



PToken Labs Private Limited

PROFILE

www.PinexToken.com

Reliability and Experience at the service of Innovation



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For about Six years, we have been offering Software solutions on top of passion and competence creating innovation and progress.



PToken Labs private Limited, a leading company in the development of software applications and custom Digital Transformation services, operates in the Global market mainly in fields such as **Software, Information Technology , Blockchain, AI and Digital Transformation.**

The company offers a complete range of innovative solutions which sprout from a deep listening of business needs and dialog with Customers.

The result of our know-how turns into **services** devoted to excellence and characterized by maximum flexibility, and in **software** with an intuitive and accessible interface, which at the same time conceal a complex and high-tech soul.

Our main goal is to satisfy Clients wishing to adopt high-quality ICT tools able to digitalize and simplify business processes, optimizing resources and improving performances.



Office Locations

PToken Labs is a solid company growing globally and currently operating in 2 offices each one in India and USA.

The headquarter is in **Hyderabad, India** and it features 1500 square meters located in the business hub of High Tech City.

Other office is strategically located in USA: **Virginia**

24+

Clients

100+

Employees

98%

Loyalty rate

2

**Offices
India&US**

100K

**Suppliers
managed**

500+

**Terabyte
stored**

Human Resources

All teams make a difference in a growing business. Each of them has different strengths and together contribute to our Clients' success and innovation path.



Consultants Team specialized in managerial and Technical support specific for each project or Client.



Project Managers Team following product development and able to work alongside Clients for software development customization requests.



Support team, point of contact between PToken and our Clients. Reachable through different channels, the team is available to offer solutions and guide users through the best use of our software.



Software Development Team, a group of high-level professionals, strong for the specialized know-how acquired thanks to the development of applications built around the needs of demanding Businesses and Administrations.

The team frequently follows training courses on the latest programming languages and technological releases, acquiring the tools and skills necessary to design cutting-edge and flexible solutions able to successfully meet market needs.



Different areas managed through a specific organizational model

India

Development & Production
Research & Development
Quality Assurance
IT Consulting
Assistance and Support
Management and Finance
Procurement Department
Help Desk
OFFSHORE Development

USA

Marketing & Communication
Sales & Post-Sales
Marketing & Communication
Sales & Post-Sales
Customer Care
UAT Testing

Product Development Team

specialized in different areas

- eProcurement
- Management and Communication
- Anti-Bribery and Transparency
- Integration Systems
- Research and Development

Professional Services Team

assigned to product installation and configuration for each client

Customer Support and Training Team

Product Management Team

featuring product specialists and technical experts assigned to software customization and integration systems

Quality Assurance Team

for testing and quality control of processes and products

Sales Team where different Accounts follow Clients based on their specialization area

UX/UI Team for the software design based on a user-centered design approach

System Administration Team in charge of software infrastructure maintenance and security

Marketing Communication Group

History

2018

Young entrepreneurs with innovative ideas and strong technical skills **found the Company**. Close collaborations are quickly established with customers looking for a point of reference in the digitization process.

2019

The revolutionary vision leads to the development of the **first SaaS software for Supplier Management**.

2020

The team expands increasing skills both in technical development and consulting in the digital Transformation.

2022

Research and Development of the patented **Blockchain and Crypto product** with new algorithms along with internationalization process at a global level.

2023

Legacy transformation consulting services for USA based clients.

2024

Signs a strategic partnership with EU based block chain developer to **enhance its Crypto applications and Digital Assets** in Blockchain solution.

The satisfaction of our customers is a goal we successfully achieve year after year.



Clients

We love to innovate and, thanks to an agile organization, we can develop for our Customers both vertical software for industry-specific activities, and horizontal applications to digitize entire processes, with the utmost punctuality and professionalism.

Administrations and Companies operating in **different industries** fully carry out their potential thanks to PToken Labs Private Limited.



Energy and Environment



Oil & Gas



Transport and Logistics



Construction and Engineering



Innovation and Technology



Insurance and Financial Services



Public Administration



“Technology has profoundly changed the way companies work, and today to be competitive we cannot help but constantly innovate and improve processes, as much as the tools used to manage them.

To accompany this digital transformation consciously, however, vision, strategy, and technical expertise are needed: everything we offer with passion to our Customers.”

-Group CEO

Our Values

Ethics and Legality

Ethics and legality are our foundations, the starting and ending point of a long-term project featuring a strong commitment to improvement, transparency, sustainability, and personal development.

Excellence

We want to delight our customers by creating extremely innovative, complete, and easy-to-use products, working quickly and efficiently to achieve the goals and objectives of our customers fully meeting their needs.

Simplification and Digital Transformation

We want to guide our customers in building a more agile business, automating manual processes, and providing them with the tools to measure the results obtained in terms of process efficiency and resources optimization.

Individuality and Professionalism

Intelligence, enthusiasm, and creativity are the key values of our professionalism, aimed at continuous improvement to achieve ambitious individual and collective goals.



Our mission

Our goal is to contribute to the full realization of Customers' potential, by increasing efficiency, communication, and rationalization of spending.

Software and services

State of the art technology

We develop great projects starting from the specific needs of our Customers



ePROCUREMENT

Online Procurement the modular suite for corporate e-Procurement

Supplier Portal the portal for finding new suppliers

NetworkPA the network of new opportunities for suppliers



ANTI-BRIBERY AND ETHICAL COMPLIANCE

Legality Whistleblowing for compliant whistleblowing reporting management



MANAGEMENT AND COMMUNICATION

Extranet to optimize communication within your organization



CUSTOMIZATIONS

Software customizations

Integration systems development

Development of tailored projects

The guarantee of relying on PToken Labs Pvt. Limited



User-Centered Design

Our software applications feature high usability and accessibility, which means they are designed to meet the point of view, needs, wishes, and abilities of the user.



Software training

Face to face or videoconference training, for the best use of our software.



Multilingual online guides

Manuals and video guides are always updated and edited in detail to guide the user in using our applications efficiently.



Support and Help Desk

Support specialized consultants at full customer's disposal.



High-profile Service Level Agreement (SLA)

Our primary goal is to keep the services always active and solve any issue as quickly as possible.

Consultancy and Support

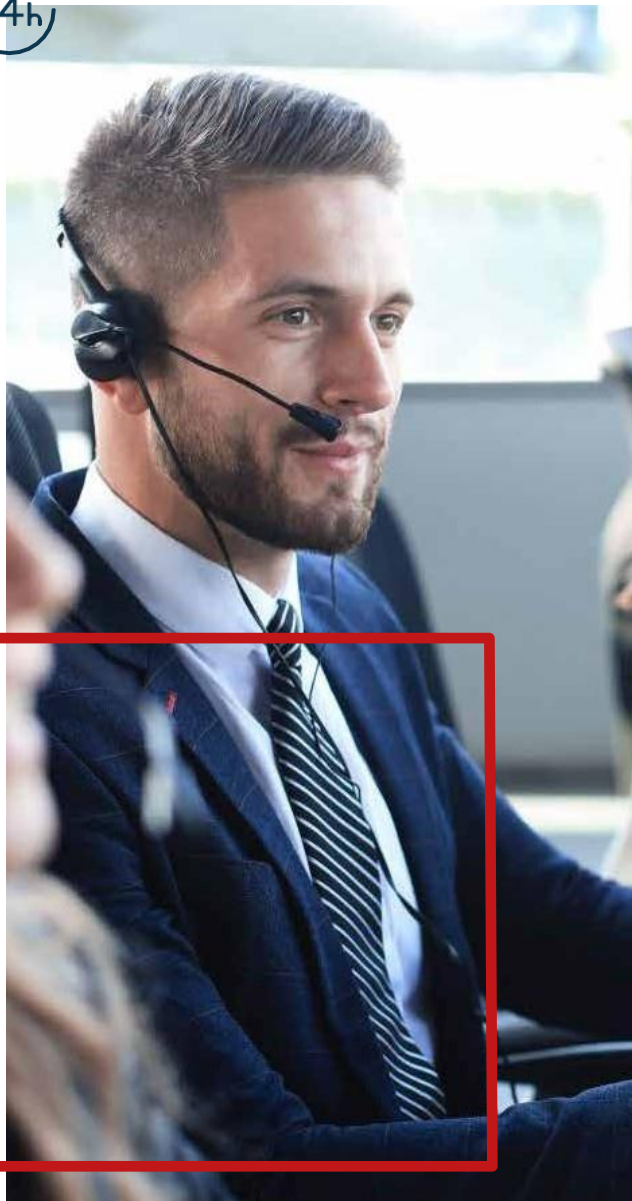
The experience gained allows us to guarantee professional legal and technical support aiming to improve organizational management, productivity and ensure the full achievement of compliance.

Each Organization is followed taking into account the individual traits offering the most suitable solutions for specific needs.

Competence Areas:

- **eProcurement**
- **Anti-Bribery**
- **Whistleblowing**
- **Software Engineering**
- **Training Courses**

Customer Support and Help Desk



Customer Support and Help Desk services are undoubtedly one of the **main strengths** of what we offer.

Our consultants prove excellence in technical and procedural skills, as well as having an extremely positive and empathic human profile, which makes them always available and friendly.

Our Help Desk responds to reports and technical questions such as support in start-up activities, support in carrying out procedures, training in the use of new features, and resolution of any issue.

The **high level of satisfaction** with the service we get back from our Customers is related to the application of an efficient organizational model and the use of cutting-edge technologies, in line with international and local scenarios.

Specifically, the organizational model allows the resolution of requests in a short time and excellent compliance with the SLAs.

Support channels



Help Desk Portal

Tickets are managed using different levels of priority based on the severity of the issue reported.



E-mail

A direct priority channel open for the Customer right after the contract starts.



Phone

Direct contact with our consultants and technicians.



Security at the core of our software

PToken Labs offers the highest levels of data security and compliance.

All solutions are delivered in SaaS and Cloud.

Robust, high-performance server infrastructure and Business Continuity policies not only ensure data protection, but also provide software available at all times.

3 Data Centers

150 servers and a total of over 1.000 terabytes stored



Disaster Recovery

data replication, backup, and multiple-level redundancy



Monitoring

24 hours a day, 365 days a year



Constant innovation

Periodic implementation of new security frameworks and software features

UPTIME

99,996%

average activity time of the last 3 years

PARTNER

ORACLE

aruba.it

aws

cloud
CSA security
allianceSM



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