



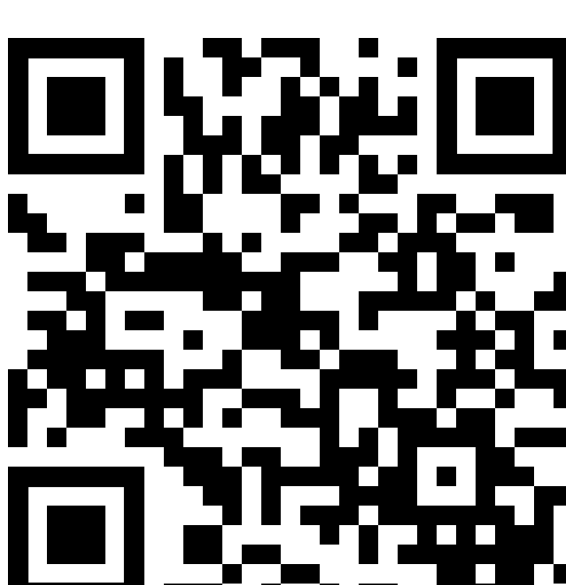
Company Profile



Let's Meet. We'll analyze your needs and delivery your IT

Managed IT Services | Cloud Solutions | Cybersecurity
ERP & Business Applications | Infrastructure | Remote Support

Canada • USA • Middle East • India
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Z-Tech Global IT Solutions

Z-Tech Global IT Solutions Inc. is a Canadian-based technology services provider delivering secure, reliable, and scalable IT solutions across Canada, the USA, the Middle East, and India. With over a decade of industry expertise, we specialize in supporting organizations through managed IT services, cloud and email solutions, cybersecurity, infrastructure management, and dedicated remote support



Our journey began in 2015 with the establishment of Epitome Computers and Electronics LLC in Dubai. For years, Epitome served as a trusted technology partner for clients throughout the Middle East, building a reputation for technical excellence and reliability. The deep technical expertise, global exposure, and strong customer relationships forged during those years now serve as the foundation for Z-Tech's service quality and international reach today. We operate a Global Delivery Model supported by a dedicated team of certified engineers strategically located worldwide to ensure seamless project management and technical execution.

Choose Us Z-Tech

We combine global experience with a local presence to deliver practical, cost-effective, and high-performance IT solutions. Whether you are a small business or a large enterprise, Z-Tech is committed to ensuring your technology infrastructure is a driver for growth, not a barrier.

What sets us apart:

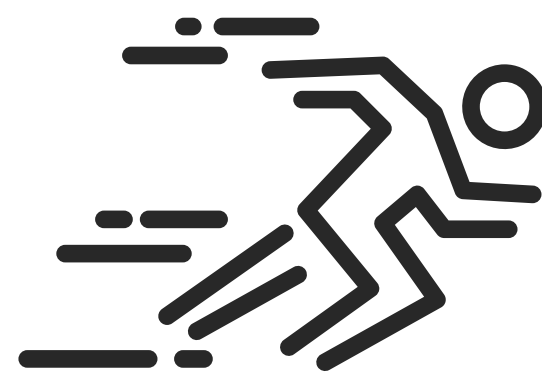
- 10+ years of IT service experience across multiple industries
- Certified engineers across multiple platforms and technologies
- Enterprise-grade tools and proven best practices
- Strong global presence and an established Middle East customer network
- Secure and reliable remote support capabilities



Our Core Commitments

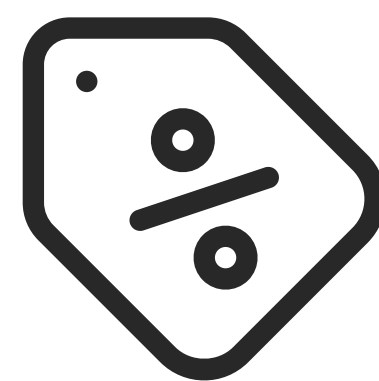


Our goal is to help organizations operate efficiently, securely, and confidently in a rapidly evolving digital landscape.



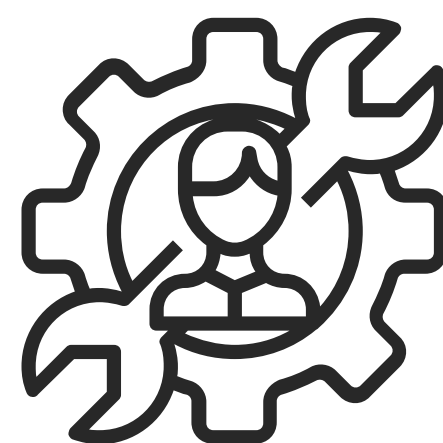
Fast response times

Businesses receive quick assistance, minimize downtime, and maintain operations.



Transparent pricing

Companies understand costs clearly, avoid surprises, and plan budgets effectively.



High-quality technical support

Organizations get expert assistance, resolve issues faster, and improve performance.



Certified engineers across Canada, the Middle East, and India

Clients access global expertise, ensure quality service, and maintain standards.



Secure remote support capabilities

Teams resolve issues safely, protect data, and ensure uninterrupted access.



Practical, scalable, and cost-effective IT solutions

Businesses optimize resources, control costs, and support long-term growth.

Onsite Services We Provide

- Server & Network Support** - reliable monitoring and maintenance ensuring stability, uptime, and seamless connectivity
- Storage & Compute Solutions** - optimized, scalable resources designed to handle growing business demands
- Backup & Disaster Recovery Management** - secure data backup and rapid recovery for business continuity
- Virtualization Services (VMware / Hyper-V)** - efficient virtualization improving flexibility and scalability
- User & System Administration** - centralized management ensuring secure access and smooth operations
- Endpoint Device Management (PCs, Laptops)** - complete device management keeping systems secure and optimized
- Performance & Availability Monitoring** - continuous monitoring ensuring high availability and quick response

Core Services

Website Development
ERP & Business Solutions
Managed IT Support
Hardware Setup & Sales
Cloud & Network Security
Desktop Support
Business Email Hosting
Remote Support

Book & Pay - Remote Support Online

We provide secure, on-demand remote desktop support for clients across the USA, Canada, and the Middle East. Get expert IT support for your home or office, available anytime you need it.

Book Online: Purchase your remote session directly through the Z-Tech website via our secure payment gateway
<https://www.ztechglobal.ca/remote-support-helpdesk>

Connect: Click the secure screen-share link we send you.

Resolve: A certified Z-Tech engineer will quickly fix your computer issues remotely.



Cloud Solutions

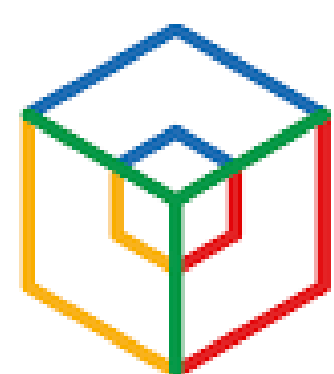
End-to-End Cloud Solutions for modern businesses

We deliver specialized **Cloud Migration** strategies designed to simplify complexity, improve **Email Hosting**, and support long-term business growth. From **Microsoft 365 (Teams & SharePoint)** to **Zoho Workplace**, our solutions are built to be secure, scalable, and perfectly aligned with your **Cloud Productivity** goals.

Our tech solutions help businesses operate smarter via **Hybrid Cloud Setups** and secure **Cloud Backups**. We analyze your challenges, design tailored systems, and implement **OneDrive** and **Zoho Collaboration** tools that integrate seamlessly with your existing infrastructure.



Zoho
Mail



Zoho
One



Zoho
CRM



Zoho
Office



Zoho
Desk



Zoho
Books



Zoho
Creator



Zoho
POS

Cyber Security

Cyber Security and its importance in Modern Businesses

We create robust digital security environments with advanced Cybersecurity Solutions that reduce complexity, strengthen Firewall & Network Security, and enable sustainable business growth. By leveraging the **ManageEngine Security Suite**, including **PAM360** for privileged access control, we safeguard your organization's most critical credentials with strict protection.

Our solutions empower businesses to function more efficiently by identifying and addressing risks in advance. We assess your digital presence, build customized security frameworks, and deploy **AD360** and **Log360** to track every login and system activity in real time. With strong capabilities in Threat Detection & Response and Email Security (**M365 + Zoho**), we protect your systems from evolving ransomware and phishing threats.



Intelligent ERP and Enterprise Applications

We focus on connecting intricate business operations with streamlined execution through **Odoo ERP** Implementation. Rather than relying on fragmented tools across departments like sales and HR, we establish a unified digital backbone that synchronizes all activities instantly.

Our expertise in **Odoo Customization & Integration** ensures the system is tailored precisely to your operational logic, delivering a solution that standard applications cannot replicate.

Our services enable organizations to enhance efficiency by replacing repetitive manual tasks with intelligent automation. We assess your operational flow and financial constraints to craft optimized modules, supported by continuous **Odoo Support & Maintenance** to keep your system aligned with changing



Monitoring the flow and Managing the IT

We provide complete oversight of your digital landscape through advanced Network Monitoring capabilities that improve system availability, minimize disruptions, and support sustained business expansion.

By utilizing **OpManager** alongside the full **ManageEngine** ecosystem, we deliver a consolidated dashboard that continuously observes the performance of your servers, network devices, and storage infrastructure. Our methodology focuses on removing visibility gaps and ensuring your systems consistently align with business priorities.

Our technology services help organizations shift from reactive issue handling to predictive maintenance strategies. We examine your hardware lifecycle, establish streamlined service workflows using **ServiceDesk Plus (ITSM)**, and deploy **Log360 (SIEM)** along with **AD360 (Identity & Access)** to maintain clarity and control across your internal environment. With an emphasis on consistency, optimization, and scalability, we ensure your IT infrastructure grows in sync with your business needs.

ManageEngine
OpManager

ManageEngine
AssetExplorer

ManageEngine
ADAudit Plus

ManageEngine
ServiceDesk

ManageEngine
Log360

ManageEngine
AD360

5 Our
Partners



Our Top Partners



Distribution Partners



Supporting you in what we do best.

If you'd like to learn more about our services and solutions, have a question?, or want to join our team, we're here to help !

For General queries:



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