# INNERWORKS

*Technology. Infrastructure. Security.*

# Enterprise Technology & Infrastructure

Technology & Infrastructure Solutions | Trusted by CIOs, CTOs & Facility Directors

# Executive Snapshot

Innerworks delivers end-to-end enterprise technology and infrastructure solutions — from structured cabling and IP surveillance to smart buildings, cybersecurity and managed IT — serving government, corporate, healthcare and education sectors across Pakistan.

## 13+ Core Solution Domains

Full-spectrum capability across IT infrastructure, ELV, networking, security, cloud and managed services — all under one accountable delivery partner.

## 9 Industries Served

Proven deployments across government, defense, corporate enterprise, education, healthcare, hospitality, retail, real estate and industrial sectors.

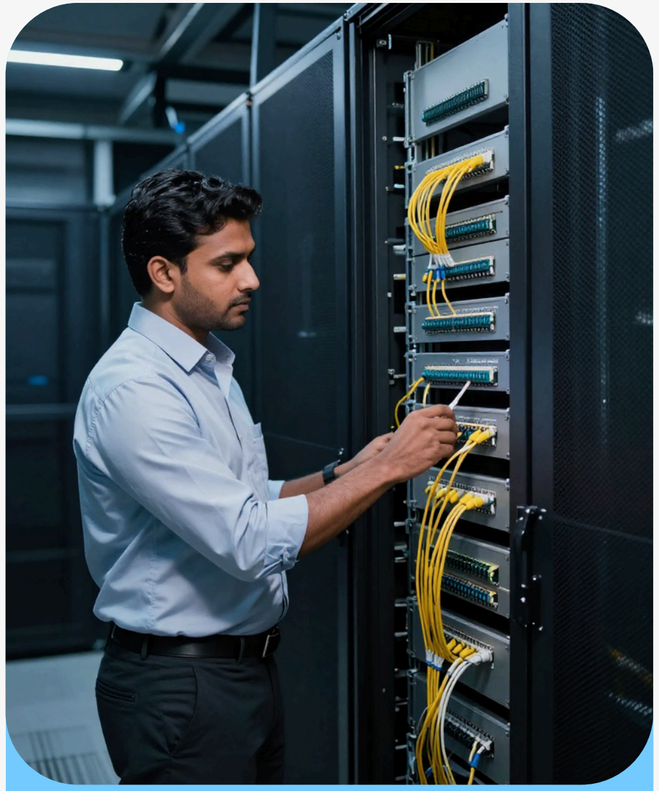
## End-to-End Lifecycle Delivery

From system design and engineering through installation, commissioning, testing and long-term managed support — single-vendor accountability at every phase.

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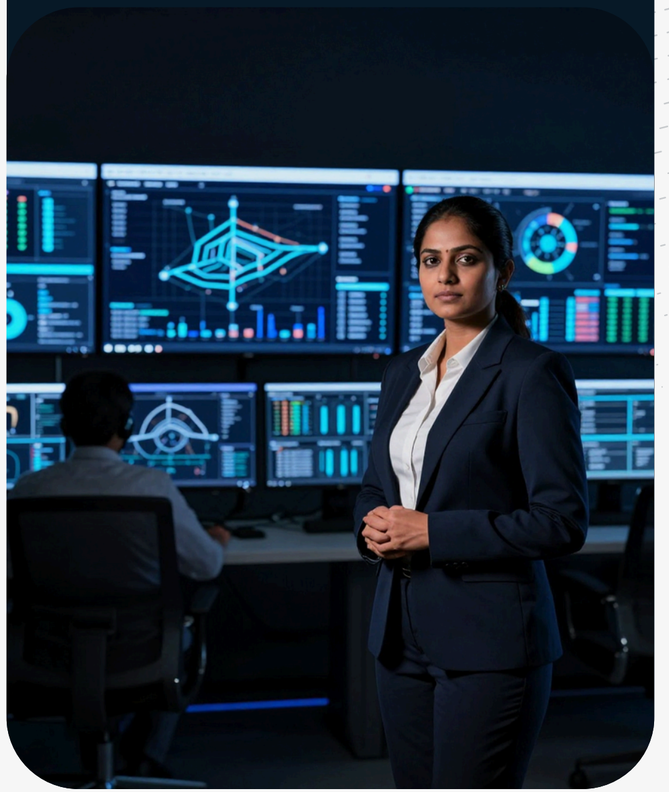
# Who We Are

Innerworks is a multidisciplinary enterprise technology integrator delivering converged IT, ELV, security, and smart infrastructure across Pakistan. We partner with CIOs, facility directors, and developers to design, deploy, and sustain mission-critical environments — from corporate campuses to government facilities and healthcare institutions.



**End-to-end engineering from design to commissioning**

**Trusted across enterprise, government & institutional sectors**



# What We Solve

Enterprise infrastructure fails when vendors operate in silos. INNERWORKS delivers a single, accountable integration model—eliminating fragmentation, reducing risk, and ensuring every system performs as a unified whole across its full lifecycle.



## Fragmented Vendors & No Accountability

Multiple contractors, zero ownership. We consolidate IT, ELV, security and networking under one delivery partner—with end-to-end accountability from design to handover.



## Unreliable Infrastructure & Poor Visibility

Downtime costs more than prevention. We engineer resilient, monitored infrastructure with real-time visibility, proactive alerting and documented performance baselines.



## Difficult Lifecycle & Change Management

Systems age, teams change, documentation disappears. We deliver structured commissioning, as-built records and managed support plans that protect your investment long-term.

# Our Value Proposition

One accountable partner. From initial design through procurement, installation, integration, commissioning and ongoing support — Innerworks owns the full delivery lifecycle so you never manage multiple vendors.

## End-to-End Ownership

Single point of accountability across design, procurement, installation and integration. No handoff gaps, no finger-pointing between vendors.

## Lifecycle Delivery Model

Structured delivery from requirements and engineering through commissioning, testing and post-handover managed support — all under one contract.

## Reduced Risk & Cost

Converged multi-discipline expertise eliminates coordination overhead, compresses timelines and delivers measurable total cost of ownership advantage.

# Vision & Mission

To be Pakistan's most trusted enterprise technology integrator — connecting ambition to execution through precision engineering, accountable delivery, and infrastructure that performs when it matters most.

## Our Vision

To lead the convergence of IT, ELV, and intelligent building infrastructure across Pakistan — empowering enterprises, institutions, and cities with resilient, scalable technology ecosystems.

## Our Mission

To deliver end-to-end enterprise infrastructure solutions with engineering excellence, transparent accountability, and lifecycle commitment — enabling our clients to operate with confidence and compete without limits.

## Our Core Purpose

We exist to transform complex technology challenges into reliable, high-performing infrastructure — built right the first time, supported for the long term, and aligned to every client's strategic outcome.

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# Core Values

Our six operating principles define how we engage, deliver and grow. Integrity and accountability anchor every commitment. Engineering excellence and collaboration drive superior outcomes. Client focus and continuous improvement ensure we evolve alongside the organisations we serve.



## Integrity & Accountability

We honour every commitment with transparency. Our teams take full ownership of outcomes — from design brief to final commissioning handover.



## Engineering Excellence & Collaboration

Multidisciplinary engineers apply rigorous standards on every project. Cross-functional collaboration — internal and with client stakeholders — ensures seamless, high-quality delivery.



## Client Focus & Continuous Improvement

We align every solution to measurable client outcomes. Structured post-project reviews and ongoing R&D keep our capabilities at the forefront of enterprise technology.

# Why Innerworks

Six evidence-based reasons leading enterprises choose Innerworks as their single accountable technology partner — from design through lifecycle support.

### Multidisciplinary Expertise

One team delivering IT, ELV, networking, security, and smart building systems — eliminating vendor fragmentation and coordination risk.

### Full Lifecycle Accountability

We own every phase: design, supply, installation, commissioning, and ongoing support — with a single point of responsibility throughout.



### Deep Integration Depth

Systems are engineered to interoperate — access control, CCTV, BMS, IT, and communications converge into one unified, manageable infrastructure.

Every engagement is backed by certified engineers, structured documentation, and a proven track record across government, corporate, education, and healthcare sectors in Pakistan.

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# Technology Ecosystem

A five-layer converged architecture delivering unified infrastructure, connectivity, security and operations — engineered as one integrated platform across every enterprise environment.

### Layer 1 — Connectivity & Networking

Structured cabling, fiber backbone, LAN/WAN switching, Wi-Fi, DAS/BDA and IP PBX — the physical and wireless fabric connecting every system and user.

### Layer 2–3 — Physical & ELV Infrastructure

CCTV surveillance, access control, BMS, smart building automation, ELV systems and power — securing and managing the built environment intelligently.

### Layer 4–5 — Compute, Cloud, Cyber & Operations

Servers, storage, virtualization, hybrid cloud, cybersecurity architecture, managed services and system integration — the intelligence layer driving continuity and control.

# Solutions Portfolio

13 integrated solutions across six capability groups — from physical infrastructure and security to cloud, smart buildings and managed services. Every solution is engineered, deployed and supported by a single accountable team.
Infrastructure · Security · Communications
Smart Buildings · Cloud & Data Center · Managed Services

## Infrastructure & Connectivity

IT Infrastructure & Enterprise Networking · Structured Cabling & Fiber · Wi-Fi & Wireless Networking · Servers, Storage & Virtualization

## Security & Building Intelligence

CCTV & Video Surveillance · Access Control & Time Attendance · ELV Systems · Mobile Signal Booster / DAS · Smart Buildings & BMS

## Communications, Cloud & Services

IP PBX & Business Communications · Cloud & Data Center · Cybersecurity · IT Support & Managed Services

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# IT Infrastructure &

# Enterprise Networking




Innerworks designs and deploys end-to-end enterprise network infrastructure — from core switching and routing to structured cabling, wireless LAN, and systems integration. Our architecture-first approach ensures every layer is engineered for resilience, scalability, and performance across campuses, data centers, and multi-site enterprise environments.

Capabilities: Multi-layer LAN/WAN architecture · Cisco / HPE / Ubiquiti switching & routing · Structured copper & fiber backbone · High-density Wi-Fi integration · SD-WAN & network segmentation · Full commissioning & documentation.

# Structured Cabling & Fiber

End-to-end copper and fiber backbone design, installation, and documentation — engineered for enterprise-grade performance, scalability, and long-term reliability across all facility types.

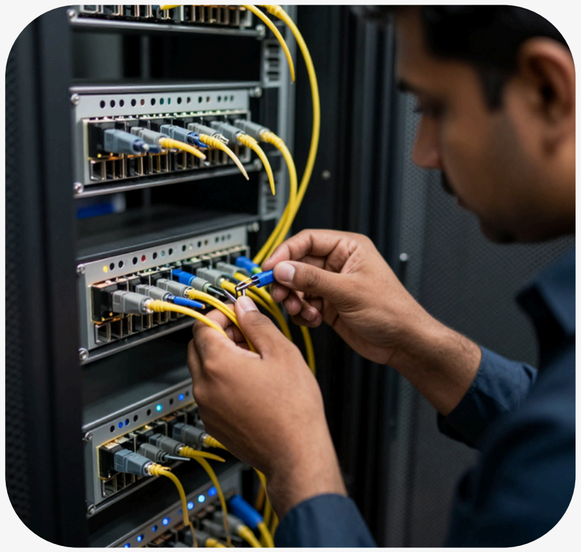
TIA-568 / ISO 11801 compliant infrastructure. Full as-built documentation, test reports, and labeling delivered on every project.

## Copper & Fiber Backbone

Cat6A/Cat7 horizontal cabling, OM3/OM4/OS2 fiber trunks, MDA/IDA/HDA structured pathways and cross-connect architecture.

## Termination & Patching

High-density patch panels, fiber splice enclosures, LC/SC/MPO terminations, cable management and color-coded labeling systems.



## Testing & Documentation

Fluke DSX2 / OTDR certification testing, channel/link performance reports, as-built drawings, rack elevation diagrams and handover documentation.

# CCTV & Video Surveillance

End-to-end IP surveillance architecture — from edge cameras to centralised VMS — engineered for enterprise-grade reliability, scalability and intelligent analytics across complex multi-site environments.

Deployments span corporate campuses, hospitals, universities, government facilities and high-rise developments across Pakistan with full documentation and commissioning handover.

## IP Camera Networks

Fixed, PTZ, fisheye and thermal IP cameras on structured PoE networks with VLAN segmentation and redundant uplinks.

## VMS & Storage Architecture

Enterprise VMS platforms with NVR/SAN/NAS storage, RAID redundancy, retention scheduling and remote access portals.



## Analytics & Monitoring

AI-driven motion detection, people counting, perimeter intrusion alerts and integration with access control and BMS platforms.

# Access Control & Time Attendance

Innerworks delivers end-to-end access control and workforce management — from credential architecture and access point deployment to visitor workflows, time attendance integration, and enterprise HR/ERP connectivity. Every entry point secured, every movement logged, every system unified.



## Multi-Credential Access Architecture

RFID, smart card, biometric fingerprint, face recognition and PIN-based access deployed across doors, turnstiles, barriers and server room entries with centralized policy management.



## Visitor & Workforce Workflow Management

Structured visitor registration, pre-authorization, badge issuance and escort workflows integrated with CCTV and intercom systems for complete entry lifecycle control.



## Time Attendance & Enterprise Integration

Automated shift tracking, leave reconciliation and attendance reporting with direct API integration into HR, payroll and ERP platforms — eliminating manual data entry and audit gaps.

# ELV Systems

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Innerworks designs and integrates the full Extra-Low Voltage ecosystem — unifying fire/life-safety, public address, security, access control, communications and building automation into a single converged infrastructure layer.

## Fire/Life-Safety & Public Address

Addressable fire detection, alarm panels, voice evacuation and PA/BGM systems integrated with BMS for coordinated life-safety response across multi-zone facilities.

## Security, Access & Communications

IP CCTV, access control, intercom, SMATV, nurse call and structured cabling converged on a unified backbone with centralised management and audit trails.

## Building Systems Integration

ELV subsystems interfaced with BMS, HVAC, lighting control and energy metering via open protocols — delivering smart-building automation, reporting and lifecycle efficiency.

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# Mobile Signal Booster / DAS



Innerworks designs and deploys Distributed Antenna Systems (DAS) and BDA-based signal booster networks engineered for enterprise-grade indoor coverage. Our RF planning process begins with site surveys, propagation modeling, and frequency analysis across 2G/3G/4G LTE and 5G bands — ensuring seamless carrier coverage throughout complex, multi-floor facilities.

Capability Pillars: RF Survey & Propagation Modeling | Passive & Active DAS Architecture | BDA / Signal Booster Integration | Multi-Carrier & Multi-Band Support | Coverage Validation & Drive Testing | PTA / Regulatory Compliance Documentation

# Smart Buildings & BMS

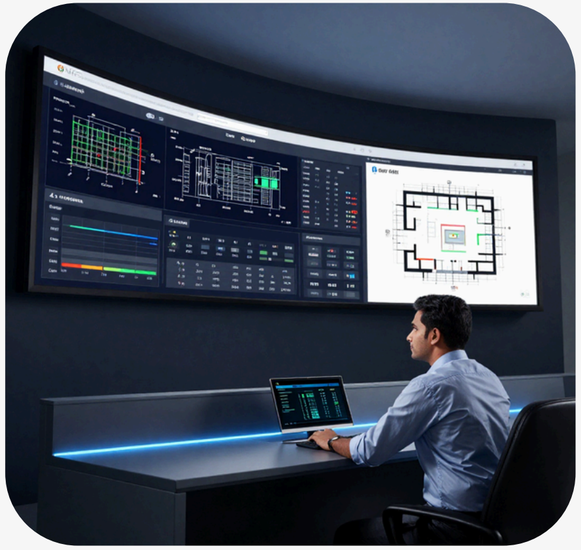
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## BMS & HVAC Automation

Centralised building management with automated HVAC scheduling, zone control, fault detection and remote override via web and mobile dashboards.

## Energy & IoT Monitoring

Sub-metering, smart sensors and IoT edge devices deliver granular consumption analytics, occupancy-based control and carbon footprint reporting.



## Lighting & Access Integration

DALI and DALI-2 lighting control integrated with occupancy sensors, access control and BMS to automate scenes, reduce waste and enforce security zones.

Innerworks delivers converged intelligent building platforms — integrating BMS, HVAC, lighting, energy metering and IoT sensors into a unified operational intelligence layer for enterprise facilities.

Real-time dashboards, automated control sequences and predictive analytics reduce energy consumption by up to 30% while improving occupant comfort and compliance.

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# Servers, Storage & Virtualization



Resilient compute and storage infrastructure engineered for enterprise continuity — from bare-metal deployment to full virtualization, DR orchestration and hybrid cloud readiness.

## Compute & Virtualization

Rack/blade server deployment, hypervisor configuration (VMware, Hyper-V), resource pooling, VM lifecycle management and performance baseline tuning for enterprise workloads.

## Storage & Redundancy

SAN/NAS/DAS architecture, RAID configuration, hot-standby redundancy, UPS integration and capacity planning aligned to RTO/RPO requirements.

## Backup & Disaster Recovery

Automated backup policies, off-site replication, snapshot scheduling, DR runbook design and failover testing to ensure business continuity under any failure scenario.

# Cyber Security

Innerworks delivers a defense-in-depth cybersecurity architecture — layering identity, network, endpoint, infrastructure hardening, continuous monitoring, governance frameworks and incident response into a unified, enterprise-grade security posture.



## Identity & Network Defense

Zero-trust identity management, MFA, network segmentation, next-gen firewalls, IDS/IPS and encrypted traffic inspection across all enterprise perimeters.



## Endpoint & Infrastructure Hardening

EDR/XDR endpoint protection, server hardening, patch lifecycle management, vulnerability assessments and secure configuration baselines across all infrastructure layers.



## SOC Monitoring & Governance

24/7 SIEM-based threat monitoring, log correlation, incident response playbooks, compliance frameworks and security governance aligned to enterprise risk mandates.

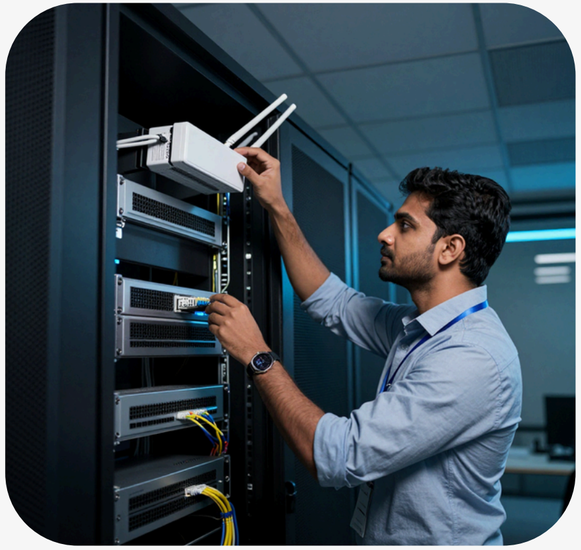
# Wi-Fi & Wireless Networking

## RF Survey & Heatmap Design

Predictive and passive RF surveys, interference analysis, channel planning, and coverage heatmaps for optimal AP placement.

## High-Density & Roaming

802.11ax Wi-Fi 6/6E deployment, load balancing, seamless Layer 2/3 roaming, and QoS for voice, video, and IoT traffic.



## Security & Validation

WPA3, 802.1X/RADIUS, guest segmentation, WIDS/WIPS, post-deployment testing, throughput benchmarking, and handover documentation.

Enterprise-grade wireless infrastructure engineered for high-density environments, seamless roaming, and zero-trust security. Innerworks delivers validated RF design, end-to-end deployment, and ongoing optimization across campuses, hospitals, data centers, and corporate facilities.

From initial RF survey to post-deployment validation, every wireless network is purpose-built for performance, resilience, and compliance with enterprise security standards.

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# IP PBX & Business Communications



Enterprise-grade unified communications delivering VoIP, SIP trunking, intelligent call routing and seamless collaboration — engineered for reliability, scalability and full integration with your existing infrastructure.

## VoIP & SIP Trunking

IP-PBX deployment with SIP trunk integration, DID routing, multi-site dial plans, PSTN failover and QoS-optimised voice traffic across LAN/WAN infrastructure.

## IVR, Queues & Call Recording

Auto-attendant IVR trees, ACD call queuing, agent dashboards, compliant call recording, voicemail-to-email and real-time reporting for contact centre and helpdesk environments.

## Extensions & Collaboration

Softphone and desk-phone provisioning, video conferencing integration, presence management, mobile extension twinning and unified messaging across Teams, Zoho and open-standard platforms.

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# Cloud & Data Center



Resilient digital foundations engineered for enterprise scale. Innerworks designs and deploys hybrid cloud architectures, colocation frameworks, and on-premise infrastructure that balance performance, security, and cost. Our structured migration methodology minimizes disruption while accelerating modernization across your entire compute estate.

Hybrid Cloud Architecture | Cloud Migration & Lift-Shift | Backup & Disaster Recovery | Colocation Planning | Business Continuity & Failover | Infrastructure Capacity Planning

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# IT Support & Managed Services

Innerworks delivers continuous operational support across your entire technology estate — from real-time monitoring and help desk resolution to preventive maintenance, incident response, and full lifecycle management. One accountable partner. Zero gaps in coverage.



## Help Desk & Incident Response

Multi-tier help desk support with defined SLAs, remote and on-site incident resolution, root-cause analysis, and escalation workflows — ensuring minimal downtime across all enterprise systems.



## Proactive Monitoring & Preventive Maintenance

24/7 NOC-based infrastructure monitoring, scheduled preventive maintenance visits, firmware and patch management, and health reporting across network, server, security and ELV systems.



## Lifecycle Support & Technology Refresh

Asset lifecycle tracking, end-of-life planning, technology refresh roadmaps, vendor coordination, and annual maintenance contracts (AMCs) tailored to enterprise operational requirements.

# System Design & Engineering

A structured engineering methodology — from discovery to detailed documentation — ensuring every solution is precisely architected before deployment begins.

**Phase 1**

## Requirements & Site Survey

Stakeholder interviews, site walkthroughs, load assessments, and gap analysis to define precise technical and operational requirements before any design begins.

**Phase 2**

## Architecture & System Design

Multi-discipline logical and physical architecture design — network topology, technology selection, capacity planning, redundancy modeling, and integration mapping.

**Phase 3**

## Specifications & Documentation

Detailed BOQs, single-line diagrams, floor plans, cable schedules, configuration baselines, and as-built documentation packages for full project traceability.

# Installation, Configuration & Integration

Coordinated site execution with rigorous stakeholder controls — from pre-deployment preparation through live system integration and handover readiness.

**Phase 1**

### Site Preparation & Deployment

Civil coordination, cable routing, rack mounting, power provisioning and structured installation per approved drawings and safety protocols.

**Phase 2**

### Configuration & Hardening

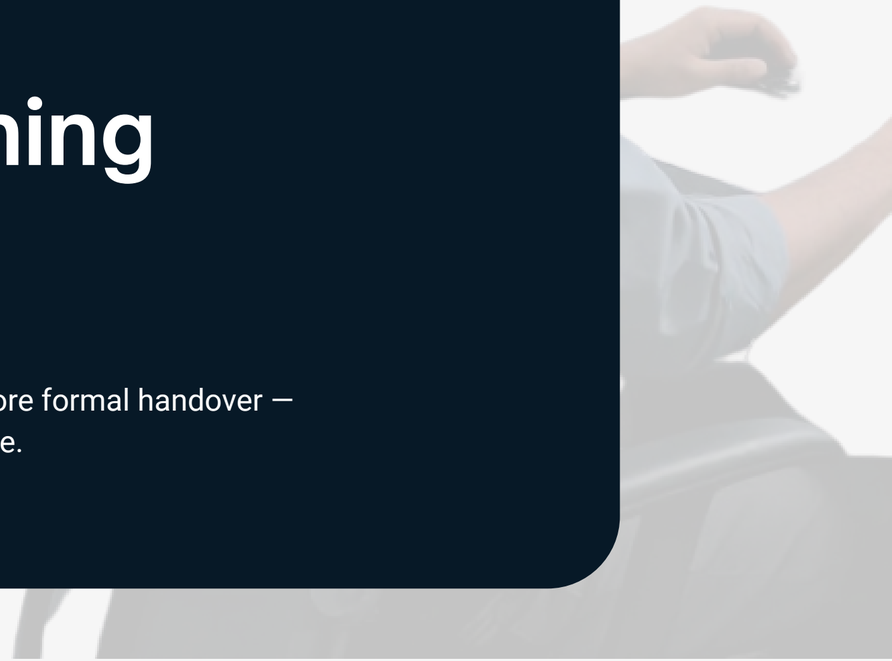
Device configuration, firmware management, security hardening, VLAN/IP addressing, policy application and staged functional verification.

**Phase 3**

### System Integration & Handover

Cross-system integration, interoperability validation, stakeholder walkthroughs, as-built documentation and formal project handover.

# Testing & Commissioning



Rigorous validation protocols ensure every system performs to specification before formal handover — delivering confidence, traceability and zero-defect acceptance.

**Phase 1**

## Functional & Performance Testing

End-to-end functional tests on all installed systems. Load, stress and performance benchmarking against design specs. Signal strength, latency, throughput and failover verification documented per subsystem.

**Phase 2**

## Interoperability Validation

Cross-system integration testing across IT, ELV, security and communications layers. Third-party platform compatibility verified. Integration scenarios executed with client IT and facilities teams present.

**Phase 3**

## Punch-List Closure & Handover

Structured punch-list generated, tracked and closed with sign-off. As-built drawings, test reports and O&M manuals submitted. Formal client acceptance certificate and warranty commencement documented.

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# Maintenance & Lifecycle Support

Innerworks extends its commitment well beyond project handover. Our structured maintenance and lifecycle support programmes ensure your infrastructure remains secure, optimised and operationally resilient — protecting your investment and minimising unplanned downtime across every system we deploy.



## Preventive & Corrective Maintenance

Scheduled preventive maintenance, firmware and patch management, fault diagnosis and corrective response. SLA-driven support tiers with defined response windows for critical, high and standard incidents.

## Service Continuity & Upgrades

Proactive health monitoring, system audits and technology refresh planning. Capacity expansion, software upgrades and interoperability validation to keep infrastructure aligned with evolving business demands.

## Asset Visibility & Lifecycle Planning

Centralised asset registers, warranty tracking and end-of-life forecasting. Structured lifecycle roadmaps enable informed budget planning and seamless technology transitions without service disruption.

# Industries We Serve

From government complexes to smart hospitals, INNERWORKS delivers converged infrastructure across nine critical sectors — engineered for scale, security and operational continuity.

Every engagement is backed by certified engineers, structured documentation and end-to-end lifecycle accountability across all verticals.

## Government & Defense

Secure networks, access control, CCTV and ELV for ministries, defense campuses and public sector facilities.

## Corporate & Enterprise

IT infrastructure, structured cabling, Wi-Fi, IP PBX and smart building systems for offices and HQs.



## Education & Healthcare

Campus networks, surveillance, access control and BMS for universities, schools and hospitals.

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# Government & Defense

Innerworks has delivered secure, mission-critical infrastructure for Pakistan's most sensitive government and defense institutions — including NADRA, FBR, PTA, Ministry of Interior, and Pakistan Army facilities. Our deployments span classified NOCs, secure access control perimeters, IP surveillance networks, and hardened structured cabling across controlled government campuses.



**Secure NOC & surveillance infrastructure for federal agencies**

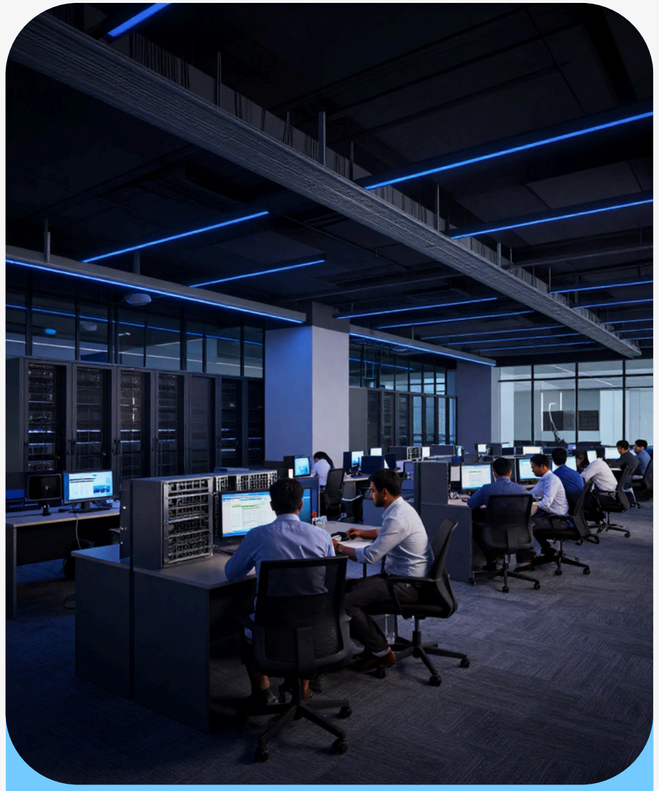
**Hardened access control & ELV for defense and ministry facilities**



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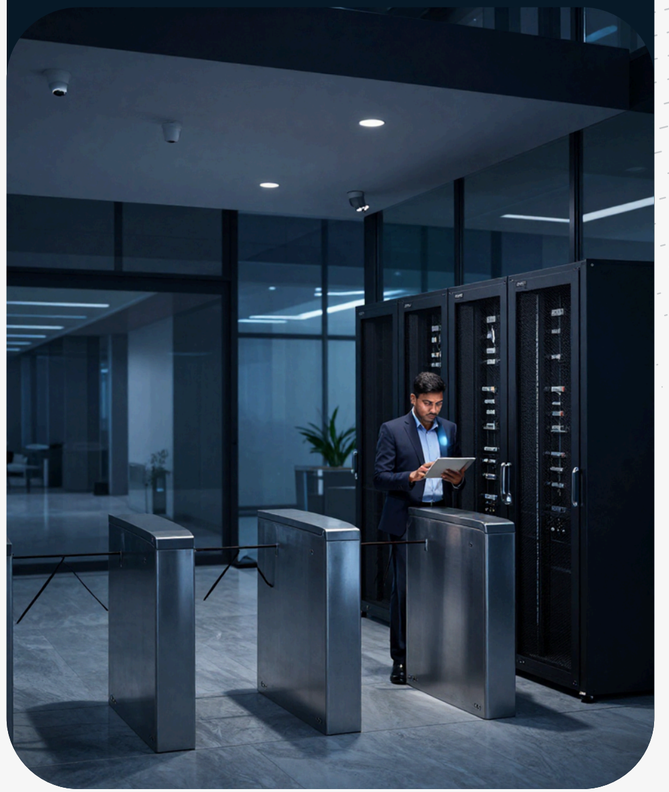
# Enterprise & Corporate Projects

Innerworks has delivered converged infrastructure across Pakistan's leading corporate and commercial developments — from structured cabling and IP surveillance to enterprise networking, ELV systems and managed services.
Each engagement is backed by formal documentation, site commissioning reports and post-handover support.



**Networking · CCTV · Access Control · ELV · Fiber Backbone**

**Corporate towers, business parks & mixed-use developments across major cities**



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# Education & Healthcare Projects

Innerworks has delivered mission-critical infrastructure across leading academic and medical institutions in Pakistan — ensuring resilient connectivity, layered security, unified communications and operational continuity in high-demand, always-on environments.
Key deployments: NUST (National University of Sciences & Technology) and General Practice Hospital.



**General Practice Hospital — IP surveillance, access control & structured cabling for clinical continuity**

**NUST — campus-wide fiber backbone, Wi-Fi, IP PBX & integrated ELV systems**



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# Client Trust

Government & Defense
Ministry of Interior · FIA · NADRA · Pakistan Navy · Pakistan Air Force · CAA · NHA
Education & Research
NUST · COMSATS · UET Lahore · Air University · Bahria University · IoBM
Healthcare
General Practice Hospital · Shifa International · PIMS · Aga Khan Health Network
Corporate & Enterprise
HBL · UBL · MCB Bank · Engro Corporation · PSO · PTCL · Jazz · K-Electric
Real Estate & Hospitality
Bahria Town · DHA · Emaar Pakistan · Pearl Continental · Serena Hotels
Industrial & Logistics
Pakistan Steel · Fauji Fertilizer · Millat Tractors · TCS · Leopard Courier





# Team & Certified Expertise

Innerworks fields a multidisciplinary engineering team with hands-on expertise across IT infrastructure, ELV, structured cabling, RF/DAS, cybersecurity and smart buildings. Our engineers, project managers and field technicians bring certified competency, vendor-backed training and proven site delivery experience across enterprise, government, healthcare and education sectors in Pakistan.



## Certified Engineering Capability

Team holds vendor-backed certifications across Cisco, Hikvision, Dahua, Fortinet, Microsoft, VMware and Ubiquiti. Credentials span network engineering, IP surveillance, access control, structured cabling, virtualization and cybersecurity disciplines.

## Multidisciplinary Field Delivery Team

Dedicated specialists in structured cabling, fiber splicing, CCTV/VMS, access control, DAS/RF, BMS, server/storage and IT support. Engineers trained for enterprise-grade installation, commissioning, testing and handover documentation.

## Project Management & Engineering Depth

Experienced project leads managing design-to-delivery workflows across complex, multi-site engagements. In-house survey, AutoCAD/Visio documentation, BOQ development, compliance verification and post-handover lifecycle support capabilities.

# Quality & Compliance

Every INNERWORKS engagement is governed by a disciplined documentation and quality framework — from initial survey through final handover. We maintain full traceability across design, installation, testing and commissioning, ensuring every deliverable is verifiable, auditable and built to last.



## Engineering Documentation

As-built drawings, single-line diagrams, cable schedules, rack elevations and network topology maps delivered with every project for full traceability and future maintainability.



## Testing & Commissioning Records

Structured test reports covering link performance, signal levels, system functionality and interoperability — signed off by engineers and verified against design specifications before handover.



## Handover & Compliance Discipline

Formal handover packages include O&M manuals, warranty documentation, user training records and compliance statements aligned to applicable local and international standards.

# Partnership & Engagement Model

A structured, accountable collaboration framework — engaging owners, consultants, contractors and facility teams from discovery through full lifecycle support.

## Phase 1

### Discovery & Alignment

Engage owners, consultants and procurement teams. Define scope, conduct site surveys, assess requirements and align on technical and commercial objectives.

## Phase 2

### Design & Deployment

Coordinate with main contractors and facility directors. Deliver engineered solutions, manage installation, integration, testing and commissioning on schedule.

## Phase 3

### Lifecycle Partnership

Provide AMC, managed services, preventive maintenance and upgrade planning — ensuring long-term performance and a single accountable partner throughout.




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# Let's Build Your Enterprise Infrastructure

+92-339 000 1871 |
info@innerworks.com.pk
www.innerworks.com.pk | INNERWORKS |
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