

ECLIPSE ENTERPRISE LIMITED



COMPANY PROFILE

2023

Legal Address: 126/3 Monipuri Para Old Airport Road Tejgaon Dhaka Bangladesh.

Office Address: House 51/C, Road 13/B Sector 3 Uttara Dhaka Bangladesh

Email Address: ap@eclipseenterprise.com.bd

Website: www.eclipseenterprise.com.bd

Cell: +880 1711 526 896

Message from Our Managing Director



As the Managing Director of our company, I am proud to say that we are a team of dedicated professionals who are committed to delivering outstanding service to our clients. We understand the importance of technology in today's business world and we strive to stay ahead of the curve by constantly researching and implementing the latest trends and innovations.

Our goal is to help our clients achieve their full potential by providing them with innovative and reliable IT solutions that are tailored to their specific needs. We believe in building long-term partnerships with our clients and we are dedicated to providing exceptional customer service at all times.

I am confident that our team's expertise, commitment and passion for technology will help our clients stay ahead of the competition and reach their business goals. I invite you to learn more about our company and the services we offer, and I look forward to working with you in the future.

About Us

We are an IT enabled service company that specializes in providing innovative solutions to help businesses improve their operations and streamline their processes. We offer a wide range of services including software development, data analytics, cloud computing, and digital transformation. Our team of experienced professionals has a deep understanding of the latest technologies and industry trends, and we work closely with our clients to understand their unique needs and develop customized solutions to help them achieve their goals. With a focus on quality, reliability, and customer satisfaction, we are committed to delivering outstanding results for our clients and helping them stay ahead of the competition.

Mission

"Our mission is to empower businesses to achieve their full potential by providing innovative, reliable and cost-effective IT solutions. We strive to help our clients to streamline their operations, increase efficiency and stay ahead of the competition. We are committed to delivering exceptional customer service and fostering long-term partnerships with our clients. We are dedicated to providing a secure, accessible and sustainable environment for businesses to thrive in the digital age."

Vision

Our vision is to be the leading provider of IT solutions, shaping the future of businesses through technology. We aim to be at the forefront of innovation, delivering cutting-edge solutions that drive growth, efficiency and success for our clients. We are committed to being a trusted partner to businesses of all sizes, and to fostering a culture of excellence and teamwork within our organization. We will be recognized as the go-to company for businesses seeking to thrive in the digital age.

What we do

Eclipse Enterprise Limited provides a range of services that use technology to help businesses improve their operations and processes. These services may include:

- EEL provides Business Process Outsourcing Services which include:
 - Customer Service: Handling customer inquiries and complaints through phone, email, or chat.
 - Technical Support: Providing technical assistance and troubleshooting for software, hardware, and other products.
 - Data Entry: Digitizing and organizing large amounts of data.
 - Accounting and Financial Services: Performing financial tasks such as invoicing, bookkeeping, and payroll management.
- EEL provides Data analytics services using data mining, machine learning, and other techniques to extract insights from data and inform business decisions.
- EEL provides Knowledge Process Outsourcing Services which include:
 - Research and Analysis: Conducting in-depth research and analysis on a wide range of topics, including market trends, industry data, and demographic information.
 - Intellectual Property Services: Providing support in patent research, trademark registration, and intellectual property protection.
 - Business Intelligence: Providing strategic and competitive intelligence to support business decision making.
 - Knowledge Management: Building and maintaining knowledge databases, knowledge mapping, and information sharing systems.
 - Engineering Services: Offering specialized engineering design, analysis, and research services in areas such as product design, prototyping, and simulation.

- Digital transformation: helping businesses adopt new technologies, such as mobile apps and social media, to improve customer engagement and increase sales.

IT enabled service companies can work with businesses of all sizes and across many industries, from small start-ups to large corporations. They can help businesses improve their competitiveness by providing cost-effective and efficient IT solutions, which in turn will help them to grow their revenue and customer base.

Quality Control

EEL maintains quality service to clients in the following way:

- Define and communicate clear service standards: Establishing clear service standards and communicating them to employees and clients can help ensure that all interactions meet or exceed expectations.
- Regularly gather customer feedback: Regularly gathering feedback from clients through surveys, focus groups, or other methods can help identify areas of improvement and tailor services to better meet client needs.
- Train employees on customer service: Providing training to employees on how to effectively handle customer interactions and resolve issues can help ensure that all client interactions are positive and productive.
- Invest in technology and automation: Investing in technology and automation can help streamline processes, improve efficiency, and reduce the potential for human error, resulting in better service to clients.
- Hire and retain high-quality employees: Hiring and retaining employees who are dedicated to providing high-quality service can help ensure that clients are consistently receiving the best possible service.
- Respond promptly to customer complaints and issues: Responding promptly to customer complaints and issues, and following up with customers to ensure that their concerns have been addressed, can help maintain a positive relationship with clients.
- Continuously monitor and improve service quality: Continuously monitoring service quality, and making improvements as needed, can help ensure that clients are consistently receiving the best possible service.

Client List

- Silver Wolf Property Solutions LLC
- MCS Construction Ltd.
- Environment and Infrastructure Management Solution (EIMS) Limited
- Management Consultancy Services Ltd.
- Trust Aviation Services
- Bangladesh Brand
- Sthapati Bangladesh

**Thank
you!**