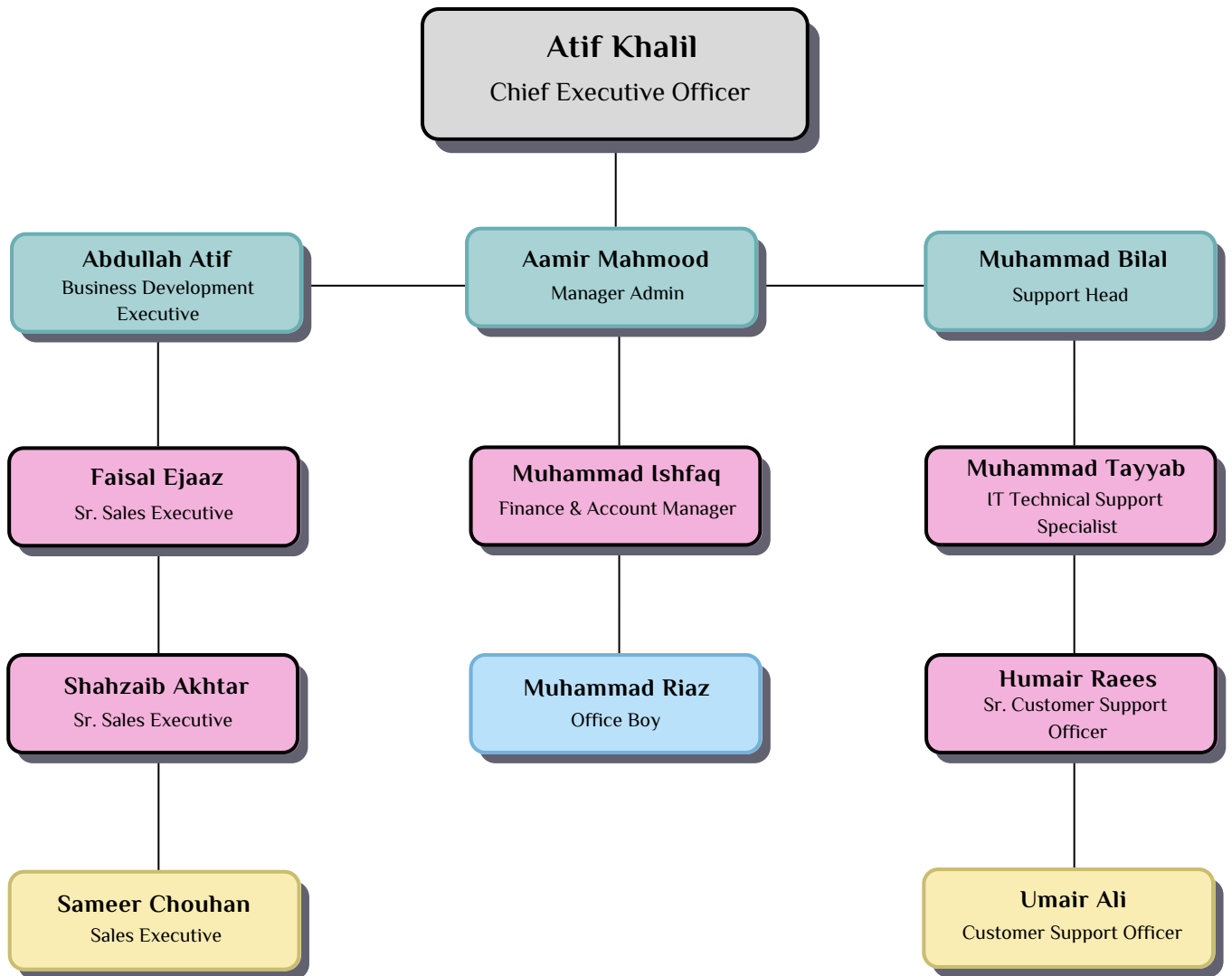
**Atif Khalil**

Chief Executive Officer

Sales & Marketing Department	Customer Support Department	Admin & Accounts Department
<p><b>Mr. Abdullah Atif Khalil</b> Business Development Executive</p> <p><b>Mr. Faisal Ejaaz</b> Sr. Sales Executive</p> <p><b>Mr. Shahzaib Akhtar</b> Sr. Sales Executive</p> <p><b>Mr. Sameer Chouhan</b> Sales Executive</p>	<p><b>Mr. Muhammad Bilal</b> Support Head</p> <p><b>Mr. Muhammad Tayyab</b> IT Technical Support Specialist</p> <p><b>Mr. Humair Raees</b> Sr. Customer Support Officer</p> <p><b>Mr. Umair Ali</b> Customer Support Officer</p>	<p><b>Mr. Aamir Mahmood</b> Manager Admin</p> <p><b>Mr. Muhammad Ishfaq</b> Finance &amp; Account Manager</p> <p><b>Mr. Muhammad Riaz</b> Office Boy</p>
Financial Consultant	Legal Advisor	Affiliated Banks
<p><b>Irfan &amp; Company</b> Chartered Accountants</p>	<p><b>Mr. A.W.Butt</b> A.W.Butt &amp; Law Associates</p>	<p>United Bank Limited Meezan Bank Bank Alfalah Standard Chartered Habib Bank Limited</p>



# Organizational Chart



The image features two men in business suits shaking hands. The man on the left is seen from the back, wearing a brown suit, while the man on the right is facing him, wearing a dark blue suit. They are standing in front of a blurred city skyline. Overlaid on the image are white and blue geometric lines and circles, resembling a network or data flow diagram. A dark blue semi-transparent banner is positioned on the left side, containing the text 'Company Introduction'.

## Company Introduction

# Profile

Headon Systems International is a prominent provider of ICT products within the region. Our product portfolio encompasses a comprehensive range, including notebooks, accessories, workstations, and gaming laptops. Additionally, we specialize in offering power-related solutions to meet diverse technological needs.

Headon Systems International is a technologically advanced organization backed by a proficient team with over **thirty years** of collective experience.


Affirming our dedication to a quality management system, Headon Systems International is committed to providing consistently superior information to our diverse clientele with global interests.

We adhere to global standards in providing high-quality services that maximizes value for our customers.

Headon Systems International holds official certification as an Authorized Dealer for leading technology brands including Lenovo, Dell, and HP and many other brands. This endorsement underscores our credibility in providing genuine products and exceptional services from these renowned manufacturers.

Headon Systems International is also associated with many of the world's known IT companies/associations with the aim to seek latest technology and provide quality custom solutions to its clients whether they are corporate or end users.

Our team is extremely devoted and professional. We take great satisfaction in our enduring customer connections, exceptional after-sales services, prompt warranty replacements, and laboratory repair work. Our goal is to offer you branded systems of the highest caliber at the best possible price.



Our company's goal is to become the most dependable and high-quality provider of ICT and power equipment solutions in the nation. We strive to be the destination where you can enhance and update your technology to foster the growth of your business.

We are dedicated to achieving excellence and supremacy in the services we offer. Collaborating with our proficient technical, sales, and marketing teams, we stand as your ideal partners in this contemporary technological landscape. Our goal is to both educate you and deliver technical expertise in the realm of information technology.

The gateway to the information age is wide open, inviting you to join us in mutual growth. By partnering with us, you can unlock the potential to elevate your business. We take cutting-edge technologies and transform them into tangible value for our customers through our exceptional services.





## Our History



# Company Background

*The company in the name and style of Innovative Management is a sole proprietorship of Mr. Atif Khalil, who by profession is an MBA with a specialization in marketing from the IBA, University of Punjab, and also has an MIS, a postgraduate diploma in computerized management systems.*

Headon Systems International is the leading company in Pakistan, providing ICT and power solutions. Behind Headon Systems, our subsidiary company, Innovative Management, has been facilitating its clients by providing quality products and services for a decade. Innovative Management was formed in 1994 with a vision to meet the requirements of the information technology of the future. It has planned out new objectives and directions to face the challenges of the 21st century.

With the help of a highly professional, skilled, certified, and well-experienced team, we are capable of providing total solutions to large corporations. Furthermore, the company also provides quality hardware repair and maintenance services, including computer, UPS, generator, and telecom accessories and peripherals, with complete customer satisfaction.

The company's slogan is Share Our High-Tech Service, which shows that if the customer has any problems, he can share our technical expertise and solve his problems at affordable costs. The problem could be hardware or software (applications). Innovative management provides a full range of support to the customer in all these sectors.



## Headon Valuable Client List

Our roster of valued clients stands as a testament to the trust and confidence they have placed in Headon. These esteemed organizations represent diverse industries and have chosen us for our commitment to excellence, reliable solutions, and unwavering dedication to their success.

1. University of Punjab (PU)
2. Sui Northern Gas Pipelines Limited (SNGPL)
3. National Bank of Pakistan (NBP)
4. Pakistan Agricultural Storage & Services Corporation Ltd (PASSCO)
5. Lahore Museum
6. Space and Upper Atmosphere Research Commission (SUPARCO)
7. State Life Insurance Corporation of Pakistan
8. Lahore Wall City Authority
9. ABWA Knowledge Village
10. Famous Brands (Hang Ten)
11. Kohinoor Energy Limited
12. Lahore Carpet Manufacturing Company
13. Pakistan Readymade Garments Technical Training Institute. (PRGTTI)
14. Remington Pharmaceutical (Pvt.) Ltd.
15. SHAMIM & COMPANY (PVT) LTD. (PEPSI) Multan
16. Sinaco Engineers Pvt. Ltd.
17. Advance Building Systems (ABS)
18. Construct (Pvt.) Ltd.
19. Canon Home Appliances
20. Sapient Pharmaceutical
21. Samad Rubber (Pvt.) Ltd.
22. Royal Fan
23. Big Bird Group and many more.





## Our Business Partners

"Our corporate philosophy is developing strong business relationships with our business partners. Today, we embrace our Business Partners and are proud to be a prestigious organization that provides IT solutions at all levels"

The Lenovo logo, consisting of the word "Lenovo" in white sans-serif font on a red rectangular background.The ASUS logo, with the word "ASUS" in a bold, black, sans-serif font.The Microsoft logo, featuring the four-colored square icon followed by the word "Microsoft" in a grey sans-serif font.The eScan logo, with "eScan" in a green sans-serif font and a small globe icon integrated into the letter "S".The Crown Micro logo, featuring the word "CROWN" in black with a red crown icon above the "O", and the word "MICRO" in smaller letters below.The ADATA logo, featuring a colorful bird icon to the left of the word "ADATA" in a blue sans-serif font.

Authorized Partner

Authorized Partner

Authorized Business  
Dealer

Authorized Partner

Authorized Partner

Registered Distributor

Authorized Corporate  
Business Partner

Authorized Partner

logitech 

rapoo

TEAMGROUP 

 REDDRAGON™

 Transcend®

Authorized Partner

Authorized Partner

Authorized Partner

Authorized Partner

Authorized Partner

# Our Product Line

- Notebooks
  - Gaming Laptop
  - Workstation Laptop
  - Business Laptop
  - 2-in-1 Laptop
  - Ultrabooks
  - Laptop Accessories
- Desktop
  - Traditional Tower/Desktop PC
  - All-in-One (AIO) PC
  - Mini PC
  - Gaming Desktop
  - Workstation
  - Desktop Accessories
- Servers
- Printers
- Servers
- Network Solutions
- Security products including Anti-Virus
- Microsoft Digital License
- Power Solutions (UPS and batteries)
- Maintenance Contracts



# Headon Customer Satisfaction Policy

Headon Systems International is dedicated to attaining world-class status as an IT organization, prioritizing customer contentment through the provision of quality products and services at competitive rates. This underscores the significance of customers for both the leadership team and every individual within Headon.

Headon Systems International is dedicated to foreseeing and fulfilling customers' needs by offering top-tier products and services within the specified timeframes. Furthermore, we are resolute in enhancing customer satisfaction through systematic processes and initiatives that empower each Headon Systems associate to consistently deliver accurate and successful outcomes for our customers on the first attempt.

At Headon Systems International, we assess customer satisfaction through a combination of structured methods such as online reviews, comments, email, phone calls, and even direct conversations with customers. This comprehensive approach enables us to consistently monitor and evaluate the customer experience.

Within Headon Systems International, Customer Support department is dedicated to promptly resolving customer-identified issues. Through this dedication, we drive the evolution of our business and effect substantial enhancements in overall customer satisfaction.

We aim for your complete satisfaction with your purchases from Headon Systems International. Our services are priced competitively, accompanied by paramount customer service, and an unyielding dedication to quality. We value your feedback and inquiries, which are always warmly welcomed.

Headon's customer support policy goes beyond mere satisfaction, aiming to bring happiness through quality services and punctual deliveries.

## Technical Support and Other Services

At Headon Systems International, we take pride in being your dedicated partner for a wide range of technical support and services. With our commitment to excellence and customer satisfaction, we are here to ensure your operations run smoothly and efficiently. Here are some of the exceptional services we offer:

- **Technical Support:** Our skilled and experienced technical support team is available around the clock to assist you with any issues you may encounter. Whether it's troubleshooting, diagnosing problems, or providing step-by-step guidance, our experts are here to ensure minimal downtime and maximum productivity.
- **Installation and Setup:** Our professionals are well-versed in installing and setting up complex systems and technologies. We ensure that all components are integrated seamlessly, configured correctly, and optimized for peak performance.
- **Maintenance and Upgrades:** Keeping your systems up-to-date and functioning optimally is crucial. Our maintenance services encompass regular check-ups, updates, and upgrades to extend the lifespan of your equipment and software.
- **Network Security:** Safeguarding your digital assets is of utmost importance. Our network security services encompass threat detection, vulnerability assessments, firewall setup, and data encryption, ensuring your sensitive information is protected from cyber threats.
- **Data Recovery and Backup:** Accidents happen, but losing critical data doesn't have to be catastrophic. We offer data recovery services to retrieve lost information, as well as comprehensive backup solutions to prevent data loss in the first place.

- **Consultation and Custom Solutions:** Every business is unique. We provide expert consultation to understand your specific needs and offer tailor-made solutions that align with your goals and budget.
- **Training and Knowledge Transfer:** Empower your team with the skills and knowledge needed to operate and manage your systems effectively. We offer training sessions and resources to ensure your staff can harness the full potential of your technologies.
- **Emergency Response:** When emergencies strike, you can count on us to respond swiftly and effectively. Our emergency response team is equipped to handle critical situations and minimize any potential damage.
- **Continuous Improvement:** We believe in continuous improvement and staying up-to-date with the latest advancements in technology. As your partner, we'll work with you to identify opportunities for enhancement and growth.

Headon Systems International is dedicated to providing unparalleled technical support and services that cater to your organization's unique needs. With our expertise, reliability, and commitment, we aim to be the backbone of your technical operations. Contact us today to learn more about how we can elevate your business to new heights.

