

Special Feature ANNIVERSARY on 6th Anniversary of **Smart Climate Solutions (PVT) Limited**

Commitment has made us stand out as a company that is capable to deliver in any situation



Mr. Ahsan Aslam **CEO Smart Climate** Solutions Pvt Ltd.

♦ CS journey since last six years has been remarkable. There were many success stories and many lessons learnt. Foremost, the journey continues to reinforce the importance on the principles, which pillars our company. Transparency, Integrity Commitment.

A bumpy ride marked by accomplishments, celebrations and, at times, patience has surely made us more resilient. First three years filled strictions resulting from ecowill excitement of laying nomic crises and rupee depredown a strong foundation and ciation have made us more last three years with struggle resilient. of coping up with plethora of International and Domestic is our determination to challenges.

tremely proactive in respond-International conflict, strengthening dollar situation. and now predictions of global recession have made us ever what we have achieved and more aware of managing our see big things in future for oprisk. Domestic challenges of portunities that our country political instability, import re- has to offer.

What has been consistent strengthen our pillars. Trans-First three years of busi- parency with our Partners ness, we worked to build a (AHI-Carrier, Hisense HVAC strong team, which shared & Baltimore), as well as with our values and ensured a our customers, enabled us to strong market presence negotiate to mutual benefit backed by robust after sales during testing times and system. Last three year of helped us to operate smoothly business, have made us ex- based on shared trust. Integrity helped us built a creding to unforeseen scenarios. ible reputation in the market, challenges which we are ever so proud of. posed by Covid-19 Pandemic Commitment has made us and resulting supply chain stand out as a company that disruptions, Russia-Ukraine is capable to deliver in any

We are extremely proud of

3 Pillars of SCS Strength, R & D, Sustainability and Best After Sales



Mr. Jahangir Shah Khan **COO Smart Climate** Solutions (Pvt) Ltd.

mart Climate Solutions is an emerging organization and I feel proud to be a part of such a prestigious HVACR industry brand. In just the three years of work history SCS got such strength in the market under the dedicated leadership that able to impress the world number One HVACR industry brand Carrier to join hands with SCS. No doubt, the group has the potential and skills to handle such brands with history of decades. With the expansion and trust of top international brands now SCS has been exclusive partner with BAC for cooling towers and Emerson for cold chain solutions. With success in just six years, SCS is now entering the market of refrig-

We aim to serve our clients in three ways for a long-term vision. The three pillars of SCS strength are: first, advanced quality equipment with the continuous R & D, second. Sustainability with high efficient solutions and last but not least backbone that creates long lasting business relationships, is best practices in after sales service.

I would like to congratulate such professional and admirable board of directors and whole SCS team on this 6th anniversary with achieving the benchmark of 50,000 TR. We will definitely not leave any stone unturned to be more and more successful.



ENGINEERING POST

November 2022



Hisense HVAC

Reimagine your solution



Mr. Andy Hisense HVAC

't's been almost six years, but I still clearly remember that, in our annual meeting 2016, I faced many questions and concerns from our management after I briefly introduced Smart Climate Solutions (SCS) and planned to appoint SCS as our sole distributor in Pakistan. The main concern was that Hisense brand is new in Pakistan and SCS was also new at that time. However, our management finally agreed after we explained our action plans, and issued the distribution letter in fourth, Jan 2017.

In Feb 2017, George and me, we started working in Pakistan, and we spent around 8 months there. Mr. Ahsan and I travelled many cities in Pakistan to know the market and sought opportunities. Actually, I visited more cities in Pakistan than in China. Initially it was very hard, and we could not get any job in several months. Then team were a little bit frustrated but still we worked very hard, because we firmly believed someday we could impress the clients with our dedication and sincere serv-

Luckily, we received lots of valuable advice and supports from HVAC professionals in Pakistan. Under the efforts of all team members, soon we found our direction and made our strategy, "Quality First, Service Upmost". Gradually we got breakthrough, now SCS is one of the fastest growing HVAC Company in Pakistan, and Hisense brand got better recognition.

The market situation is still very challenging; Hisense and SCS will work closely and keep improving ourselves with better solutions and better service for Pakistan market. On the sixth anniversary of SCS, on behalf of Hisense HVAC Overseas Department, I would like to wish that SCS will continues to thrive and become stronger and stronger.

Carrier

Turn to the experts



AHI CARRIER

'have been working. with AHI Carrier as a Country Manager -Pakistan AHIand Carrier started working Mr. Zeeshan Siddiqui Climate So-

lutions Pvt. Ltd since 2019. We joined hands with Smart Climate Solutions Pvt Ltd for the Carrier's Commercial Product representative in Pakistan.

The decision was totally based on rapid growth, passionate team under supervision of young, dynamic and visionary management. In a small period, collectively we secured many prestigious projects all over Pakistan. SCS developed the service team and hired experienced senior members to provide the support to existing customers.

AHI Carrier admires the ethics and professional business approach of Smart Climate Solutions. SCS is dealing with good brands and has capabilities to become the market leader of HVACR Industry.

I would like to congratulate SCS on 6th anniversary and wish them all the best!!!



BALTIMORE AIRCOIL COMPANY

pany that prides itself on its high quality products and standards and when exploring new channel partners, saw that SCS hold the same values true in their business. The drive and ambition of the

team, accompa-

Over partnership, we are with the ucation that together we have life span. been able to deliver to the market. Focusing ward to seeing further particularly on the im- success in our current portance of using cer- initiatives and we are tified products when sure that the momenselecting cooling tow- tum we currently see ers, this topic is some- will only continue. times overlooked, but



Mr. Robert Hughes Baltimore Air Coil Company

the team of SCS have nied by the compli-embraced our ideas mentary high quality and are now showing products that make stakeholders in the their portfolio market the benefits made them an excel- that this brings. Such lent choice for our Benefits are, peace of partner in the market. mind on performance the past and reliable operation twelve months of our and low risk of issues encouraged by the (avoiding increasing successful market ed- opex costs) and maxiinitiatives mizing the equipment

We are looking for-



SMART CLIMATE SOLUTIONS (PVT) Ltd Serving every sector with the best HVAC **Equipment and Services**

uccess of a company can easily be judged by the satisfaction level of their customers/ clients, how much a company retains its repeated clients and the level of trust. In HVACR industry every new day, there is a new client in different sector. We have structured ourselves in a way to capitalize on new opportunities whilst retaining existing customer's base.

Smart Climate Solutions has secured more than 35% Business from repeated customers in the field of Hospitality, Office buildings, Display Centers and many more.

Corporate Offices: Smart Climate Solutions is a trusted brand in the corporate offices. We served more than **50** corporate office buildings and accompanied aftermarket services. SCS has air-conditioning to ultimate comfort and productivity, office building for some big industry names including many MNCs.



executed more than 60 shopping malls, display centers, and super markets projects. This is backed by 24/7 service support for uninterrupted comfort.



Hospitality & Apartments: We crossed a benchmark of 10,000 TR awarded projects in this segment. Local hotels to world leading international chains have trusted SCS with world's best HVAC Brands.



Shopping Industry: SCS has Hospital & Health Care: Another emerging sector in which SCS has made a mark is hospitals and health care. From private to government sectors, SCS was awarded more than **30** Projects with **10,000** TR capacity. These buildings were comforted with hygienic solutions with diverse machines.



Government Sector: In addition to the success in private and corporate sectors, SCS has successfully named more than 20 government projects in every sector, exceeding the **10,000 TR** capacity in total. Hospitals to airports, metros to power sectors, educational institutions to office building, financial institutions etc, no sector of government organizations is left unserved.



Textile & Industry: than **20** textiles & Industries in last three years have entrusted SCS. In the past, SCS was pleased to execute projects with Silver LEEDS Certifications. In recent times, we have been awarded projects with Gold LEEDS Certifications.

Residential Projects: Increasingly, we are entering the residential Sector, where now a total of **30** residential Projects were air conditioned through Hisense VRF. These projects are using Hisense smart control systems catered for easy scheduling, remote access and electricity savings.







Smart Climate Solutions After Sales & Service Division Best Services for Ultimate Customer Satisfaction



Mr. Yasin BashirCountry Head Service

Since its inception, SCS emphasis on developing a fully equipped, technically capable and customer oriented service organization has produced fantastic results. A service organization with a philosophy of continuous improvement has brought the company closer to its vision of being recognized as a self-sustainable service organization.

A single defining factor in SCS success story has been a robust After Sales system. A system, which integrates Five, attributes to develop a product, which is customer oriented, quick in response and results driven.

1. Technical Strength

We are proud to have a service company, which is capable of handling any HVACR equipment. We have achieved this through recruitment of highly trained staff which shares our values and through a continuous training program. Fully equipped with service tools, our teams are capable for operating, maintaining, testing, commissioning

and troubleshooting a system at any application.

2. Timely response

SCS is currently responsible for providing services at some of most critical applications, where a quick response is of utmost importance. We have progressed to continuously improve our response time through systems in place. Today, we are proud to have achieved our ambitiously set goals and aim to keep a close eye to look for rooms for further improvements.

3. Continuous Trainings

We have progressed to develop a system of training focused for every tier in our service organization. SCS goal is to be seen as an institution where human resources are developed with time with technical and soft skills. We have worked over time with our partners to develop product specialists who are always learning new skills and techniques.

4. Internet of Things

With an aim to use software's, internet and sensors, SCS has worked closely with its partners, to respond prior to a breakdown happens. We introduced in Pakistan, Carrier's Connected Services and Hisense HVAC Hi-MIT solutions to integrate multiple machines over a single platform. We are serving multiple clients with such technologies for a smooth, hassle free operation and longer system time.

5. Structure and Internal processes

For all of above four attributes to produce results, we have established a structure to be driven to exceed customer expectations. We keep improving our processes, which makes us flexible to respond quickly and as situation demands.

Our After Sales System has gained immense recognition and brought us closer to SCS vision of the most reliable business partner for HVACR.





