Introduction to CRES IT Services

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About Us

We are a technology company specialized in supporting startups and Small & Medium-Sized Businesses (SMBs), with deep expertise in IT Services and Software Solutions. With our technology specialization and business acumen, we can help you overcome operational challenges. We can also enhance your productivity by implementing solutions such as business processes automation and business intelligence.

Many of our clients struggled with managing their data and documents and finding experienced people to manage their IT. As their organizations grew, so did their operational and productivity challenges. This is where our services benefit our customers.

To address your operational challenges we offer CIO Services, Infrastructure Services, Cyber Security Services, Desktop and Microsoft 365 Support. Our services are quite comprehensive, with a combination of strategy, preventative maintenance, hands-on support, and user training.
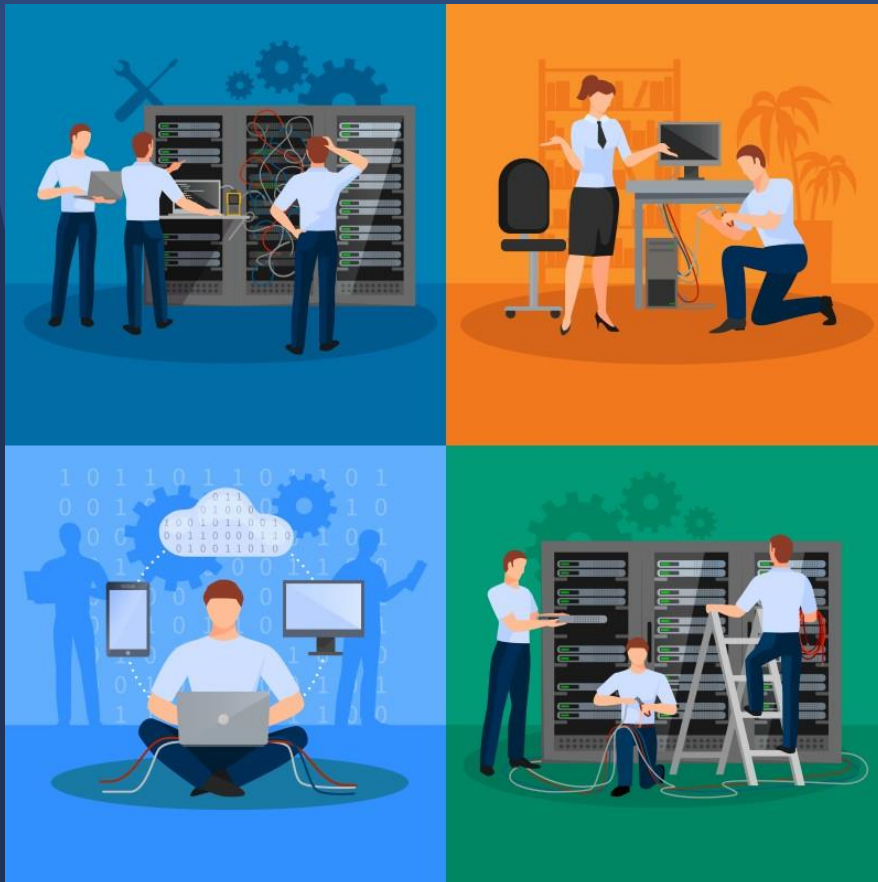
Our Management Team

CRES Technology empowers businesses to overcome operational and productivity challenges through its state-of-the-art real estate solutions and superior technology services. We enable your business to avail opportunities and transform strategy to operational execution.

Irfan Butt founded CRES in 2012, after working for more than fifteen years in the corporate world. Irfan witnessed firsthand the day-to-day operational and productivity challenges in the industry and utilized his experience and knowledge to address them.

Our executive team has decades of leadership experience in various roles within a range of business areas including technology, business process management, finance, human resources, and customer service. Our team of specialists has multiple industry backgrounds, including hospitality, real estate, healthcare, finance, and management consulting. We approach technology with uncompromising standards to solve challenges and offer solutions that streamline business processes and increase the productivity of our customers.

Irfan Butt
Founder & CEO

A strategic leader with more than twenty years of progressive experience in Business Administration, Finance, Product Development, and Project Management. Irfan has a proven track record with a broad range of industries, including Hospitality, Real Estate, Banking, Finance, and Management Consulting. Prior to founding CRES Technology, Irfan served in the CTO role for Lexington Realty Trust – a public REIT in New York, and as a Project Manager for global consulting firms – Ernst & Young and Capgemini.

Irfan loves to play tennis, is a science fiction enthusiast, and enjoys traveling with his wife and kids.

Waqar Hussain
Director of IT Services

A technology leader with outstanding knowledge, technical expertise, and a proven track record of leading complex infrastructure projects and managing help desk teams.

Waqar has a proactive attitude, a calm demeanor, and the ability to manage a wide spectrum of IT services in a fast-paced environment. He has superior technical knowledge and skills including cloud and on-premises environment, cyber security, and the ability to lead IT services transition projects.

Our Management Team

Rafia Qaswar

Controller

A seasoned accounting professional with more than seven years of experience in internal auditing, general accounting, and finance. Rafia oversees accounting, finance, and business operation functions at CRES Technology. She is an alumnus of the prestigious NUST Business School.

Before joining CRES, she worked with Hashoo Group, a large conglomerate that is active in the hospitality, oil, and gas sectors. She holds a deep understanding of multiple industries including hospitality, real estate, travel & tourism, and is capable of handling mega assignments, leading her team to success.

IT Services Offerings

We provide IT services for small and mid-size companies to help them gain competitive edge. With our technology specialization and business knowledge, we can help you overcome operational and productivity challenges.

Many of our clients struggled with finding experienced IT resources who understood their business, applications, and systems. However, after acquiring our services, their problems disappeared.

Our service approach is to be proactive which means pre-empting problems. The result is the lowest number of support tickets, which is a win-win for all.

CIO Services

CIO Services is a strategic role for any business organization. CRES Technology serves this role at a fractional cost so that our customers can develop their IT strategy, control costs, and optimize their business processes.

Many of our small and mid-size clients needed an IT director or CIO, but not full time. A full time CIO would be very costly and not always necessary. We solved their dilemma.

CRES CIO Services fills the role of a CIO for small and mid-size companies. We can help develop and implement your IT strategy, manage your projects and IT resources, train your staff, control your cost, and optimize your business processes.

Infrastructure Services

We offer proactive support for the health of your network and systems, so that you don't face any operational challenges.

Many of our new clients faced operational challenges. Their IT support worked in a reactive way. This approach was costly and counterproductive.

We remotely monitor your network resources, perform routine preventive maintenance, manage user access, cyber security, e-mail services, and administration of your business applications.

IT Services Offerings

Desktop Support

We offer proactive support to ensure the health of your computers, phone systems, and mobile devices so that you don't face any operational challenges.

Many of our new clients faced operational challenges and needed help. Their IT service providers worked in a reactive way. This approach was counter productive, wasted time, and costed more. Our approach is to be proactive.

That is what makes CRES Technology stand out from the rest. We take a proactive approach to perform routine preventive maintenance on your computers, phone systems, and mobile devices. This service also includes desktop and Office 365 cloud applications, configuring your printers, copier, and troubleshooting issues with network connectivity.

Microsoft 365 Support

We configure Microsoft Office 365 platform for your business needs so you can take full advantage of its extensive capabilities.

Some of our clients needed to use Microsoft 365 for their business needs. However, they didn't know how to take advantage of its capabilities to improve their productivity.

With CRES Microsoft 365 Support, you get ongoing support for User Administration, Office Applications, Email, SharePoint, Teams, and Workflow Automation. With our deep expertise in Microsoft 365, we can train your staff and configure this platform to improve your productivity.

Cyber Security as a Service

CRES Technology ensures to keep your network and data protected so that you can feel secure and confident.

Many of our clients were in danger of becoming a victim to cyber security attacks. They needed IT security help to help prevent attacks from ever happening and help them recover if an attack did happen.

Our RMM audit assesses the health of your network and resources. We offer network penetration testing to prevent network exploitation, implement data loss prevention policies to prevent data breaches, and phishing email testing to teach your staff to identify phishing emails. CRES Technology implements state of the art Endpoint Detection & Response solutions, allowing your company to be able to recover from any kind of damage caused by cyber criminals.

Our IT Services Approach

Our service approach is to be proactive which means pre-empting problems from happening. The result is the lowest number of support tickets, which is a win-win for all.

Reactive IT support model allows organizations to buy a block of hours and consume it on a needed basis. The myth is that it is cost effective, but in the long term it is more costly because of risk exposure. In this flawed model, the IT support waits for problems to happen, instead of pre-emptively avoiding them. Understanding this flawed approach is especially important for small and medium-sized businesses.

- Proactive IT Service is strategic
- Proactive IT Support costs less
- Reactive IT Service is short sighted
- If Cost is a Bigger Concern, Try the Hybrid Approach

The hybrid approach is to have proactive maintenance for critical IT needs such as cyber security, workstation and server updates & patches, and quarterly or semi-annual IT strategic reviews. In this approach, the rest of IT services can be treated on ad-hoc as needed basis. This way you can at least avoid costs that you may incur if a disaster strikes.

IT Staff Augmentation

CRES Staff Augmentation is a service to supplement resources to your team on an as-needed basis. This allows our customers to quickly find the right fit for hard-to-fill or temporary positions, which boosts the scalability and productivity of their team.

When starting a new project, it is common to run into a skills gap or the need to scale up rapidly. It's no secret that there is a shortage of talent out there right now. This shortage is more prevalent in technology resources. This is where CRES steps in.

We offer cost-effective staff augmentation solutions by providing specialized remote resources. Our resources can be diversified or specialized both in the skills and industrial sectors. We also provide coverage for your assigned resources if they become unavailable for any reason. CRES Staff Augmentation Services is a proven, reliable, and cost-effective way for our Clients to increase the productivity of their internal IT teams with minimal time.

Infrastructure Resources

Our Infrastructure Staff Augmentation Service can help you strike a perfect balance between the cost and benefit of having an in-house infrastructure team

Our competent infrastructure-related professionals can help develop, maintain, manage, and support infrastructure applications for our clients to facilitate them in their varying staffing needs. We offer resources in Server Management, Network & Infrastructure Management, Helpdesk Support, Cloud Application Support, and Backup & Disaster Recovery.

Software Developers

Our Software Staff Augmentation Service can help you strike a perfect balance between the cost and benefit of having an in-house software team

Our competent software-related professionals can help develop, maintain, manage, and support software applications for our clients to facilitate them in their varying staffing needs. We offer Designers, Website Developers, SharePoint Developers, Mobile Developers, UI/UX Specialists, and QA Experts.

Our IT Staff Augmentation Approach

CRES provides you with the qualified professionals you need as per the specialized competencies you require

Get the exact match you need with our staff augmentation services. In just a few weeks, we can help you set up a core team that would otherwise take months to establish in-house.

- Determine the team structure
- Identify resource requirements
- Select candidates based on skills
- Onboard resources
- Integrate the team
- Oversee resource performance
- Manage customer relationship

Our Credentials

At CRES Technology, we safeguard our customers and ourselves by maintaining statutory and regulatory compliance for PCI, HIPPA, and GDPR.

Different regulatory agencies such as US Government and EU, as well as industrial sectors such as Payment Card Industry, mandate businesses and agencies to secure the personal and financial data of individuals. We are compliant with all major certification requirements, and we can also help you become compliant.

Payment Card Industry (PCI) compliance is mandated by banks and credit card companies to ensure the security of credit card transactions in the payments industry.

HIPAA Compliance is mandated by the US government to ensure the security of patient and healthcare data in all healthcare entities and sub-entities, such as sub-contractors or related businesses.

GDPR compliance is mandated by European Union to ensure the protection of the personal data of EU citizens and residents through a set of rules that allows individuals to have control over their own data.

These credentials can be furnished upon request.