



Digital Technology Solutions Limited



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1 BACKGROUND AND SERVICES:

Digital Technology Solutions Limited is a leading IT and ITES service provider. DTSL has started journey since 2018. It's services including:

i. Software Development: We develop software to create custom applications that fulfill specific business needs. A business may rely on a software application for organizing and maintaining organizations records. We provide the software development services you need to develop personalized software and ensure the program's viability through continuous testing, development, and maintenance.

ii. Software as a service: Software as a service (SaaS) refers to software programs that require a paid subscription. This can include word processing or database software. IT services can connect you with the services you need and monitor the connection to help you make sure you can use it when you need it. Using software as a service sometimes includes cloud access, so your team can work remotely on their own devices should they need to. With most SaaS subscriptions, businesses receive additional IT service features, including technical support for the software.

iii. Cloud services: DTSL provide many ways for business team members to interact with the technology they need.

iv. Hardware Installations and Maintenance: Our services also include hardware installations, maintenance, and repairs. A corporation often needs to install the computers, hard drives, printers, modems, and routers that the company needs to operate. Our expert teams also evaluate a business's processes to determine the types of hardware that support its needs. In many businesses, our technical teams took responsibility for maintaining hardware and updating computers, modems, or routers to support productivity and performance.

v. Backup solutions: Backup solutions protect information loss from occurring by storing copies of data on external hardware or online platforms.

vi. Network Security: network security services help protect a business' network from unauthorized access. IT services can create and issue access authorizations to those who need it. We also provide many other services to protect your network, including Building firewalls, installing anti-virus software, installing virtual private networks (VPNs),



Performing regular network checkups.

vii. Email Services: Businesses and organizations rely on email for many communication purposes. From individual messages and company-wide updates to customer relations, email is an important part of maintaining business relationships. Our competent teams may often oversee your businesses' email accounts and make recommendations on providers that suit your organization's communication needs. IT email services can also be beneficial in sales and marketing processes, where IT teams work with sales and marketing professionals in keeping open communication with customers and sales leads.

viii. Information reporting: Through their data collection and monitoring, Our IT services can provide reports on information about your organization. They can create reports on topics such as the use of technology and information storage to help you understand how effective your company's current services are. DTSL' IT services provide software that helps streamline financial and project reporting. Information reporting services may also arrange information in a way that helps you better understand your business and make important decisions.

ix. Remote support: We provide technical support remotely. For instance, if one of your devices experiences an issue, our IT service team can access it through the internet to troubleshoot and repair it. Remote support allows them to find and repair issues more quickly and can apply to multiple devices, including most mobile devices. Having IT services with remote support capabilities can reduce the time to update applications and repair technical errors so your work can continue with minimal interruption.

x. Troubleshooting and technical support: IT services for many organizations also include technical support and troubleshooting for software applications, programs, and online tools. Teams that offer these services often guide users through the process of resolving technical errors or recommend further steps to take, such as sending in the device for repairs. With a dedicated technical support service, your organization can receive the technical assistance it needs when staff members have questions or challenges when using company software.

xi. Technology training: Since technology and software can change often, helping your team learn how to operate updated devices and software can help them use those tools efficiently with minimal questions. Our IT & ITES services include technology training for business teams that use technical tools and resources for everyday operations. In these cases, an Our IT& ITES team can train staff in your company on how to use specific tools, programs, and applications.



2 MANAGEMENT PROFILE

Md. Azharul Islam, Chairman



Mr. Azhar is a Dynamic and proficient entrepreneur and businessman. Prior to founding DHL and DTSL, He worked in United Nations Development Program (UNDP). During his career, he acquired practical working experience in every aspect of strategic leadership, strategic Business Management, Managerial Skills, strategic Negotiations skills and proper management of growth.

Mr. Azhar is versatile and resourceful to promote best practices in the corporate workplace. He has working knowledge in compliance and implementation of strategic cultural environment, Change management and practice in various organizations. He is familiar with internal control requirements in different environments, business policies and procedures and other applicable regulatory requirements. At DHL he is leading a talented and proactive team to take the company to the next level.

A young, energetic, and hardworking Entrepreneur and Businessman, Mr. Azhar demonstrates a mixed skillset of leadership, team management and professionalism.

Mr. Azhar completed his Diploma in EEE, BSc in EEE and MBA from IUBAT majoring in Marketing.



Md. Mazharul Islam, Managing Director



Mr. Md. Mazharul Islam is a seasoned professional in the field of accounting and finance. He is a Chairman of Discover Holidays Limited a leading Tour Operator and Travel Agent. He is well versed in contemporary accounting and financial concepts and has practical experience in applying them in professional life.

Mr. Mazhar is a chartered accounting professional. He is serving in eGeneration as Chief Financial Officer (CFO), a leading software company. Prior to joining eGeneration he served at Hoda Vasi Chowdhury & Co, one of the leading and oldest professional audit firms in Bangladesh, as Audit Supervisor. During his career at Hoda Vasi Chowdhury & Co, he acquired practical working experience in every aspect of financial and risk management audits.

Mr. Mazhar is versatile and resourceful to promote the best accounting practices in the corporate workplace. He has working knowledge in compliance and implementation of Bangladesh Financial Reporting Standards (BFRS) and practice in various organizations. He is familiar with internal control requirements in different environments, business policies and procedures and other applicable regulatory requirements. At eGeneration he is leading a talented and proactive small team of accountants to take the company's accounting practice to the next level.

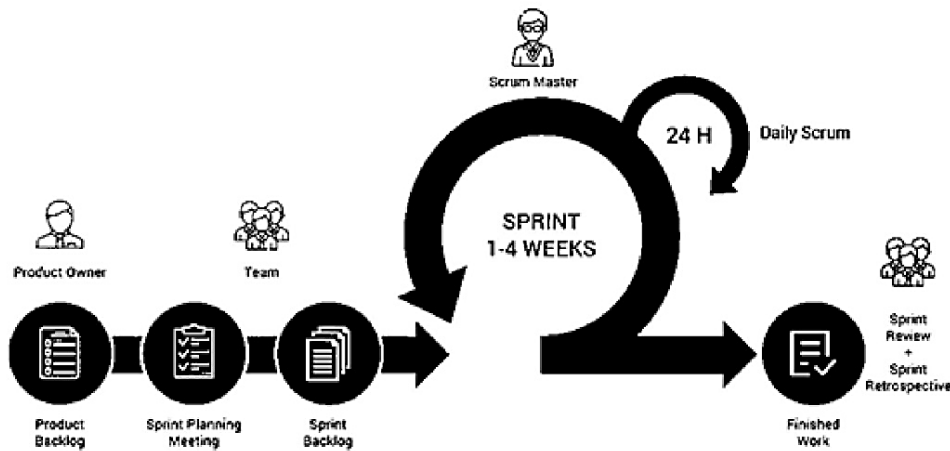
A young, energetic, and hardworking accounting professional, Mr. Mazhar demonstrates a mixed skillset of leadership, team management and professionalism.

Mr. Mazhar completed his BBA and MBA from Jagannath University majoring in Accounting & Information Systems. He also has LLB and ITP degrees.



3 PROJECT MANAGEMENT APPROACH

AGILE APPROACH AND METHODOLOGY



We use two special methodologies for maximizing the use of resources and time to manage our projects. It is a perfect set of essentials adopted as the guiding principles and processes for managing different sized projects.

‘Agile’ is used for projects that are flexible, iterative and incremental. The demand and solutions evolve through the collaborative effort of self-organizing and cross-functional teams and our clients. Scrum and Kanban are the two major frameworks used for Agile methodology. ‘**Scrum**’ an agile Framework used for project management that emphasizes teamwork, accountability and iterative progress toward a well-defined goal. Our Project Managers plan on initiatives to be done within the two-week sprints as well as hold daily meetings widely known ‘aka stand-ups’ to check within the team on how the project is moving along the different phases of development.

3 Major Roles	4 Types of Meeting	3 Artifacts
-Product Owner	-Planning Meeting	-Product Backlog
-Scrum Master	-Daily Scrum	-Sprint Backlog
-Development Team	-Sprint Review	-Product Increment
	-Sprint Retrospective	
SPRINTS 1-4 weeks		

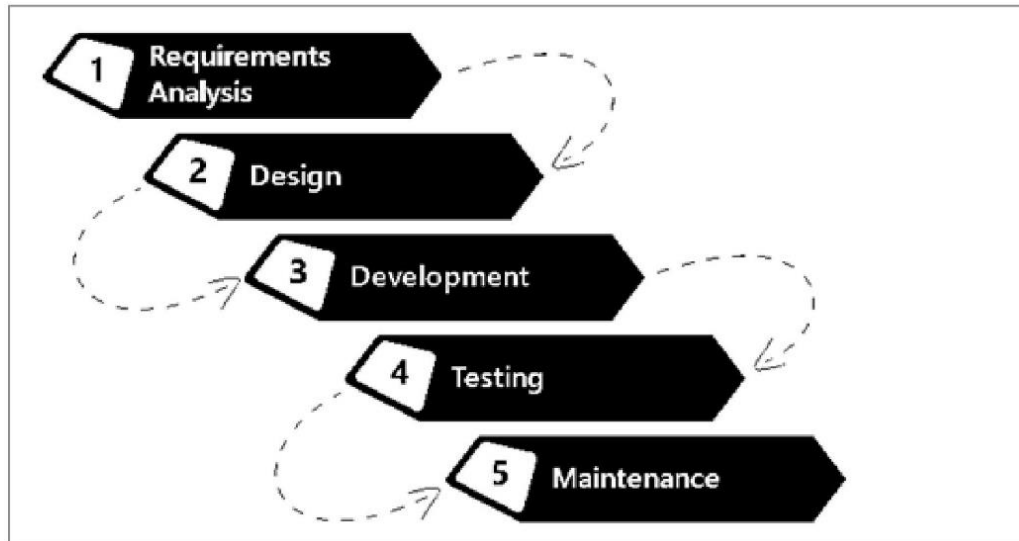
Backlog	Design		Development		Testing		Done
	Doing	Ready	Doing	Ready	Doing	Ready	

Another popular agile framework which we use to focus on early releases with collaborative and self-managing teams is **Kanban**. It is based on a list of aka backlog of items to do and is managed by priority of items using tickets or cards on a Kanban Board. The board has different columns which let managers know the status of a task worked on, including to-do's, in-progress and complete tasks.

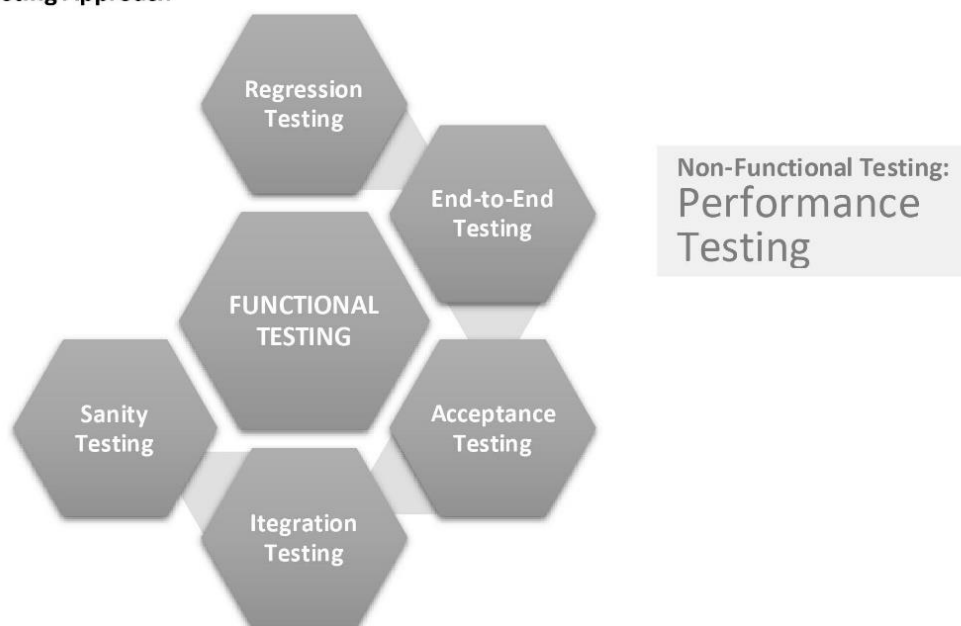
Waterfall is one of the most traditional project management methodology using linear- sequential design approach where progress flows downwards in one direction. Once the current phase has been completed, then only it moves

onto the next phase of the software development life cycle.

Waterfall stresses on the importance of documentation and we use this methodology for large scale government projects that require maintaining stringent stages and deadlines.



Testing Approach





QA Approach

Understanding & Review of Requirements
Test Planning & Test Case Writing
Execution of Test Cases through various Testing Processes
Updating Test Results in Test Cases

Maintenance

Constant Enhancement of Software Applications
Handling Technologies seamlessly
Achieving optimum operational performance
Ensuring uptime 99.99%
Service delivery through Highest Quality

24/7 Support

Easy Access to Communication Tools
Infrastructure and Environment related Services

Critical Responses

Severity Level 1

We will begin work on the problem within one hour of notification and handle as the highest priority until it has been resolved.

Immediate Action taken. Problem Resolved within 3-6 Hours

Severity Level 2

Important features are functioning with limited capabilities or are unstable with periodic interruptions. The software may be operating but is severely restricted.

Action taken within 2 hours. Problem Resolved within 6-48 Hours

Severity Level 3

Major portion of the software functions are still useable with minor functional or feature failure.

Action taken within 6 hours. Problem Resolved within 12-72 Hours.



4 DTSL's Recent Experience on Corporate Client Services

We have provided several services and some of the relevant assignments are noted below:

- The City Bank Limited
- Dutch-Bangla Bank Limited
- Eastern Bank Limited (EBL)
- Bank Asia
- bKash Limited
- Members of Dhaka Club
- Beacon Pharmaceuticals Ltd.
- Lafarge Surma Cement Ltd.
- Sylben Treading Company
- Darma Drags Health Care
- Hoda Vasi Chowdhury & Co.
- Orion Group
- ACNABIN, Chartered Accounts
- BGMEA
- IIDFC
- Intertek Bangladesh Limited
- LAB AID group
- IDLC Finance Limited



5 BUSINESS PARTNERS





CONTACT DETAILS



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