



We are a service company created with the objective of develop solutions to fullfil the market needs.

We are organized to serve the companies in their IT problems, accompanying them in their technology growth, participating in the development of new alternatives, to reach their objectives with success.

We show our commitment in every one of the services we offer, making our own objectives the ones of our clients.

Our Principles

Mission

Generate the best solutions in information and systems to meet the needs of our customers and accompany them in their development and growth. To this end, we pledge to investigate and apply the latest technologies, bringing all our experience during the course of the projects addressed.

Given the effects of globalization, the spread of Internet as a basic service tool, the advances in communications technology and the market deregulation, ACK Solutions propose to accompany organizations in the process of restructuring and modernization of its technological infrastructure so that they can leverage their business.

From this view we have prioritized the following practice areas:

- **Review, design and installation of system infrastructure**
- **Hardware architecture for Web or Client**

Through:

- **Stand-alone projects**
- **Integration into ongoing projects**



Server environments

- **Operating systems and development tools**
 - **Review, design and support the installation of communications infrastructure**
 - **Specific infrastructure, hardware and software**
 - **Design, support and comprehensive security audit over systems**
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Values

Our mission is based on the values that we believe are critical to the development of our company and our professional:

- **technical excellence,**
 - **ethical behavior,**
 - **respect for the individual,**
 - **professional freedom,**
 - **entrepreneurship,**
 - **adaptability to change,**
 - **sharp growth,**
 - **innovation,**
 - **creativity**
 - **and privacy.**
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Quality Policy

The commitment of everyone working for ACK Solutions is:

- **Achieving customer satisfaction and meet their expectations.**
- **Working for an active detection and understanding of our customers' needs.**
- **Deliver products and services that fulfill the needs of our customers in functionality, time and cost.**
- **Assist our clients in everything that results in a better solution, with an open horizon, beyond the basic requirements.**



- Create a participative work environment that allows innovation and ensure the best solution depending on the contribution of those involved.
 - Optimize profitability from that creative participation, making the investments to ensure growth and reduce operating costs.
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Clients

Development and Consulting

- Clarín: Logistics Administration System development.
 - Inmobiliaria Cortese y Asoc.: Real State Administration System development and the web site in its original version.
 - Valfinsa Bursatil S.A.: Original web site development.
 - Compañía Fumigadora del Norte S.R.L.: General Company Management System development and maintenance.
 - [Compañía Fumigadora del Norte S.R.L.](#): Online marketing.
 - Textil Argentino: Massive email system implementation.
 - Tri-logic: Website design and hosting in its original version.
 - Attica Translation Services: Website design and hosting.
 - Taller de las Artes 2: Website design and hosting.
 - [Transporte Del Valle S.R.L.](#): Website design and hosting.
 - [Transporte Del Valle S.R.L.](#): Online marketing.
 - Estudio C73: Website design and hosting.
 - [Círculo de Jubilados y Pensionados del Banco de la Provincia de Buenos Aires](#): Website design and hosting with content management open source software included (CMS).
 - [Alegorías Dantescas](#): Website design and hosting.
 - Edificio Cramer: Website design and hosting in its original version.
 - Edificio Triunvirato: Website design and hosting in its original version.
 - Inmobiliaria Alessandri: Website design and hosting in its original version.
 - [Mario Contartese - Afinación y Venta de Pianos](#): Website design and hosting.
 - Esencias del Alma: Website design and hosting in its original version.
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Infraestructure and Network Solutions

- **Fun Kids:** Structured cabling of the premises.
 - **Chasco Danna:** Network and telephony structured cabling of the whole company.
 - **SuSana Vida:** Network and technical support of the company.
 - **Valfinsa Bursatil S.A.:** Network and technical support of the company.
 - **Home Clients:** Configuration problem resolution of the home PCs, new PCs installation and ADSL, cablemodem or wi-fi internet access recommendations and implementations.
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The Services: Consulting and Solutions

Goal

Provide technical support and the knowledge of our company in developing new projects and improvements to existing systems that allow your company growth accompanying with technological solutions and business developments.

Scope

- **Platform Integration:** integrating all the resources it has available on its premises regardless of the operating system your company uses.
- **Internet Access:** Internet access is now a vital and necessary tool for any business. We offer you the possibility to connect your entire LAN to the Internet, using the best solution that your company can have, focusing their efforts on speed, security, traffic optimization and cost reduction.
- **Publication of internal information in your company (intranet and extranet) :** Improve your internal communication with its suppliers and customers getting that news and extremely important messages reach the right people in the form and time. We work with the latest technology to provide the best solution. Implementation and configuration of the CMS (content managers) open source most popular of the market as Joomla and Mambo, among others.
- **Internal and external email:** have everyone working in your company communicating via e-mail. We provide the solution you need to manage and use email internally and externally.
- **Computer security, internal and external to your company:** data and information that a company manages must be accessed only by authorized persons, prevent attacks and protect your



information. We provide the solution assuring all these data will only be read by the right people, avoiding your data would be destroyed or deliberately extracted from the boundaries of business, by installing firewalls, proxies, encryption technologies, authentication technologies, authorization technologies, etc.

- **Internet website:** with globalization, having a presence on the Internet becomes increasingly important, expand its borders and make yourself known around the world. We bring an integrated solution that allows you to have a web site with online information about your business.
- **E-Commerce:** sell your products through internet and increase your sales with online trading. We will give you the e-commerce solution that your company needs.
- **Design and construction of systems to your measure:** we carry out the recolection of information and analysis of customer needs, to address the system design, comprising further implementation and training to users, conducting a strict version control to avoid wasting time and information. We use formal methodologies for analysis and structured design, aimed to obtain highly integrated applications, implemented in their native environment and over a data structure linked to existing systems. Additionally we supply with each development and upon completion of the implementation, all relevant documentation. We can provide fixed price solutions as well as time and materials developments.
- **Databases:** consulting in installation, go-live, configuration and fine tuning of databases.
- **Search Engine Optimization (SEO) y Search Engine Marketing (SEM):** we improve the ranking of your site through web design recommendations. We also manage ad-words campaigns in Google, Yahoo and Bing to increase sales and maximize your investment in online advertising.

Resources

- **Team of experienced professionals,**
- **with university education in information systems,**
- **with specific extension courses,**
- **highly trained in the methodology used for each project,**
- **with experience in similar projects.**
- **Advanced knowledge in:**

<ul style="list-style-type: none">• Programming languages and web design:<ul style="list-style-type: none">○ Visual Basic○ VBScript○ Javascript○ ASP○ Java○ PHP○ HTML○ XML	<ul style="list-style-type: none">• Back-office tools:<ul style="list-style-type: none">○ Web servers: IIS and Apache, among others○ Proxy servers: under Windows and Linux○ Relational Databases: MSSQL Server, Oracle, MySql, Informix, among others○ Network operating systems: mainly Windows and Linux○ Application and e-commerce servers: IIS
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<ul style="list-style-type: none">○ SQL○ C○ SmallTalk○ Pascal○ Flash	<p>and Tomcat, among others</p> <ul style="list-style-type: none">○ Security systems: firewall, PKI, digital signature, SSL, Single Sign On, PGP, among others
<ul style="list-style-type: none">● Operating systems:<ul style="list-style-type: none">○ Windows (all versions)○ Linux (all distributions)○ SCO UNIX○ AIX○ SUN Solaris	<ul style="list-style-type: none">● Databases:<ul style="list-style-type: none">○ SQL Server○ Informix○ Oracle○ MySql○ Postgres

Benefits

- **Be sure to obtain the solution to your needs, at the time agreed and with minimum cost, which adds value to your business.**
- **Reduce development costs and maintenance of applications and technology solutions in general.**

The Services: Installations

Goal

We offer technical assistance for installation of hardware and software, aiming to optimize the cost and time of implementation of computer equipment.

Scope

- **Unpacking of equipment.**
- **Assembling the equipment including additional components.**
- **Software installation and configuration of each equipment or cloned.**
- **Testing and commissioning of each unit.**
- **Functional control.**
- **Technical data sheets completion.**
- **Physical link in the right place.**



- **Coordination and supervision of the installation tasks of physical connection.**
 - **Documentation of all work done.**
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Features of our services

Our services accompany the sale of equipment, or can be contracted under projects of standardization or integration with existing equipment of any manufacturer. In this case, you can include the backup and restoration of user files.

- **Mode: the tasks are performed in our laboratories or on-site on coordinate schedules**
 - **Team of skilled technicians.**
 - **Own communications infrastructure.**
 - **Own or hired vehicles for transporting equipment and personnel.**
 - **Additional support: we support after one month on the installation work, free of charge.**
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Benefits

- **Get networked environments and generally more efficient facilities.**
 - **Decrease start-up costs and equipment downtime.**
 - **Reduce later support costs.**
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The Services: Structured Cabling Systems

Goal

We offer technical assistance to install, maintain and certify universal cabling systems, to provide the platform for voice, data and electricity more suited to their needs.



Scope

- **Initial take of requirements, preliminary analysis, recommendation and budgeting.**
 - **Definition and design of the proposed infrastructure.**
 - **Provision of materials, in all cases, of components and elements of the most prestigious brands in the business.**
 - **Channeling, laying and installation of structured cabling system.**
 - **Electrical systems and UPSs installation.**
 - **Evaluation tests, control and adjustment.**
 - **Coordination and supervision of the project.**
 - **Maintenance and certification of the wired installation.**
 - **Documentation of all work.**
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Features of our service

- **Scope: hire all tasks related to the elements that allow the optimal operation of the wiring, according to the type of installation and customer's request.**
 - **Hours: program our duties in accordance with the conditions required by the client, with the possibility of programming special time diagrams.**
 - **Geographic Coverage: Capital Federal and Gran Buenos Aires.**
 - **Outsourcing of those areas in which we are not specialists and that the customer requires to include in the project.**
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Resources

- **Team specializes in the installation of structured cabling.**
- **Advanced technological instruments for measurement, support and certification of our work.**
- **Trained personnel to work in carpentry, electrical and telephone facilities.**
- **Own or hired vehicles for transporting equipment and specialized personnel in the Gran Buenos Aires radio.**



- **Own communications infrastructure, to maintain permanent links with the customer and the staff of the company.**
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Benefits

- **Staff with a large experience and good quality components to design and install your wiring.**
 - **Based on our solutions, reduce costs, increase productivity and plan with confidence the growth of your resources.**
 - **Reduce later support costs.**
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The Services: Temporary IT Services

Goal

Providing a high quality comprehensive service to meet information needs in different events to suit every customer:

- **Meetings / Conventions**
 - **Presentations and seminars**
 - **Special projects**
 - **Consulting projects**
 - **Temporary solutions**
 - **Events in general**
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Scope

- **Expert advice for each requirement.**
- **Network installation and configuration.**
- **Internet connection and configuration.**



- **Transfer and installation of equipment.**
- **Technical Support 24 hours.**
- **Event Website.**

Together with the equipment, we offer technical service and specialized operators who assist and accompany before and during the event to ensure the achievement of its objectives, and the optimum performance of your investment.

The Services: Maintenance and Technical Support

Goal

We design our plans to suit your needs, to provide continuous technical assistance in the prevention, diagnosis and repair of hardware and software incidents, in order to maximize productivity by reducing the periods of failure and inaction.

Scope

- **Reception of the incident by phone or by mail**
 - **Derivation. Displacement of the technical staff at the scene, with the spare part, if applicable.**
 - **Diagnosis, correction and / or repair of the fault. Scaling according to the required level.**
 - **Control and quality test of the work.**
 - **Coordination and management of the assistance.**
 - **Transfer of equipment to and from our laboratories.**
 - **Report of operational and managerial information.**
 - **Coverage: servers, workstations and printers from any vendor or manufacturer, under warranty or out of it, and base software.**
 - **Documentation of all work done.**
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Types



- **Preventive maintenance:** includes cleaning of components, verification and correction of faults, virus control, screening and optimization of performance of components (hard disks, CD drives, etc.), operating system and applications.
 - **Corrective maintenance:** ranging from the notification of the incident until the restoration of normal operation of the equipment. Repairs can be made on-site or laboratory.
 - **Response times:** within 12 hours of the incident reported or special times according to the trade agreement.
 - **Resolution time:** according to the needs of your business.
 - **Including spare parts or not**
 - **Including replacement equipment or not**
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Resources

- **Staff trained to resolve problems.**
 - **Own or hired vehicles for transporting equipment and specialized personnel in the radius of the Gran Buenos Aires.**
 - **Own communications infrastructure, to maintain permanent links with the customer and the staff of the company.**
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Benefits

- **Have permanent coverage of incidents, and minimize your downtime.**
 - **Reduce network maintenance costs and components.**
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The Services: Training

Goal

Training is the key to take advantage of the information tools your company has.



Scope

- **Training customized to the client and their needs.**
 - **In-house training.**
 - **Help tools.**
 - **E-mail account and phone line for the evacuation of doubts once the course ends.**
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Resources

- **Team specializes in the tools we give training.**
 - **Own or hired vehicles for transporting equipment and specialized personnel in the Gran Buenos Aires radio.**
 - **Own communications infrastructure, to maintain permanent links with the customer and the staff of the company.**
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Benefits

- **Make sure your employees know the potential of the software used to maximize productivity and quality of work performed.**
 - **Reduce costs that employees not trained would cause your business.**
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The Services: Online Marketing

Goal

The aim of these services is to bring the highest positions on the Internet search engines to your company and its products, so as to achieve more business contacts and sales.



Scope

- **SEO (Search Engine Optimization):** we work with professional market tools and with our experience gained over time to improve, through changes in the pages of your site, so that search engines better index the content and enhance the natural position results (not paid). We also work on generating links from other sites to improve the popularity of yours.
 - **SEM (Search Engine Marketing):** through Google AdWords and other positioning systems, we aim to improve the number of contacts to your company and products, maximizing the investment you made in online advertising.
 - **Banner investment:** depending on the business and products, there may be interesting alternatives to advertise products or make specific promotion campaigns through banners on high traffic sites.
 - **Newsletter:** through the sending of advertising campaigns by e-mail, with some setting so that is not treated as spam, you can increase customer loyalty and make more sales through the publication of articles related to your business and products with the feedback that can be achieved by this means.
 - **Social networks participation:** we create and manage your company's image in major social networks like Facebook and Twitter, so opening a new channel of communication with your customers and future opportunities.
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Resources

- **Team of experienced professionals,**
 - **with university education in information systems,**
 - **with specific extension courses,**
 - **also with university education in marketing,**
 - **with experience in similar projects.**
 - **We use several professional market tools for analysis and positioning.**
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Benefits

- **Improvement in the number of contacts to your company, thereby, improved business opportunities and income.**



- **Brand generation in the online world.**
 - **Optimizing your advertising investment.**
 - **Online marketing to meet your needs and with several alternatives.**
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