1. Company Overview

Company Name: TechLab

TechLab is a mid-sized software and AI solutions company focused on building scalable digital pr... startups, SMEs, and enterprise organizations. The company specializes in artificial intelligence, ... platforms, cloud infrastructure, and data analytics solutions.

Founded in 2018, TechLab has grown to over 20 employees distributed across multiple... specialized teams working collaboratively in agile workflows.

The company mission is to help organizations transform ideas into reliable software products using... technologies.

Primary Values:

- Reliability
- Transparency
- Fast Iteration
- Client Collaboration
- Ethical AI Development

---

2. Office Locations

Head Office: Office #12, Innovation Plaza, Business District Lahore, Pakistan

Branch Office: Suite 402, Tech Tower Islamabad, Pakistan

Working Hours: Monday – Friday (9:00 AM – 6:00 PM PKT)

---

3. Contact Information

General Inquiries: info@techlab.com Support: support@techlab.com Sales: sales@techlab.com Careers: hr@techlab.com

Phone: +92-300-0000000 WhatsApp Support: +92-311-1111111

Website: www.techlab-demo.com

---

4. Organizational Structure

TechLab is divided into the following teams:

4.1   Management Team

- CEO – Strategic direction and partnerships
- CTO – Technical architecture and research
- COO – Operations and project delivery

4.2   AI & Machine Learning Team

Responsibilities:

- Predictive modeling
- NLP chatbots
- Computer vision systems
- Recommendation engines

4.3   Web Development Team

Responsibilities:

- Frontend applications
- Backend APIs
- Database systems
- Authentication systems

4.4   Mobile Development Team

Responsibilities:

- Android apps
- iOS apps
- Cross-platform apps (Flutter/React Native)

4.5   Cloud & DevOps Team

Responsibilities:

- CI/CD pipelines
- Server deployment
- Containerization (Docker/Kubernetes)
- Monitoring systems

4.6   UI/UX Design Team

Responsibilities:

- Product design
- User research
- Prototyping
- Design systems

4.7   Quality Assurance Team

Responsibilities:

- Automated testing
- Manual testing
- Security testing
- Performance testing

---

5. Services Offered

Artificial Intelligence Solutions

- Chatbot development
- Document understanding systems
- Speech recognition solutions
- Recommendation engines
- Fraud detection systems

Web Application Development

- SaaS platforms
- Admin dashboards
- E-commerce platforms
- Enterprise systems

Mobile Application Development

- Ride booking apps
- Delivery apps
- Healthcare apps
- Educational apps

Cloud & DevOps

- AWS deployment
- Azure deployment

- Google Cloud deployment
- Infrastructure automation

Data Analytics

- Data dashboards
- Reporting systems
- Business intelligence pipelines

---

6 . Sample Projects

Project   1 : SmartSupport AI Chatbot

Client: E-commerce Company Duration: 3 Months Description: Built a customer support chatbot capable of answering order status and refund queries using NLP models. Technologies: Python, Vector Database, LLM API Outcome: Reduced support tickets by 4 5 %

Project   2 : MedTrack Healthcare System

Client: Private Hospital Network Duration: 6 Months Description: Hospital management system with patient records and appointment booking. Technologies: React, Node.js, PostgreSQL Outcome: Improved appointment efficiency by 6 0 %

Project   3 : VisionInspect Manufacturing QA

Client: Manufacturing Factory Duration: 4 Months Description: Computer vision defect detection system for assembly line. Technologies: PyTorch, OpenCV Outcome: 9 2 % defect detection accuracy

Project   4 : LearnMate LMS Platform

Client: EdTech Startup Duration: 5 Months Description: Learning management system with video streaming and quizzes. Technologies: Next.js, MongoDB, AWS Outcome: Scaled to 2 0 , 0 0 0 users

---

7 . Appointment Booking Process

1 . Client contacts sales email
2 . Initial consultation scheduled
3 . Requirement gathering meeting
4 . Proposal and quotation shared
5 . Contract signing
6 . Project kickoff

Appointments can be booked via:

- Website booking form
- Email to sales@techlab.com
- WhatsApp support number

---

8 . Support Policy

Support Hours: 2 4 / 7 for enterprise clients Standard Clients: 9 AM – 9 PM PKT

Response Time:

- Critical: 1 hour
- High: 4 hours
- Medium: 1 2 hours
- Low: 2 4 hours

---

9 . Pricing Model

Fixed Price Projects

Used for clearly defined scope projects.

Time & Material

Hourly billing for flexible projects. Rate: \$ 2 5 /hour

Dedicated Team

Monthly billing model. Average cost: \$ 2 5 0 0 – \$ 5 0 0 0 /month per developer

---

1 0 . Technologies Used

Programming Languages: Python, JavaScript, TypeScript, Java, Kotlin, Swift

Frameworks: React, Next.js, Node.js, Django, FastAPI

Databases: PostgreSQL, MongoDB, Redis, Vector DB

Cloud Platforms: AWS, Azure, Google Cloud

AI Stack: Transformers, Embeddings, RAG pipelines, LangChain

---

11. Employee Directory (Sample)

Ali Khan – CEO – ali@techlab.com Sara Ahmed – CTO – sara@techlab.com Usman Tariq – Lead ML Engineer – usman@techlab.com Hina Malik – Product Manager – hina@techlab.com Ahmed Raza – DevOps Engineer – ahmed@techlab.com

---

12. Frequently Asked Questions

Q: Do you build custom AI chatbots? A: Yes, including RAG and domain-specific assistants.

Q: Do you provide maintenance? A: Yes, monthly maintenance packages are available.

Q: Can you integrate with existing systems? A: Yes, APIs and legacy systems supported.

---

13. HR Policies (Internal)

Working Days: Monday to Friday Remote Policy: Allowed 2 days per week (subject to project Probation Period: 3 months Annual Leaves: 18 per year Sick Leaves: 10 per year Late Policy: More than 4 late arrivals/month triggers warning

Conflicting Note (Old Handbook 2021): "Employees may work fully remote if approved by CTO longer officially valid but still referenced in some teams)

---

14. Contract & Legal Snippets (Sample)

Payment Terms:

- 40% upfront
- 30% mid milestone
- 30% after delivery

Refund Policy: "Refunds are not guaranteed once development has started"

Contradictory Sales Deck Statement: "100% satisfaction or full refund within 14 days"

IP Ownership: Client owns source code after final payment clearance.

---

1 5 . Internal Meeting Notes (Unstructured)

Meeting: AI Team Sync

- maybe move vector db from pinecone to self-hosted??? cost high
- client medtrack wants whatsapp integration urgent
- Sara said DO NOT deploy friday evening again
- someone pushed wrong env variables last time production crashed

Meeting: Sales + Dev

- ecommerce client asking "can chatbot also call customers?"
- need proposal template v 3 final final v 2 real final.docx

---

1 6 . Support Logs (Realistic Conversations)

Ticket # 8 8 2 1 Client: website login not working Support: cleared cache? Client: yes Support: i from google oauth quota exceeded fixed now

Ticket # 8 8 3 2 Client: system slow after 5 pm DevOps: autoscaling disabled accidentally yesterday

Ticket # 8 8 4 0 Client: dashboard numbers incorrect Resolution: timezone mismatch UTC vs PKT

---

1 7 . Email Samples

From: sales@techlab.com Subject: Project Proposal "We estimate 6 – 8 weeks timeline depending on integrations"

From: support@techlab.com Subject: Maintenance Window "Servers will be down Saturday 2 : 0 0 AM – 3 : 3 0 AM PKT"

From: hr@techlab.com Subject: Leave Policy Reminder "Unused leaves cannot be carried forward"

---

1 8 . Product Knowledge Snippets

SmartSupport Chatbot limits:

- Handles up to 5 k queries/day standard plan
- Enterprise unlimited

MedTrack System Modules:

- Patient Records
- Billing
- Appointment Scheduler
- Doctor Availability

Note: Some clients only licensed scheduler module