



SERVICE PORTFOLIO

Comprehensive technology solutions with global reach.



– ABOUT FONGTEK

Technology that accelerates your business

Founded in 2016, FONGTEK is a technology company with global reach that places excellence at the core of everything it does. Our Quality Management System — ISO 9001:2015 certified — ensures robust processes and continuous improvement that are directly reflected in our clients' satisfaction.

MISSION

To provide comprehensive solutions that maximize the value of our clients' investments, accelerating their growth.

VISION

To be recognized as global leaders in technology services, known for quality, value, and trust.

2016

FOUNDED

+ 60

CLIENTS

+ 20

ALLIANCES



ISO 9001:2015
Mexico



ISO 9001:2015
Colombia



IAF Registered

Quality · Value · Trust

FONGTEK



– OUR OFFERING

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OUR SERVICES

01

Quality is the pillar that guides each of our services. We operate with standardized, measurable, and continuously improving processes. This translates into consistent deliverables, commitment fulfillment, and a proactive response to our clients' challenges. Every project is managed with recognized methodologies that ensure traceability, transparency, and efficiency at every stage of service.

Our team is made up of certified professionals, trained in the latest technologies and committed to deeply understanding each client's objectives. We adopt a collaborative vision, where we listen, propose, and build solutions aligned with their business goals. This approach allows us to build long-term trust-based relationships.

– LINE 1

Consulting Services

We strengthen the continuity, evolution, and modernization of your technology infrastructure.

INNOVATION AND TRANSFORMATION

- **Services focused on driving competitiveness through emerging technologies and process modernization.**

Digital transformation and process automation (RPA, AI, low-code) to increase productivity and reduce costs.

Cybersecurity advisory (assessments, hardening, zero-trust, BCP/DRP) to protect critical assets and ensure resilience.

Data & Analytics (BI, big data, data governance, data science) to turn information into strategic decisions.

Cloud adoption & FinOps to accelerate cloud adoption and optimize operational costs.

ARCHITECTURE AND IMPLEMENTATION

Design and integration of high-performance infrastructures that support business continuity and growth.

Design, installation, configuration, and migration of supported infrastructure, SAP Services.

Enterprise architecture and hybrid solutions (on-prem, cloud, hybrid).

Virtualization and containers, ensuring scalability and efficiency.

Migrations from legacy environments (AIX, HP-UX, Oracle, Red Hat) to modern, secure, next-generation platforms.

Project management and PMO with agile, hybrid, and traditional approaches, ensuring execution on time, cost, and quality.

CUSTOMER VALUE



- Strategic and technological vision aligned with business.



- Applied innovation that accelerates digital transformation.



- Solid implementations that reinforce continuity and scalability.

– LINE 2

FieldServices

Efficient implementations, preventive maintenance, and Break & Fix support for maximum availability.

BREAK & FIX

Fast and reliable responses to minimize downtime and restore business continuity.

On-site Break-&Fix support with agile fault resolution.
Immediate parts replacement through warranty management, RMA, and swap with manufacturers.
Specialized reactive support, aimed at reducing operational and financial impacts of incidents.

IMPLEMENTATIONS

Services designed to ensure agile, secure, and scalable startup of clients' technology infrastructure.

Comprehensive on-site HW and SW deployment with minimal operational disruption.
IMAC services for rapid adaptations to growth or organizational changes.
LAN/WAN/Wi-Fi network implementation (guaranteed coverage/performance).
Data centers, racks, and power systems ready for critical environments.
Structured cabling and site surveys, ensuring continuity and future expansion.

PROACTIVE SERVICES

Preventive approach that maximizes system availability and ensures traceability.

Preventive and corrective maintenance of infrastructures to reduce incidents and extend equipment lifespan.
Physical audits and asset labeling, ensuring control, order, and full inventory visibility.
Smart Hands / Remote Hands 24x7, flexible support acting as an extension of the client's internal team.
Specialized on-site support for critical events or strategic projects, with immediate and priority attention.

CUSTOMER VALUE



- Operational continuity without interruptions.



- Regional coverage with on-site and remote 24x7 support.



- Greater control and traceability of infrastructure.



- Flexibility to grow and adapt at the pace of business.

– LINE 3

Managed Services

We help you manage, operate, and optimize your IT environments, adapting to your local or remote needs.

MONITORING AND OPERATIONS

Continuous monitoring to anticipate incidents and ensure availability. Centralized management for a frictionless experience.

Remote 24x7 monitoring of infrastructure, capacity, costs, and compliance.
Automatic alerts and intelligent triage to prioritize and resolve faster.
Help Desk for problem management and resolution.
Proactive updates ensuring continuity and transparent communication.

ADMINISTRATION

Robust operation of technology infrastructure with high security standards.

Infrastructure and network administration.
Patching, access control, and security updates.
Backups, performance and capacity management for maximum availability.
Server, operating system, application, database, and cloud platform management.

SUPPORT AND OPTIMIZATION

Continuous support to extract greater value from the IT ecosystem.

Best practices in applications and infrastructure.
Capacity and cost optimization.
Compliance and security management as a strategic pillar.
Recommendation of new services for sustained innovation.

CUSTOMER VALUE



Simplified infrastructure administration. On-time delivery.



- Operational continuity and resilience, local and remote.



- Scalability, security, and cost optimization.



- Support throughout the entire technology lifecycle, and continuous improvement.

InfrastructureSolutions

We sell technology from leading market manufacturers, backed by our implementation and support capabilities. We don't just sell: we design, size, and implement the right solution for each client.

COMPUTING AND SERVERS

HPE/DELL/LENOVO

Rack and Tower Servers

ProLiant, PowerEdge, ThinkSystem. Sizing, RAID configuration, firmware, and commissioning included.

VMWARE / MICROSOFT / PROXMOX

Virtualization

vSphere, Hyper-V. Cluster design, high availability, vMotion, and licensing optimization.

HPE / NUTANIX / VMWARE

Hyperconverged Infrastructure (HCI)

SimpliVity, AOS, vSAN. Consolidation of compute, storage, and network into a scalable, manageable platform.

STORAGE

HPE / NETAPP / PURE STORAGE

SAN / NAS Enterprise

Block and file storage for critical workloads. High availability, deduplication, and integrated snapshots.

VEEAM / COMMVAULT / VERITAS

Backup and Data Protection

Backup solutions for physical, virtual, and cloud environments. Regulatory compliance and granular recovery.

NETWORKS AND SECURITY

CISCO / ARUBA / FORTINET

Switching and Routing

Core/Access/Distribution switches, enterprise routers, and SD-WAN solutions for reliable and secure connectivity.

CISCO / ARUBA / RUCKUS

Wireless Networks (Wi-Fi)

Coverage design, site survey, controller implementation, and centralized management. Wi-Fi 6/6E.

FORTINET / PALO ALTO / CHECK POINT

Firewalls and Perimeter Security

NGFW, IPS, VPN, network segmentation. Implementation, policy tuning, and continuous monitoring.

CROWDSTRIKE / TRELLIX / MICROSOFT

Endpoint Security (EDR/XDR)

Advanced protection against threats, ransomware, and fileless attacks. Centralized management and automated response.

PRODUCTIVITY AND COLLABORATION

MICROSOFT

Microsoft 365 & Azure

Licensing, Exchange/OnPrem migration, Teams configuration, SharePoint, Entra ID, and compliance.

CISCO / POLY / LOGITECH

Video Conferencing and Collaborative Rooms

Design and implementation of meeting rooms equipped with certified video solutions for Teams and Webex.

APC / EATON / VERTIV

UPS and Data Center Power

Uninterruptible power systems, intelligent PDUs, and energy management to protect critical infrastructure.



TECHNOLOGIES and **C**OVERAGE 02

We market technology from leading manufacturers, backed by our implementation and support capabilities. We don't just sell: we design, size, and implement the right solution for each client.

– OUR KNOWLEDGE, OUR STRENGTH

TechnologiesCoverage

	SOLUTIONS AND BENEFITS FOR YOUR BUSINESS	MANUFACTURERS AND PARTNERS
BIG DATA 	We transform large volumes of data into strategic decisions. We offer advanced analytics, Data Lakes, and scalable architectures to predict trends.	Hadoop · Cloudera HortonWorks · Oracle Tableau · SQL · SAP HANA
CLOUD 	We design, migrate, and manage Cloud environments (public, private, and hybrid) to ensure agility, reduced operating costs, and high availability.	Red Hat · Microsoft Azure Amazon AWS · Simplivity Red Hat OpenStack · Azure Stack
VIRTUALIZATION 	We maximize the performance of your physical infrastructure, optimizing computing resources and creating secure, flexible, and centralized work environments.	VMware · Hyper-V Simplivity · HP-UX Docker · Proxmox
NETWORKING 	We build robust, intelligent, ultra-low latency networks, integrating advanced perimeter security and end-to-end connectivity.	Aruba (HPE) · Cisco Juniper Networks Ekahau
STORAGE 	We protect your most valuable asset with high-performance storage solutions, automated backup, and disaster recovery (DR).	SAP ERP · SAP HANA Migrations (AIX · HP-UX Linux · Azure · AWS)
SAP 	We implement, host, and optimize the SAP ecosystem for comprehensive business management, ensuring speed and continuity in your critical processes (ERP).	SAP ERP · SAP HANA Migrations (AIX · HP-UX Linux · Azure · AWS)



VALUE CYCLE

03

A structured business cycle that accompanies the client from the first conversation to continuous service improvement. Each stage has a clear purpose, defined deliverables, and a responsible party at FONGTEK.

ValueCycle

01

NEED DETECTION

Identification and Listening

It all starts with understanding the client. Whether the need comes through a sales contact, a tender, or our team identifies it proactively, the first step is to listen without assuming. We conduct a discovery conversation to understand the business context, current pain points, and expected outcomes. [Visit, call, proposal request reception, proactive identification.](#)

02

TECHNICAL ASSESSMENT

Diagnosis and Analysis

With the client's information, our specialists perform the necessary technical analysis to design the right solution. We evaluate existing infrastructure, current processes, budgetary and regulatory constraints, and align the proposal with industry best practices. [Technical assessment, gap analysis, solution sizing.](#)

03

SERVICE PROPOSAL

Design and Proposal Presentation

We present a clear technical and commercial proposal with defined scope, specific deliverables, timeline, SLAs, and service conditions. The proposal includes alternatives when applicable, so the client can make an informed decision with full cost-benefit visibility. [Technical proposal, Detailed quote, SLAs and scope, Delivery timeline.](#)

04

EXECUTION

Implementation and/or Management

We execute what was agreed with project rigor and methodologies (PMP, ISO 20000/20700, ITIL 4): work plan, change control, continuous communication, and documentation of every step. For ongoing operations services, we establish management processes, monitoring tools, and escalation protocols from day one. [Project plan, Change management, Acceptance testing, Technical documentation, Client training.](#)

05

FOLLOW-UP

Service Evaluation

Once implementation is complete or during service operation, we measure performance against agreed indicators. We generate periodic reports, conduct satisfaction surveys, and perform service reviews (QBR) with the client to ensure the promised value is being delivered. [Monthly KPI reports, Satisfaction survey, Quarterly review \(QBR\), SLA compliance.](#)

06

CONTINUOUS CYCLE

Continuous Improvement

Findings from the evaluation feed the next cycle. We proactively propose optimizations, new capabilities, and service adjustments as the client's needs and available technology evolve. The relationship with FONGTEK doesn't end with delivery: it grows with the client. Improvement plan, Proactive recommendations, Evolution roadmap, New opportunities.



The Value Cycle restarts - each evaluation generates new improvement opportunities. The FONGTEK Value Cycle evolves alongside your business, creating a model of continuous support and increasing value over time.



USE CASES

04

Representative examples of how organizations similar to yours have solved critical technology challenges with solutions like those FONGTEK offers.

– WE UNDERSTAND YOUR
BUSINESS

UseCases



MANUFACTURING

Operational continuity in plant with redundant infrastructure.

Challenge: Manufacturing company with multiple plants experienced network outages that stopped the production line for up to 4 hours per event, generating losses of \$80K USD per incident. Implementation of redundant core network with high-availability switching.
NOC 24x7 with proactive alerts and response in less than 15 minutes.
94% reduction in unplanned downtime within 6 months.



HEALTHCARE

Hybrid cloud migration for hospital system.

Challenge: Hospital network with costly on-premise HIS systems, no formal DR, and data privacy regulations limiting public cloud adoption.
Hybrid architecture Azure + private datacenter for regulated data.
DR with 4-hour RTO and 1-hour RPO for critical systems.
35% reduction in annual infrastructure operating costs.



FINANCIAL SERVICES

Cybersecurity strengthening for SOFOM.

Challenge: Mid-size financial institution with no threat visibility, no patch management, and exposed remote employees. Imminent regulatory audit.
NGFW + EDR + MFA deployed in 30 business days.
Automated patch management reducing attack surface by 70%.
Audit passed with zero critical pending findings.



RETAIL

Massive equipment deployment for store expansion.

Challenge: Retail chain with a plan to open 40 stores in 8 months required standardized, fast technology deployment without impacting the opening schedule. Centralized staging process: pre-configured equipment before shipping.
Average roll-out of 1.5 days per store vs. 4 days with the previous process.
100% of openings on schedule with no IT-related delays.



EDUCATION

Classroom modernization and institutional connectivity.

Challenge: University with obsolete network infrastructure, saturated Wi-Fi, and non-standardized video conference rooms. Restricted budget with need for immediate impact.
Wi-Fi 6 network across entire campus with cloud-based centralized management.
15 standardized collaboration rooms with Microsoft Teams Rooms.
Student connectivity satisfaction rose from 42% to 89% in annual survey.



CONSTRUCTION / REAL ESTATE

- **Service Desk and distributed support for company with projects across multiple states.**

Challenge: Construction company with staff dispersed across job sites and corporate offices without structured IT support. High incident resolution time and reliance on informal providers.
Remote service desk with ticketing, SLAs, and formal escalation.
Field coverage in 6 states with certified technicians.
MTTR reduction from 8 hours to 2.3 hours average within 3 months.



SUCCESS STORIES

05

Real projects that demonstrate our ability to transform complex technology challenges into measurable business results.

– PROVEN RESULTS

SuccessStories



MANUFACTURING · CHILE

CONSULTING

ARAUCO — SAP Migration: IBM Cloud → Azure

challenge: Rigid infrastructure with slow deployment times, rising costs, and lack of agility to support competitive pressure in the forestry sector.

Complete migration without disrupting operations, phased with automated validation.

Proactive 24x7 monitoring via FONGTEK's MOC (Managed Operations Center).

Infrastructure cost reduction + automated disaster recovery in minutes.



FOOD & BEVERAGE · PERU

CONSULTING

GRUPO GLORIA — SAP/HP-UX to Linux migration

challenge: Proprietary HP-UX platform with high costs, integration limitations, and complex upgrades that hindered productivity and innovation.

Seamless migration with SAP

reconfiguration on high-

performance Linux.

Licensing and support cost reduction + faster SAP processing speed.

Technological autonomy restored: elimination of critical proprietary hardware dependencies.



RETAIL · MEXICO

FIELD SERVICES

THE HOME DEPOT National Edge Server Refresh

- **challenge:** Obsolete edge servers across multiple stores caused frequent outages, high energy consumption, and excessive distributed management costs.
- Roll-out across 136 stores nationwide under a “zero-touch” model.
- Project duration reduced from 12 to 8 months (-33%).
- Zero operational interruptions during transition + elevated security standards.



TELECOMMUNICATIONS · BRAZIL

CONSULTING

TIM — RHOSP / OCP Cluster Implementation

challenge: Legacy infrastructure across multiple platforms with high maintenance costs, slow processing times, and regulatory compliance pressure.

Backup infrastructure consolidation on a centralized and secure platform.

24x7 monitoring with proactive alerting and automation of repetitive tasks.

RTO reduction + guaranteed compliance with corporate IT policies.



FINANCIAL SERVICES · MEXICO

CONSULTING

BANAMEX — Legacy Infrastructure Modernization

challenge: University with obsolete network infrastructure, saturated Wi-Fi, and non-standardized video conference rooms. Restricted budget with need for immediate impact.

Wi-Fi 6 network across entire campus with cloud-based centralized management.

15 standardized collaboration rooms with Microsoft Teams Rooms.

Student connectivity satisfaction rose from 42% to 89% in annual survey.



RETAIL / CONVENIENCE · MEXICO

OXXO — Backup Platform Management.

- **challenge:** Distributed and fragmented backup infrastructure without centralized monitoring. Accelerated store growth caused capacity issues and data loss risk.
- As-a-Service management with centralized visibility across all sites.
- RTO reduction and elimination of human errors through automation.
- Internal team freed to focus on strategic business initiatives.



ALLIANCES and CUSTOMERS06

ALLIANCES: We work with leading manufacturers and platforms in the market, enabling us to design unbiased multi-vendor solutions with the best technical and commercial fit for each client.

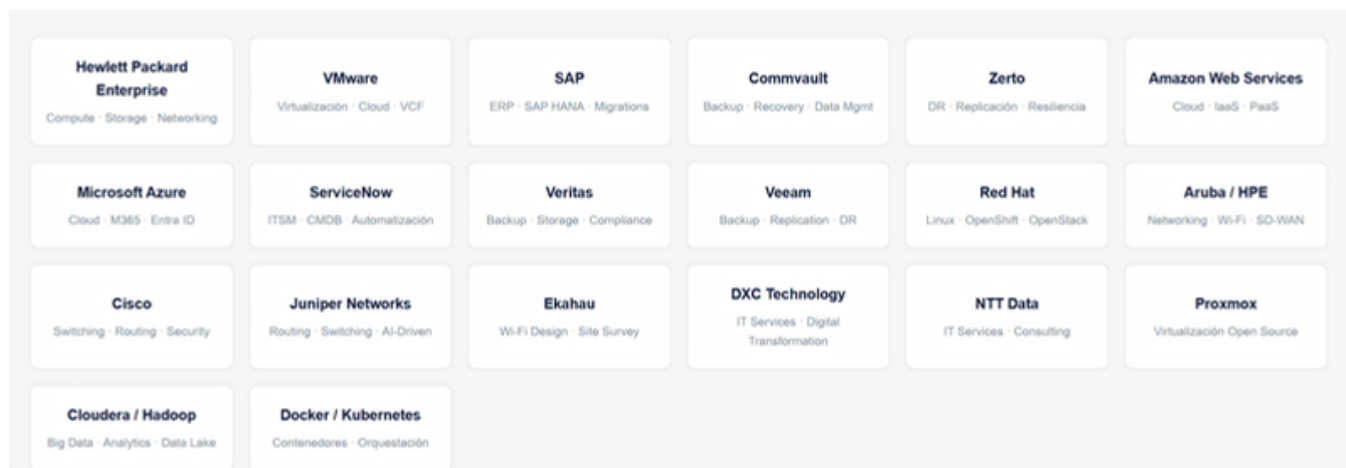
CLIENTS: Leading organizations in Mexico and Latin America that have chosen FONGTEK as their technology partner for consulting, field services, and ongoing operations projects.

– TECHNOLOGY ECOSYSTEM

AlliancesCustomers

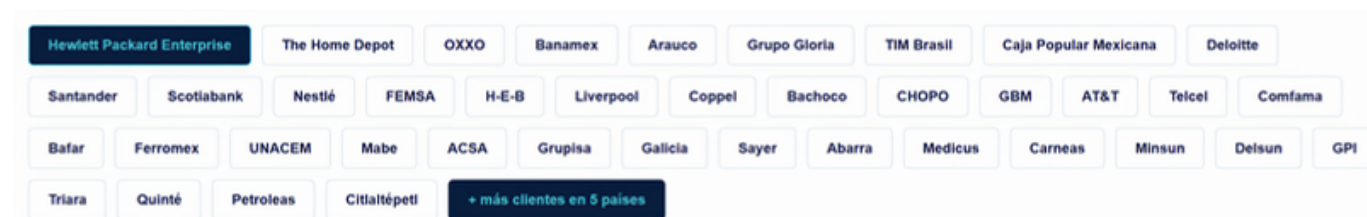
STRATEGIC ALLIANCES

WE WORK WITH LEADING MANUFACTURERS AND PLATFORMS IN THE MARKET, ENABLING US TO DESIGN UNBIASED MULTI-VENDOR SOLUTIONS WITH THE BEST TECHNICAL AND COMMERCIAL FIT FOR EACH CLIENT.



CLIENTS WHO TRUST FONGTEK

LEADING ORGANIZATIONS IN MEXICO AND LATIN AMERICA THAT HAVE CHOSEN FONGTEK AS THEIR TECHNOLOGY PARTNER FOR CONSULTING, FIELD SERVICES, AND ONGOING OPERATIONS PROJECTS.





VALUE **P**ROPOSITION 07

A flexible and agile experience under an as-a-service model with lower risk and greater cost control, backed by a certified Quality Management System.

Why choose FONGTEK?



ISO 9001:2015 CERTIFICATION

Robust processes and continuous improvement backed by a QMS certified by EQA · IAF. Certificate No. 71190819.



GLOBAL REACH, LOCAL ROOTS

Presence in Mexico, Colombia, Peru, Puerto Rico, and Portugal. We understand the markets where we operate.



RIGHT SKILLS AT THE RIGHT TIME

The right talent and resources when they are needed most. An as-a-service model that ensures continuity and effectiveness in every project.



SIMPLIFIED OPERATIONS

We turn complexity into clarity. We centralize and simplify critical points for more effective and strategic management.



COMPLIANCE AND SECURITY

Solutions backed by proven experience in security and regulatory compliance to mitigate risks and strengthen trust.



FLEXIBLE AS-A-SERVICE MODEL

Projects, recurring contracts, or a mixed model. Price vs Value: the right balance for each stage of the client.



CONTACT US

08

Schedule a free diagnostic session with our specialists. We review your current situation and present a concrete action plan.

– LET'S TALK

Ready to take the next step?

Contact

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