

Unlocking Value for CANTO Organizations

Executive Summary

What if your organization could move from **talking about AI** to *deploying* it responsibly—training your people confidently and strengthening the technology foundation that keeps your services running?

*That's the challenge **PC Clinic Ltd** brings to **CANTO**:
How can Caribbean organizations turn AI ambition into practical,
secure, measurable results—without leaving their teams,
infrastructure, cybersecurity, or day-to-day operations behind?*

Who We Are

PC Clinic Ltd, headquartered in **Trinidad & Tobago**, is a leading ICT solutions provider supporting the digital evolution of:

- Businesses
- Telecom operators
- Utilities
- Regulatory bodies
- Public-sector agencies
- Regional enterprises

We work with organizations to modernize, streamline, and elevate how they work through **PC Clinic Ltd Academy** and our network of AI partners. Our portfolio delivers practical, future-ready enablement across:

- AI awareness and readiness development
- Responsible AI governance frameworks
- Microsoft Copilot and Adobe AI productivity enablement
- Workflow automation and process optimization
- GenAI pilot programs for real-world use cases
- Role-based digital training that builds confident, capable, tech-empowered teams

PC Clinic Ltd equips organizations with the skills, structure, and support needed to adopt modern technology with purpose — and to unlock measurable value across their operations.

Building the Foundation

AI delivers value only when the foundation is ready. That's why PC Clinic Ltd integrates **AI solutions and training** with essential everyday services:

- Microsoft & Adobe subscriptions
- Cybersecurity & cloud enablement
- Hardware supply & networking
- Infrastructure support & managed services
- Monitoring, technical support & enterprise productivity

Our Strategic Partnerships

Through certified alliances with global leaders—*Adobe, Dell EMC, Huawei, Lenovo, Fortinet, SolarWinds, Microsoft, Poly, Zebra, Pentera, Felaris Global, 4SightAI*, and others—PC Clinic Ltd offers a seamless path from **discovery → assessment → training → deployment → long-term support**.

The result? A practical transformation partnership built for Caribbean realities.

The CANTO Question

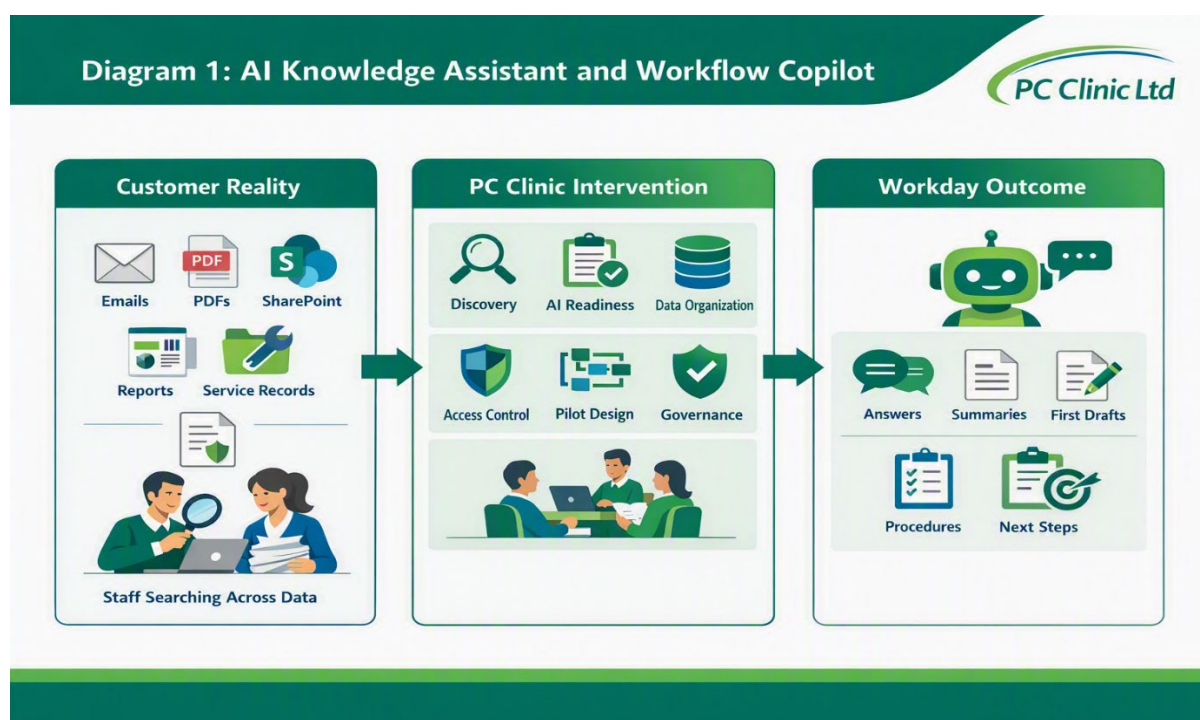
Are you ready to make AI work for your **people**, your **customers**, and your **mission**—securely, responsibly, and with the right regional partner beside you?

PC Clinic Ltd Can Help You Say “Yes.”

We bring together training, AI enablement, cybersecurity, cloud, hardware, software, managed support, and a strategic partner ecosystem to help Caribbean organizations move from interest to action—and from action to lasting value.

How PC Clinic Ltd Solves Real Customer Problems

PC Clinic Ltd leads with practical AI transformation: helping organizations turn existing digital investments into usable intelligence, faster service, and better decisions. Once the AI opportunity is clear, PC Clinic strengthens the surrounding foundation with the right Microsoft and Adobe solutions, training, configuration, and support so the customer can move from scattered digital tools to a connected, productive, AI-ready operating environment.



1. AI Solution: Knowledge Assistant and Workflow Copilot

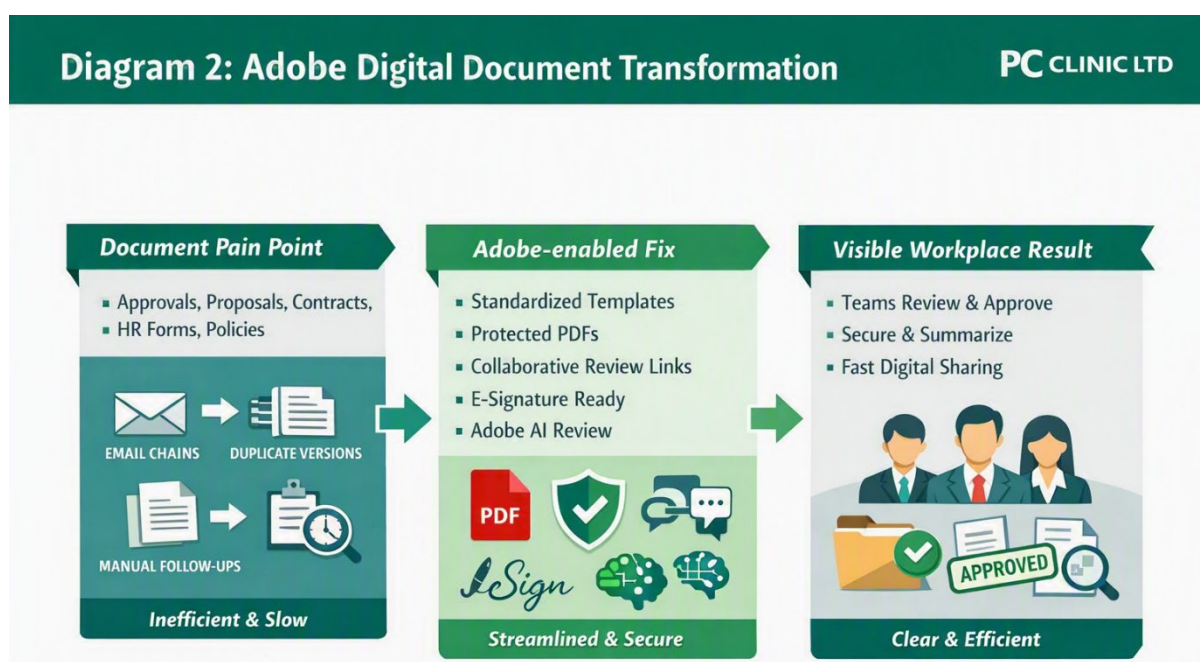
The customer challenge: Many customers have already completed parts of their digital transformation, but the value is still locked inside disconnected systems. Documents are digital, meetings are online, files are stored in cloud platforms, and teams use Microsoft and Adobe tools every day — yet staff still lose time searching for answers, rewriting similar responses, summarizing long files, and manually connecting information across PDFs, SharePoint sites, email, reports, service records, and business systems.

How PC Clinic Ltd Solves Real Customer Problems (continued)

How PC Clinic solved it: PC Clinic Ltd positioned the AI Knowledge Assistant and Workflow Copilot as the customer's next step after digital transformation. Instead of asking the customer to replace what already worked, PC Clinic helped place AI capability on top of the existing environment. The solution connected the customer's current Microsoft, Adobe, document, and operational workflows through a phased approach: discovery, AI readiness assessment, data organization, access control, use-case prioritization, pilot design, governance, and staff enablement.

The impact: PC Clinic helped the customer move from having information to using it. Staff could ask questions across approved knowledge sources, summarize long documents, draft first-response content, locate procedures, support service requests, and make faster decisions while keeping human oversight in place. The strongest value was that AI became practical and governed: the customer received a real workflow solution tied to productivity, knowledge reuse, service improvement, data control, and measurable business outcomes.

How PC Clinic Ltd Solves Real Customer Problems (continued)



2. Adobe Digital Document Transformation

The customer challenge: A customer already moving into digital transformation often reaches a point where paper-based approvals, scattered PDFs, emailed forms, inconsistent templates, and manual document reviews begin to slow the business down. Teams may have adopted digital tools, but the document process remains fragmented: contracts are difficult to track, policies are hard to update, proposals lose brand consistency, and sensitive documents are shared without enough control.

How PC Clinic solved it: PC Clinic Ltd positioned Adobe Acrobat, Adobe Document Cloud, Adobe Creative Cloud, and Adobe AI-enabled document tools as a practical foundation for secure digital document management. The solution moved the customer from isolated file handling to structured digital workflows: standardized templates, protected PDFs, collaborative review links, e-signature readiness, improved brand consistency, and staff training on how to create, edit, secure, summarize, and share documents properly.

The impact: PC Clinic helped the customer reduce manual handling, shorten document review cycles, improve compliance discipline, and create a more professional digital experience for clients and internal teams. Instead of treating Adobe as a design or PDF tool only, PC Clinic turned it into a business productivity layer for document-heavy departments such as administration, legal, HR, finance, marketing, and customer service.

How PC Clinic Ltd Solves Real Customer Problems (continued)



Diagram 3: Microsoft 365 Productivity and Workflow Modernization



3. Microsoft 365 Productivity and Workflow Modernization

The customer challenge: Many organizations already in the digital transformation space have Microsoft 365 licenses but are not using them strategically. Staff may rely heavily on email attachments, duplicated spreadsheets, WhatsApp follow-ups, manual approvals, and disconnected file storage. The customer has the tools, but not the operating model to get value from Teams, SharePoint, OneDrive, Power Platform, reporting, cloud security, and Copilot readiness.

How PC Clinic solved it: PC Clinic Ltd helped the customer move from license ownership to real adoption. The solution combined Microsoft 365 licensing advisory, user setup, Teams collaboration structures, SharePoint and OneDrive document organization, security configuration, Power Platform workflow opportunities, and practical training. Where appropriate, PC Clinic positioned Microsoft Copilot readiness so the customer could prepare staff, data, and governance before introducing AI into everyday productivity.

The impact: PC Clinic helped the customer standardize collaboration, reduce version confusion, improve document access, automate routine processes, and give managers better visibility into work. The organization gained a stronger productivity foundation: fewer manual handoffs, cleaner information management, faster internal communication, and a platform ready for automation, analytics, and AI-enabled work.

Brand Positioning

PC Clinic Ltd helps Caribbean organizations modernize work, secure operations, empower employees, and adopt AI responsibly.

- **Regional relevance:** Solutions are tailored for Caribbean telecom, utility, public-sector, association, and business networks.
- **Practical enablement:** Services combine training, tools, and support—not just software resale.
- **Enterprise readiness:** Offerings include Microsoft, Adobe, Fortinet, SolarWinds, Pentera, hardware, networking, cybersecurity, managed services, and AI transformation support.
- **AI partnerships:** Felaris Global and 4SightAI extend PC Clinic Ltd’s ability to deliver AI readiness, governance, GenAI copilots, workflow automation, and scalable enterprise AI solutions.

Portfolio-at-a-Glance Diagram



PC Clinic Ltd Product and Service Portfolio

1. Adobe Software Solutions

PC Clinic Ltd delivers these solutions directly, positioning Adobe subscriptions as a premium suite for productivity, creativity, document management, marketing, and collaboration. Our offerings support organizations that produce reports, proposals, training materials, customer communications, marketing collateral, and secure digital documents—helping teams work smarter, faster, and more professionally.

- Adobe Creative Cloud for content creation, design, video, branding, and campaigns.
- Adobe Acrobat and Document Cloud for digital documents, PDF workflows, forms, compliance documentation, and approval processes.
- Adobe Acrobat AI Assistant and Adobe Firefly positioning for enhanced document productivity and generative creative workflows.
- **Training workshops** for teams that need practical Adobe usage, template development, document automation, and brand consistency.

2. Microsoft Productivity, Cloud, and Copilot Enablement

We offer Microsoft subscriptions as the productivity foundation for modern organizations. PC Clinic Ltd can package licensing with adoption services, user training, security configuration, collaboration workshops, and ongoing support.

- Microsoft 365 licensing and advisory.
- Microsoft Teams collaboration and meeting-room productivity.
- SharePoint and OneDrive document management support.
- Microsoft Copilot awareness, readiness, and productivity training.
- Power Platform enablement, process automation workshops, and simple workflow modernization.

PC Clinic Ltd Product and Service Portfolio *(continued)*

3. Cybersecurity and Network Protection



PC Clinic Ltd can present cybersecurity as a core requirement for telecoms, utilities, public-sector agencies, and regional enterprises. The portfolio can combine Fortinet, endpoint protection, firewall appliances, network segmentation, secure remote access, and staff awareness training.

- Fortinet firewall and security appliance supply.
- Endpoint security, perimeter defense, VPN, secure access, and policy support.
- Security awareness training for staff and executives.
- Cybersecurity posture reviews and remediation roadmaps.
- Security monitoring and support options for small, medium, and enterprise environments.

4. SolarWinds Monitoring and IT Visibility



SolarWinds subscription opportunities are relevant for organizations that operate networks, data centers, telecom infrastructure, utility systems, or distributed business environments. PC Clinic Ltd can offer SolarWinds with implementation, configuration, alerting, dashboard setup, and monitoring support.

- Network monitoring and availability visibility.
- Performance dashboards for bandwidth, throughput, latency, packet loss, and system health.
- Infrastructure observability for IT teams and managers.
- Alerting workflows to reduce downtime and improve service response.

5. Pentera Security Validation



Pentera can be positioned for larger telecommunications operators, utilities, hosting providers, regulators, and regional enterprises that need continuous validation of cyber defenses. PC Clinic Ltd can introduce Pentera as an advanced security assurance solution supported by advisory and deployment assistance.

- Automated security validation.
- Continuous exposure testing.
- Executive reporting on exploitable risk.
- Security maturity improvement planning.
- Alignment with cyber resilience and regulatory expectations.

PC Clinic Ltd Product and Service Portfolio *(continued)*

6. Hardware Device Supply



PC Clinic Ltd can supply and support the equipment organizations need to operate reliably. Hardware supply can be bundled with licensing, device setup, warranty management, endpoint protection, imaging, deployment, and maintenance.

- Laptops, desktops, workstations, tablets, and executive devices.
- Servers, storage, UPS devices, routers, switches, and Wi-Fi equipment.
- Firewalls, secure endpoints, and network security appliances.
- Printers, scanners, collaboration displays, meeting-room devices, and accessories.
- Small-business device bundles for entrepreneur groups and business associations.

7. Managed Services and Technical Support

Managed services are a recurring revenue and service-continuity opportunity. PC Clinic Ltd can provide remote support, on-site support, monitoring, maintenance, backup guidance, hardware lifecycle support, software assistance, and helpdesk-style response.

- Remote and on-site support.
- Device maintenance and user support.
- Network support and troubleshooting.
- Backup, cloud, and recovery guidance.
- Vendor coordination and procurement support.

Felaris Global AI Service Portfolio



Felaris Global strengthens the PC Clinic Ltd offer by adding executive-level AI readiness, governance, and transformation leadership. Felaris model is one that is operator-led fractional and interim CIO, CTO, CISO, and CAIO support, with a focus on AI readiness, data governance, compliance, cybersecurity, and capability transfer.

AI Readiness Assessment

The AI Readiness Assessment evaluates whether an organization has the right data, process, technology, people, and governance foundations to adopt AI safely and effectively.

- Data quality, governance, lineage, and stewardship review.
- Business process documentation and optimization assessment.
- Technology infrastructure and integration readiness.
- People, skills, roles, and change-readiness assessment.
- Governance, risk, policy, accountability, and oversight review.

AI Governance and Responsible AI

For regulated, public-sector, telecom, and utility environments, Felaris can help organizations introduce AI with guardrails. The value is not just AI deployment—it is accountable AI that can be explained, governed, and audited.

- AI governance frameworks.
- AI policy development.
- Model and data accountability structures.
- Risk controls for high-impact decisions.
- Board and executive AI briefing sessions.

Fractional Executive Leadership

Felaris can support organizations that need experienced technology leadership without immediately hiring full-time executive resources.

- Fractional CIO for digital strategy and technology alignment.
- Fractional CTO for architecture, systems, platforms, and implementation.
- Fractional CISO for cybersecurity leadership and risk management.
- Fractional CAIO for enterprise AI strategy, responsible AI, and AI operating models.

Felaris Global AI Service Portfolio (continued)

Felaris AI Academy

Felaris AI Academy services are packaged with PC Clinic Ltd Academy training to provide executive, management, technical, and operational AI education.

- AI awareness for boards and executives.
 - AI readiness and governance workshops.
 - Role-specific AI training for operations, finance, customer service, sales, HR, compliance, and technical teams.
 - Practical AI adoption playbooks and use-case prioritization sessions.
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4SightAI Product and Service Portfolio

4SightAI expands the offer into enterprise GenAI systems, AI agents, domain-specific language models, RAG and vector database architectures, semantic search, and workflow-driven copilots. The organization describes itself as building production-ready AI platforms for governments and enterprises with a focus on real deployments and measurable outcomes.

GenAI Advisory

4SightAI can guide organizations through practical GenAI strategy, opportunity assessment, use-case prioritization, roadmap development, and governance alignment.

- AI opportunity assessment.
- Strategic AI roadmap.
- Use-case selection and prioritization.
- ROI and value-case development.
- Technology-stack recommendations.

AI Project Scoping and Blueprint

Before full implementation, PC Clinic Ltd positions 4SightAI to provide detailed blueprints that reduce risk and clarify project scope.

- Technical architecture and data flow design.
- Requirements documentation.
- Data strategy and security planning.
- Risk assessment and mitigation planning.
- Implementation roadmap and resourcing plan.

4SightAI Product and Service Portfolio (continued)

GenAI Proofs of Concept

Proofs of concept allow organizations to test AI value before committing to large implementations.

- Customer-service chatbot prototypes.
- AI document assistants.
- Knowledge-base search tools.
- Policy and regulation copilots.
- Operational reporting assistants.

AI Agents and Workflow Copilots

AI agents can automate repetitive knowledge work while keeping people in control. PC Clinic Ltd can introduce these solutions for telecoms, regulators, utilities, hosting providers, and business support organizations.

- Service ticket triage and response assistants.
- Sales and proposal copilots.
- Operations dashboards and decision-support tools.
- Internal knowledge-base agents.
- Meeting, document, policy, and compliance assistants.

Readily Available AI Agents:

News AI

Intelligent News Platform

Positioning: Transforming newsrooms with AI-powered automation, real-time processing, and multichannel distribution.

Why News AI?

Revolutionizing Newsroom Operations

News AI transforms how newsrooms operate by automating critical aspects of news creation and distribution. In an industry where speed and accuracy are essential, News AI assists journalists and editors by curating news content, identifying important updates, and automatically distributing stories across multiple channels.

4SightAI Product and Service Portfolio (continued)

It streamlines the creation of breaking news alerts, updates website links, generates news summaries for print editions, and posts content to social media platforms, ensuring that the right information reaches the right audience instantly.

AI Envelop

Enterprise AI Infrastructure Solution

Positioning: Think of it as an intelligent layer that enhances every aspect of your operations without requiring a complete system overhaul.

What is AI Envelop?

AI Envelop is our flagship enterprise AI infrastructure solution designed to seamlessly wrap around your existing systems and processes. This comprehensive platform enables organizations to integrate AI capabilities across multiple touchpoints—from customer service and data analysis to workflow automation and predictive analytics.

AI Envelop adapts to each organization's unique business context, learning from its data and processes to provide increasingly sophisticated insights and automation.

AI Co-pilot (Police)

Law Enforcement AI Assistant

What is AI Co-pilot (Police)?

AI Co-pilot (Police) is a specialized AI assistant designed specifically for law enforcement agencies. This intelligent system combines advanced data analytics, pattern recognition, and predictive modeling to support police officers in daily operations, investigations, and decision-making processes.

Built with a focus on public safety and ethical AI principles, AI Co-pilot (Police) serves as a reliable partner that enhances officer capabilities while maintaining human judgment and accountability in all critical decisions.

Positioning: Intelligent AI assistant designed to support police operations with data analysis, pattern recognition, and evidence-based decision-making.



PC Clinic Ltd Academy Offering

PC Clinic Ltd Academy empowers Caribbean businesses and professionals through practical technology training, with virtual and hands-on learning in cloud technologies, IT infrastructure, and AI solutions. Training is delivered live by expert instructors in interactive sessions that allow participants to engage, ask questions, and apply concepts to workplace scenarios.

AI Governance and AI Training

Putting the right guardrails in place, and building the skill to use AI well.

In most organisations, staff are already using AI tools, sometimes with sensitive client data and no policy behind them. The exposure is real, and it applies at any budget. Felaris Global helps leaders answer both halves of the problem: which uses of AI are safe, and how to use AI well. Two offerings meet that need.

AI GOVERNANCE

AI governance answers the question every board now faces: which uses of AI are safe, and what controls belong in place before use grows. Felaris runs a scoped executive workshop that produces the policies, procedures, and approval processes an organisation can actually operate, sized to its own situation. For a regulated business, governance is also where AI adoption meets the regulator. Felaris takes part in the international conversation on AI governance at the UN in Geneva, including UNESCO AI readiness work in the Caribbean.

AI TRAINING: THE FELARIS AI ACADEMY

For organisations that want to build the skill in house, the Academy delivers live certification across four levels.

- **Essentials.** Foundational AI literacy for any professional, so people understand what the tools can and cannot do.
- **Fluency.** Confident everyday use across the tasks a team already handles.
- **Foundations.** Structured working competence, grounded in the team's own tools and workflows.
- **Practitioner.** Assessed certification that equips individuals and teams to build projects, skills, workflows, scheduled tasks, and basic automation.

Training runs on its own or as part of a wider AI readiness programme. A separate Governance Lead track prepares senior leaders who set policy and oversee AI decisions.

DELIVERED IN THE CARIBBEAN

Felaris is advancing AI in the Caribbean, on Caribbean terms, so the value and ownership stay in the region. In Trinidad and Tobago, courses are delivered together with our partner PC Clinic, through PC Clinic Academy.

Data, Analytics, and Microsoft Certification Pathways



PC Clinic Ltd Academy extends its technology enablement portfolio with practical data and analytics training designed to help Caribbean organizations turn information into insight. These courses support teams that need stronger reporting, better data literacy, cloud data fundamentals, and role-based preparation for Microsoft data and Microsoft Fabric certifications.

Power BI Training & Analytics Enablement

Power BI Training & Analytics Enablement helps organizations move beyond spreadsheet-heavy reporting into interactive dashboards, governed data models, and executive-ready insights. Participants learn how to connect to data, prepare and model information, build clear visual reports, and use analytics to support faster, more confident business decisions.

- **Best for:** managers, analysts, finance teams, operations teams, executives, and departments that need better reporting visibility.
- **Business value:** stronger KPI tracking, clearer performance reporting, reduced manual reporting effort, and improved decision-making.
- **Outcome:** participants can create practical dashboards and translate business questions into data-driven insights.

DP-900: Microsoft Azure Data Fundamentals

DP-900 is the ideal entry point for professionals who want to understand data in the cloud. The course introduces core data concepts, relational and non-relational data, transactional and analytical workloads, and the Microsoft Azure data services that support modern business intelligence and data solutions.

- **Best for:** business users, IT staff, aspiring data professionals, students, and decision-makers beginning their cloud data journey.
- **Business value:** creates a shared language for cloud data services, helping teams understand storage, databases, analytics, and Azure data options.
- **Outcome:** participants build foundational knowledge that supports future learning in data analysis, database administration, and data engineering.

Data, Analytics, and Microsoft Certification Pathways (continued)



DP-600: Microsoft Fabric Analytics Engineer Associate

DP-600 prepares data professionals to design, build, and manage analytics solutions using Microsoft Fabric. The course strengthens skills in data modeling, data transformation, semantic models, analytics lifecycle management, and governance—helping organizations serve trusted data to analysts, report developers, executives, and AI-enabled workflows.

- **Best for:** data analysts, BI developers, analytics engineers, report developers, and technical team members working with Power BI and Microsoft Fabric.
- **Business value:** improves enterprise reporting quality, strengthens governed analytics, and supports scalable data models across departments.
- **Outcome:** participants gain the capability to transform business requirements into reliable analytics assets and certification-ready Microsoft Fabric skills.

DP-700: Microsoft Fabric Data Engineer Associate

DP-700 is designed for professionals responsible for implementing data engineering solutions in Microsoft Fabric. The course focuses on data ingestion, transformation, lakehouse and warehouse implementation, real-time intelligence, orchestration, monitoring, security, and management of analytics environments.

- **Best for:** data engineers, cloud data professionals, IT teams, architects, and technical users building enterprise-scale analytics platforms.
- **Business value:** enables organizations to build robust pipelines, modernize data architecture, support real-time analytics, and prepare data for business intelligence and AI use cases.
- **Outcome:** participants learn to design and deploy Microsoft Fabric data engineering solutions that are secure, scalable, and ready for operational use.

Our Integrated Client Engagement Model

Step	What Happens	Lead Partner	Client Outcome
1. Discover	Meet with the organization, understand business goals, identify pain points, and map current systems.	PC Clinic Ltd	Clear understanding of needs and immediate sales opportunities.
2. Assess	Evaluate AI readiness, data maturity, cybersecurity posture, licensing needs, and infrastructure gaps.	Felaris Global and PC Clinic Ltd	Practical roadmap for modernization, training, and risk reduction.
3. Enable	Deliver Microsoft, Adobe, AI awareness, cybersecurity, and productivity training.	PC Clinic Ltd Academy and Felaris AI Academy	Improved staff productivity and digital confidence.
4. Deploy	Implement hardware, subscriptions, security tools, monitoring systems, AI pilots, and workflow automations.	PC Clinic Ltd and 4SightAI	Working solutions that improve operations.
5. Support	Provide managed services, monitoring, helpdesk support, refresh cycles, and continuous improvement.	PC Clinic Ltd	Long-term regional technology partner relationship.

Find Your Best-Fit Solution with PC Clinic Ltd

Organization Type	Best Subscription Offers	Reason
Telecom operators and regional telecom groups	Microsoft, Adobe, Fortinet, SolarWinds, Pentera	They need collaboration, content workflows, cybersecurity, network visibility, and advanced security validation.
Data centres and hosting providers	Microsoft, Fortinet, SolarWinds, Pentera	They require infrastructure monitoring, security hardening, and operational resilience.
Utilities and public service entities	Microsoft, Adobe, Fortinet, SolarWinds, Pentera	They need secure operations, staff productivity, document workflows, network reliability, and cyber resilience.
Regulators and public-sector agencies	Microsoft, Adobe, Fortinet, SolarWinds	They benefit from secure productivity, reporting, policy documentation, and structured digital workflows.
Business associations and entrepreneur networks	Microsoft, Adobe, Fortinet	They can use productivity, design, digital marketing, cybersecurity awareness, and member training programs.
Research, nonprofit, and association entities	Microsoft, Adobe, Fortinet	They need document management, collaboration, presentation, research support, and secure office operations.

Why PC Clinic Ltd is the Smart Choice for CANTO Organizations

We're a Caribbean ICT partner with real, on-the-ground experience supporting businesses, public-sector agencies, and large regional organizations that rely on stable, secure, and scalable technology.

We bring Adobe Platinum-level expertise—from licensing and subscription optimization to deployment and user readiness—helping CANTO members get maximum value from their digital tools.

Our portfolio covers the full ICT spectrum: productivity solutions, hardware sourcing, cybersecurity, managed services, cloud transformation, and AI enablement—all delivered through one trusted partner.

We support organizations end-to-end, from strategy and assessment to procurement, deployment, training, and ongoing operational support, ensuring every initiative is sustainable and measurable.

Our partnership ecosystem strengthens your outcomes, bringing Felaris Global and 4SightAI into engagements where executive AI governance, responsible AI adoption, and enterprise-grade GenAI implementation are required.

Conclusion

Whether your organization is just beginning its digital evolution or already advancing toward practical AI adoption, PC Clinic Ltd is ready to help you strengthen, secure, and accelerate that journey. As a valued **CANTO participant**, you also qualify for an **exclusive 10% discount** on any course from the PC Clinic Ltd Academy. Select the program that aligns with your team's goals, deepen your digital capabilities, and continue building a future-ready organization with a partner committed to your long-term success.

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CANTO Catalog



CANTO Training