

# SERVICES
SOLUTIONS DEVICES

# PROFILE

XPERT
SUPPORT SERVICES (PVT) LTD.

**ADDRESS:**
Office # 201, 2nd Floor, Block 2F, Pakeza Market,
I-8/4, Islamabad
Mobile: + 92 312 8888 429
Landline: + 92 51 8483939
Website: www.xpertpk.com Email: info@xpertpk.com

XPERT
SUPPORT SERVICES (PVT) LTD.

# CORPORATE RESPONSIBILITY | QHSE | INTEGRATED FACILITIES MANAGEMENT | TECHNICAL SERVICES | SOFT SERVICES | PROJECT MANAGEMENT | DEVICES

XPERT
SUPPORT SERVICES (PVT) LTD.

# TABLE OF CONTENT


ABOUT US ____ 1
CORPORATE RESPONSIBILITY ____ 3
QUALITY, HEALTH, SAFETY, AND ENVIRONMENT ____ 4
OUR SERVICES ____ 5
INTEGRATED FACILITIES MANAGEMENT ____ 6
TECHNICAL SERVICES ____ 7
SOFT SERVICES ____ 8
PROJECT MANAGEMENT ____ 9
DEVICES ____ 10
SOME OF OUR CLIENTS ____ 11
THANKS



XPERT
SUPPORT SERVICES (PVT) LTD.

# ABOUT US

***"OUR FACILITIES MANAGEMENT EXPERTS AIM TO EXCEED OUR CLIENTS' EXPECTATIONS FOR SERVICE AND RESULTS—CREATING A TRULY MEMORABLE EXPERIENCE."***

You may find the name to be a little new. However, this new looking logo and name comes to you with a history of more than a dacade in the field of Facilities Management Services. The team that has adopted this name has a cumulative and commendable experience of 20 plus years between us.

Our team of Professional managers and skilled staff has to its credit significant experience of supplying entire and complete facilities services to prestigious clients in the past. Move over, we work every day to deliver our skills, knowledge and experience in ways that can benefit our clients, our colleagues and our surroundings in the best possible way.

At Xpert Support Services, we believe our customers require maximum utilization of facility's assets & services, OPEX savings & employees' contentment. We provide value added services to our customers for achieving their corporate goals through our state of the art operational excellence initiatives, cost reduction & risk minimization steps, hence exceeding customer's expectations



XPERT
SUPPORT SERVICES (PVT) LTD.

## OUR STATEMENT

## OUR VISION

To be the most frequently referred company in the industry

## OUR MISSION

We exist to close gaps within the Facilities Management market that will ensure our clients can focus on their core goals without having to worry about Facilities Management.



XPERT
SUPPORT SERVICES (PVT) LTD.

# CORPORATE RESPONSIBILITY

Xpert Support Services is determined deliverance of services as a socially responsible entity. Our governance model focuses on honesty, transparency & accountability for delivering value added services to our customers for achieving long-term & sustainable growth.

Our governance is critical to business sustenance. Xpert Support Services is delivering professional services to the highest level on fair & ethical business terms to our staff, valued clients. We believe that our code of conduct & ethical compliance are up to the mark.

# OUR PEOPLE:

Besides being a new name, XSS has a team of professionals that come with vast experience and knowledge of Facilities Management. Our team gets training on their core skill and on HSE on regular intervals to ensure we are up to the mark when it comes to deliverance.

We believe that our team is an asset to our organization therefore; we take good care of our staff in order for them to take care of our clients.



# QUALITY, HEALTH, SAFETY, AND ENVIRONMENT

At XSS we have adapted a Quality, Health, Safety, and Environment management system (QHSE) strategy that addresses and connects with the company's overall strategic direction

This ensures the effective execution of the QHSE system. In addition, when working in line with the company's strategy directly impacts the prospect  of achievement for the company.



CERTIFICATE

This is to certify that the Occupational Health and Safety Management System of

XPERT SUPPORT SERVICES (PVT.) LTD.

Office# 501, Victoria Heights, Sohan Interchange Islamabad Expressway Islamabad-Pakistan

applicable to

"To provide complete facilities management services (janitorial, cleaning, electrical, gardening, plumbing, carpentering & furniture polishing, general building maintenance, HVAC/split AC services, home maintenance, pest control & fumigation, hospitality services, painting services, sewer/sludge removal, generator maintenance and interior designing services etc)"

has been assessed and registered by Best ISO against the provisions of

ISO 45001:2018

This registration is subject to the company maintaining an occupational health and safety management system, to the above standard, which will be monitored by Best ISO.

Certificate No: PO45001-91
Issue Date: 2020 MARCH 14
Valid Until: 2021 MARCH 14



CERTIFICATE

This is to certify that the Environmental Management System of

XPERT SUPPORT SERVICES (PVT.) LTD.

Office# 501, Victoria Heights, Sohan Interchange Islamabad Expressway Islamabad-Pakistan

applicable to

"To provide complete facilities management services (janitorial, cleaning, lectrical, gardening, plumbing, carpentering & furniture polishing, general lding maintenance, HVAC/split AC services, home maintenance, pest contr fumigation, hospitality services, painting services, sewer/sludge removal, generator maintenance and interior designing services etc)"

has been assessed and registered by Best ISO against the provisions of

ISO 14001:2015

his registration is subject to the company maintaining an environmental management system, to the above standard, which will be monitored by Best ISO.

Certificate No: PE14001-103
Issue Date: 2020 MARCH 14
Valid Until: 2021 MARCH 14



CERTIFICATE

This is to certify that the Quality Management System of

XPERT SUPPORT SERVICES (PVT.) LTD.

Office# 501, Victoria Heights, Sohan Interchange Islamabad Expressway Islamabad-Pakistan

applicable to

"To provide complete facilities management services (janitorial, cleaning, electrical, gardening, plumbing, carpentering & furniture polishing, general building maintenance, HVAC/split AC services, home maintenance, pest control & fumigation, hospitality services, painting services, sewer/sludge removal, generator maintenance and interior designing services etc)"

has been assessed and registered by Best ISO against the provisions of

ISO 9001:2015

This registration is subject to the company maintaining a quality management system, to the above standard, which will be monitored by Best ISO.

Certificate No: PQ9001-149
Issue Date: 2020 MARCH 14
Valid Until: 2021 MARCH 14



XPERT
SUPPORT SERVICES (PVT) LTD.

# OUR SERVICES

- FACILITIES SERVICES
- TECHNICAL OPERATIONS & MAINTENANCE
- SOFT SERVICES
- PROJECT MANAGEMENT & SUPPORT SERVICES
- DEVICES

# OUR 3 MAIN DOMAINS

SERVICES

SOLUTIONS

DEVICES



# INTEGRATED FACILITIES MANAGEMENT

Xpert Support Services interwoven facilities management model is based on professionally trained customer focused staff, innovative systems, high standards and a hunger for excellence. With the Xpert Support Services as single point of contact for resolving client's problems, overall reduction in operating costs & enhanced service quality has been achieved.

At Xpert we are bound for delivering door step services all across the Pakistan. Our service delivery teams are interconnected by share information, findings & good practices. To enhance confidence & competence level of our team, majority of the services have been offered in-house resulting in high quality services.

- Management of third-party providers
- Subcontractors
- HSEQ, Quality assurance,
- Contracts compliance
- 24/7 Service Centre
- On site Coordination and support



XPERT
SUPPORT SERVICES (PVT) LTD.

# TECHNICAL SERVICES

Our value added services are based on quick solutions & sustainable asset values. Our technologicaly equipped technical team smoothens processes by reducing material lead times & consequently rendering more time for focusing & meeting customer needs.

All job tasks including preventive & reactive as well as material sourcing are being effectively managed. Our result oriented direction strengthens transparency, efficiency, service quality & timely delivers business critical info to our team & customers at a single call.

# XPERT SUPPORT SERVICES TECHNICAL SERVICES INCLUDE:

- HVAC equipment
- Electrical
- Mechanical
- Plumbing, sewage system and swimming pool maintenance
- Electrical system
- Fire control
- Access control / CCTV
- Critical Engineering
- Building Management, monitoring and operation
- Common area maintenance of complexes (Street light maintenance)



# SOFT SERVICES

## *BECAUSE FIRST IMPRESSIONS DO COUNT*

Xpert Support Services take immense pride in claiming quality management ISO certification. We believe that appearances speak volumes of the facilities we manage and thus are managed in a top condition.

We provide quality cleaning services for reviving building aesthetics by eliminating ageing effect & providing fresh, quality & nice experience for inhabitants.

Our technically sound and customer oriented team, uses appropriate tools & ingredients for protecting assets, considers cost optimizations and ensures a safe environment for all inhabitants.

- Water Tank Cleaning
- Housekeeping
- Facade / Car Park / Window / Deep Cleaning Solutions
- Landscaping
- Laundry Management
- Pest Control/ Fumigation/ Disinfectant Spray
- Waste Management
- Fleet Management
- Pool Maintenance
- Business outsourcing solutions (Payrool management / manpower)
- Bullet resistent and bomb proofing sheets
- Guest House & Cafeteria Management
- Disinfectant Walkthrough Gates
- Personal Protection Equipment (PPE) Spplies



XPERT
SUPPORT SERVICES (PVT) LTD.

# PROJECT MANAGEMENT

We rectify, advice and ensure compliance with rules and regulations pertinent to Health, Safety, and Quality.

All Xpert servicemen are fully trained & readily available whenever you are in need. Our services are bound to alleviate workloads by improving work efficiency & allwoign scustomers focusing on their real business needs.

Xpert Support Services: Providing staff when you need them most!

- Fit-out Management,
- Drawing management and approval
- Renovations, Interior Designing and Installations
- Glass & Aluminum fittings/ Replacement



XPERT
SUPPORT SERVICES (PVT) LTD.











# Pre-Fab Containers

With our previous employers we provided Pre-Feb office and residential containers.

High quality purpose build fabricated containers were delivered to KESTRAL SPD.
Various types of Pre-febrictaed Contaiers are as follows,

- Office space containers
- Conference rooms
- Dining room
- Kitchen
- Rest rooms
- Residential






XPERT
SUPPORT SERVICES (PVT) LTD.

# DEVICES

Biometric identification technologies for improving employee identities, strengthening securities through AI based solutions & thereby increasing operational efficacy. Xpert Support Services provides hardware / software based solutions for non-commercial and commercial organizations

# BIOMETRIC DEVICES AND SOLUTIONS

- Access control, time and attendance
- Finger print, face and IRIS recognition
- Touchless thumb digitiser (capturing and matching fingerprints with a wave of the hand)

# OUR CURRENT CLIENTS















































# SOME OF OUR CLIENTS

*"As Part of Our Former Employers We have had the Honour and Experience of Serving Clients Like"*



XPERT
SUPPORT SERVICES (PVT) LTD.

# THANK YOU

**ADDRESS:**
Office # 201, 2nd Floor, Block 2F, Pakeza Market,
I-8/4, Islamabad
Mobile : + 92 312 8888 429
Landline: + 92 51 8483939
Website: www.xpertpk.com Email: info@xpertpk.com