Syncora IT
YOUR SEAMLESS IT PARTNER

CORPORATE COMPANY PROFILE 2026

Stop Firefighting. Start Scaling.

Managed IT Services. Microsoft Cloud Solutions. Systems Engineering. Cybersecurity.

Empowering businesses with secure, dependable, and scalable technology services, delivered by specialist engineering professionals.

Microsoft Cloud Solution Provider

Microsoft AI Cloud Partner



YOUR SEAMLESS IT PARTNER

syncorait.com

Colombo, Sri Lanka · Serving businesses worldwide



WHO WE ARE

Technology Expertise That Powers Business Confidence

Syncora IT is a technology solutions and Managed Services Provider based in Sri Lanka with an international service focus. We combine people, technology, operational processes and specialist expertise to deliver technology environments businesses can depend on.

WHAT WE PROVIDE

- Managed IT operations
- Microsoft cloud administration
- Business IT helpdesk
- Systems engineering
- Cybersecurity & data protection
- Infrastructure management
- Microsoft licensing solutions
- Proactive technology support

COMPANY BACKGROUND

2018 Founded	**Maharagama** Colombo, Sri Lanka	**PickAdz.LK** Parent company	**Local + Global** Business requirements

OUR VISION

To be the most trusted IT partner for businesses of every size, giving every organisation the confidence and capability of a world-class IT department.

OUR MISSION

To deliver proactive, secure and reliable IT support and engineering through certified experts, so clients can focus on growing their business.

OUR APPROACH

People. Technology. Process. Expertise.





PEOPLE · EXPERIENCE · CAPABILITIES

One Team. Multiple Disciplines. One Accountable Partner.

2018	18+	38	15	5
Serving businesses since	Customers	Team members	Specialist engineers	Departments

ORGANISATIONAL STRUCTURE — FIVE DEPARTMENTS

Syncora IT

- **IT & Engineering**
- **HR & Administration**
- **Finance**
- **Marketing**
- **Business Development**

TECHNICAL EXPERTISE

Cloud technologies
Microsoft 365, Azure, SharePoint, OneDrive and Teams design, migration and administration.

Systems engineering
Identity, device management, patching, networking and DNS.

Cybersecurity
Threat monitoring, Microsoft Defender and ESET, data loss prevention and audits.

Servers & infrastructure
Server administration, monitoring, backup and infrastructure reliability.

THE VALUE OF A TEAM

- Service continuity
- Specialist escalation
- Coordinated client management
- Shared knowledge

OUR GLOBAL SERVICE FOOTPRINT

Based in Sri Lanka. Connected to Businesses Worldwide.



Sri Lanka

HOME MARKET · PRINCIPAL DELIVERY BASE

Local corporate IT, on-site assistance where available, remote infrastructure support, networking, systems engineering and cloud transformation.

United Kingdom

SERVICE MARKET

Microsoft 365 administration, tenant management, licensing support, outsourced and co-managed IT.

United States

SERVICE MARKET

Remote managed IT, endpoint management, cloud administration, security monitoring and helpdesk coordination.

Europe (region)

REGIONAL SERVICE MARKET

Secure cloud administration, identity management, hybrid working, cybersecurity and infrastructure support.

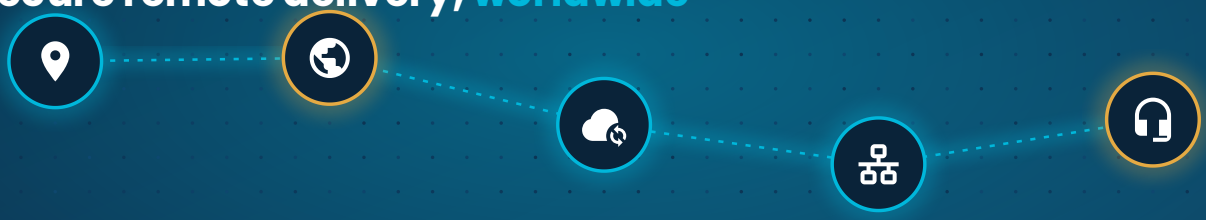
Global Reach. Dedicated Expertise. Seamless Delivery.

We support international businesses through secure remote services, technical collaboration, documented processes and support arrangements suited to each customer's operational needs.

Markets shown are Syncora IT service markets. Syncora IT is based in Colombo, Sri Lanka and delivers international services remotely; this map does not indicate offices, data centres or customers in each market.

INTERNATIONAL SUPPORT

Secure remote delivery, worldwide





HOW WE DELIVER OUR SERVICES

Flexible IT Service Delivery, Built Around Your Business

01 Fully Managed IT

Complete outsourced IT: helpdesk, devices, infrastructure, maintenance, security coordination and operations.

REMOTE · ONGOING

02 Co-Managed IT

Complements your internal team with shared responsibility, engineering escalation and specialist expertise.

REMOTE · ONGOING

03 Remote IT Support

Secure troubleshooting, account administration, Microsoft 365, server and cloud administration.

REMOTE · WORLDWIDE

04 On-Site IT Support

Hands-on installation, networking, infrastructure changes and equipment configuration.

ON-SITE · LOCATION-DEPENDENT

05 Hybrid IT Support

Remote administration combined with physical technical assistance when required.

REMOTE + ON-SITE

06 Proactive Operations

Monitoring, alert response, health checks, preventive maintenance and security hardening.

ONGOING

07 Project-Based Services

Migrations, infrastructure upgrades, Microsoft implementations and security improvements.

DEFINED SCOPE

08 Virtual CIO / Advisory

IT strategy, roadmaps, governance guidance and technology lifecycle management.

STRATEGIC

On-site service availability is location-dependent. Delivery models can be combined and adapted as customer requirements evolve.

COMPLETE SERVICE PORTFOLIO

Everything Your Business Needs to Operate Securely & Efficiently



PILLAR 1
IT Support & Helpdesk

User support, troubleshooting, account administration, endpoint support and business IT assistance.

PILLAR 2
Microsoft 365 & Cloud

Entra ID, Exchange Online, SharePoint, Teams, Intune and secure collaboration.

PILLAR 3
Cybersecurity & Defence

Endpoint security, threat prevention, identity protection, DLP, encryption and hardening.

PILLAR 4
Systems Engineering & vCIO

Infrastructure architecture, technical administration, networks, IT strategy and projects.

PILLAR 5
Data Backup & Recovery

Managed backup, recovery planning, disaster recovery preparation and continuity support.

PILLAR 6
Domain & DNS Architecture

Domain and DNS management, SPF, DKIM, DMARC and domain security.

One team. Six integrated pillars. A cohesive end-to-end technology services portfolio.

END TO END

Six pillars. One accountable partner.





MICROSOFT PARTNERSHIP & TECHNOLOGY ECOSYSTEM

Connected to the Microsoft Cloud Ecosystem

Microsoft AI Cloud Partner

Microsoft AI Cloud Partner Program

Syncora IT participates in the Microsoft AI Cloud Partner Program (MAICPP), keeping our team connected to Microsoft cloud technologies and solutions, partner learning and professional technical development.

Microsoft Cloud Solution Provider

Cloud Solution Provider (CSP) Reseller

As a Microsoft CSP reseller, Syncora IT supplies and manages Microsoft cloud subscriptions, so licensing, deployment and support sit with one accountable partner.

MAICPP participation and CSP reseller status are two distinct relationships. Neither is, by itself, a Microsoft Solutions Partner designation.

HOW THE CSP CAPABILITY HELPS CUSTOMERS

- Cloud subscription selection
- Licence procurement & provisioning
- Tenant configuration
- Microsoft 365 business solutions
- Azure subscription management
- Licensing administration
- Technical deployment
- Subscription lifecycle management
- Ongoing environment support

BROADER TECHNOLOGY ECOSYSTEM — SUPPORTED SOLUTION TOOLS

ESET	TeamViewer	AnyDesk
Endpoint protection	Secure remote support	Remote administration

Tools listed are technologies Syncora IT works with; they do not indicate formal vendor partnerships. Product names are trademarks of their owners.



MICROSOFT CLOUD & LICENSING SOLUTIONS

Unlock the Full Potential of Microsoft Technology

Microsoft 365

- Teams, Exchange Online, SharePoint, OneDrive
- Business & Enterprise productivity
- Security and administration

Microsoft Azure

- Virtual machines and storage
- Administration and monitoring
- Hybrid cloud environments

Microsoft Entra ID

- Identity and access control
- MFA and Conditional Access
- User lifecycle management

Microsoft Intune

- Endpoint enrolment and configuration
- Application deployment
- Policy and compliance controls

Microsoft Defender

- Endpoint threat protection
- Security configuration
- Monitoring and administration

Microsoft Licensing

- Microsoft 365 subscriptions
- Windows and Azure subscriptions
- Subject to region & CSP authorisation

Adopt | **Manage** | **Secure** | **Maintain**

Focused on helping organisations adopt, manage, secure and maintain Microsoft technology.

MICROSOFT TECHNOLOGY

Adopt it. Manage it. Secure it.





MANAGED IT OPERATIONS & HELPDESK

Reliable IT Support That Keeps Your Teams Productive

SERVICE DESK WORKFLOW

Request
Call, email or portal

Triage
Logged & prioritised

Tier 1
First-line resolution

Tier 2/3
Engineering escalation

Resolve
Confirmed & closed

Review
Reports & improvement

MANAGED SUPPORT RESPONSIBILITIES

- Employee technical support
- Remote troubleshooting
- Ticket creation, prioritisation & escalation
- User provisioning and offboarding
- Account and permission management
- Device deployment and configuration

- Application troubleshooting
- Hardware and software support
- Endpoint monitoring
- Operating system patching
- Software update management
- Remote access and VPN support

- Network troubleshooting
- IT documentation
- Incident and problem management
- IT health checks
- Technical reporting
- Continuous improvement

Tiered technical escalation

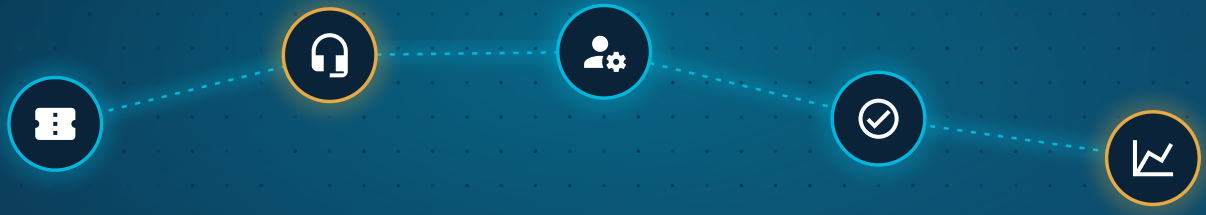
Requests start with first-line support and move to specialist engineers when needed, so customers are supported by a coordinated team rather than one individual.

Service commitments

Structured response and escalation, service monitoring, operational reporting and clear accountability, defined in each customer's service agreement.

SERVICE DESK

Support that keeps teams productive





CYBERSECURITY & RISK MANAGEMENT

Strengthening Every Layer of Your Digital Environment

Identity

- Entra ID security
- Multi-factor authentication
- Conditional Access
- Identity protection
- Access control management

Endpoint

- Microsoft Defender
- ESET endpoint protection
- Endpoint Detection & Response
- Configuration hardening
- BitLocker device encryption

Network

- Firewall & network security
- Security policy implementation
- Vulnerability identification & remediation

Data

- Data Loss Prevention
- Encryption
- Security assessments & technical audits

Email

- Phishing protection
- Email threat filtering
- SPF, DKIM, DMARC alignment

Resilience

- Backup security
- Ransomware recovery preparation
- Security monitoring & alert investigation

SECURITY METHODOLOGY

01 Identify › **02 Assess** › **03 Protect** › **04 Monitor** › **05 Respond** › **06 Improve**

Defence in depth, practical security engineering and continuous improvement. Security coverage is scoped to each customer's environment and agreed services; it is not identical for every customer.

SECURITY-FIRST

Defence in depth. Continuous improvement.





SYSTEMS ENGINEERING, NETWORKS & VCIO

Engineering Infrastructure for Stability, Security & Growth

ADVANCED TECHNICAL CAPABILITIES

- Windows Server administration
- Server maintenance & troubleshooting
- Infrastructure monitoring
- Network architecture & administration
- Routing, switching & connectivity
- Firewall configuration
- DNS & directory services
- Endpoint lifecycle management
- Patch & update coordination
- Infrastructure security
- Network performance optimisation
- Microsoft 365 tenant architecture
- Cloud & hybrid infrastructure
- IT asset management
- Infrastructure planning
- Technology transformation

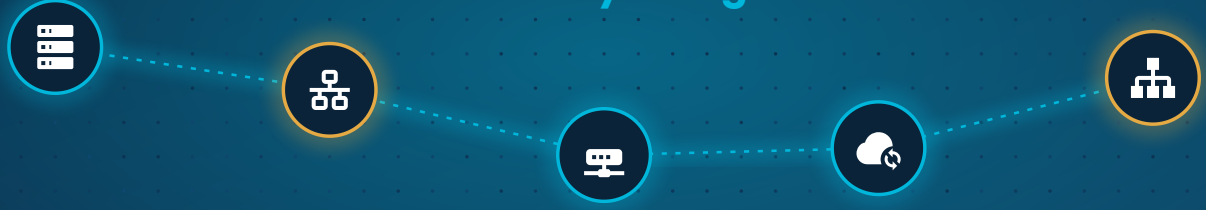
VIRTUAL CIO SERVICES

Strategic technology leadership, without a full-time CIO

- IT strategy & technical roadmaps
- Business-aligned recommendations
- Risk prioritisation
- Technology investment planning
- Lifecycle management
- Governance support

ENGINEERING

Infrastructure built for stability and growth





BACKUP, RECOVERY & CONTINUITY

Protecting the Information That Keeps Your Business Moving

Business Data
Cloud & on-premises

Protected Backups
Policy-based, monitored

Monitoring
Verification & alerts

Recovery Planning
Documented & tested

Operational Resilience
Continuity readiness

WHAT WE HELP WITH

- Managed data backup services
- Cloud backup administration
- Off-site backup options
- Backup policy configuration
- Backup monitoring & verification
- Data recovery planning
- Restoration testing
- Microsoft cloud data protection
- Ransomware recovery preparation
- Business continuity planning
- Infrastructure recovery support
- Recovery documentation
- Risk-based data protection

Solution options

Options such as immutable backup and geographically redundant storage are available as solution components where supported by the chosen platform and agreed scope.

Data protection reduces risk and supports recovery; it does not guarantee zero data loss or uninterrupted operations.

OPERATIONAL RESILIENCE

Prepared for recovery



DOMAIN, DNS & BUSINESS COMMUNICATION SECURITY

Reliable Connectivity Starts With a Secure Digital Foundation



Corporate Domain
Registered & renewed

DNS
Records managed

Email Authentication
SPF · DKIM · DMARC

Microsoft 365
Exchange Online · MX

Trusted Email
Secure delivery

DOMAIN & DNS ARCHITECTURE

- ✓ Domain name lifecycle management
- ✓ DNS administration
- ✓ Domain renewal monitoring
- ✓ DNS configuration & troubleshooting
- ✓ Domain security protections
- ✓ Email authentication
- ✓ SPF configuration
- ✓ DKIM signing
- ✓ DMARC policies
- ✓ Microsoft 365 domain integration
- ✓ Exchange Online mail flow
- ✓ MX record configuration
- ✓ DNS-related security improvements
- ✓ Email deliverability optimisation
- ✓ Domain & email migration support
- ✓ Misconfiguration risk protection

Business continuity

Well-managed domains and DNS help prevent avoidable outages and mail disruption.

Reduced risk

Correct authentication and configuration reduce spoofing and misconfiguration exposure.



ONBOARDING & SERVICE DELIVERY FRAMEWORK

A Structured, Secure, and Minimally Disruptive Transition

01 Discovery & Assessment

- Business requirement review
- Existing IT environment assessment
- Microsoft 365 tenant review
- Endpoint and network inventory
- Security posture review
- Risk & service requirement identification

02 Planning & Secure Onboarding

- Technical roadmap preparation
- Responsibilities & communications
- Secure admin access with MFA
- Service desk configuration
- Documentation & handover planning
- Management tooling where agreed

03 Stabilisation & Security Improvement

- Infrastructure health assessment
- Device policies
- Identity & access controls
- Endpoint protection
- Mail & domain security
- Backup configuration · agreed remediation

04 Ongoing Management & Optimisation

- Technical support
- Monitoring & maintenance
- Patch administration
- Regular health checks
- Incident escalation · reporting
- Security & infrastructure optimisation

Emphasis on smooth transitions and responsible change management. Timelines are agreed per customer; zero downtime is not guaranteed.

CHANGE MANAGEMENT

Planned, secure and responsibly managed





WHY BUSINESSES CHOOSE SYNCORA IT

One Trusted Partner. A Complete Technology Capability.

Specialist Technical Expertise
Cloud, security, infrastructure, systems and endpoint disciplines.

Microsoft-Focused Capabilities
Licensing, cloud implementation, security and administration.

Outsourced or Co-Managed
Suited to businesses with or without internal IT teams.

Security-First Operations
Practical risk management in everyday support.

Proactive Management
Preventive maintenance and technical health checks.

Global Remote Capability
Secure remote delivery across multiple markets.

Structured Processes
Documentation, escalation, onboarding and clear responsibilities.

Scalable Partnership
Support that evolves as your needs change.

WHO WE SERVE

- SMEs
- Growing businesses
- Companies without IT departments
- Organisations needing extra engineering expertise
- Distributed & hybrid teams
- International companies needing remote IT
- Businesses modernising Microsoft cloud

TECHNOLOGY ECOSYSTEM

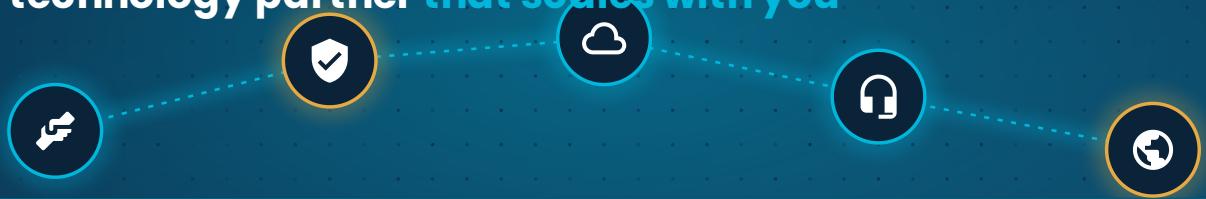
Microsoft Cloud Solution Provider

Microsoft AI Cloud Partner

Microsoft 365 · Azure · Entra ID · Intune · Defender · ESET · TeamViewer · AnyDesk

SYNCORA IT

A technology partner that scales with you



Syncora IT
YOUR SEAMLESS IT PARTNER

LET'S TALK

Your Technology.
Our Expertise.
Your Business Growth.

From everyday IT support to cloud transformation and cybersecurity, Syncora IT provides the expertise and operational support to help your organisation move forward confidently.

Let's Build a Secure, Reliable, and Future-Ready IT Environment Together.

connect@syncorait.com

+94 70 140 5042 / +94 70 140 5043

syncorait.com

1/1/22, Temple Road, Maharagama, Colombo, Sri Lanka

SCAN TO VISIT