

Therap[®]

Therap (BD) Ltd.

Company Profile

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THERAP (BD) LTD.
HOUSE-47, ROAD-4, BLOCK-C, BANANI, DHAKA-1213

Company Profile

Therap (BD) Ltd. is a reputable software company which was established in 2004. Therap (BD) Ltd. is owned by Human Services Technology Investment Group LLC and its subsidiary, Therap System Solutions. A hundred percent of Therap (BD)'s revenue comes from Therap Services, LLC. The Commercially-off-the-shelf (COTS), Software as a Service (SaaS) suite of applications is designed specifically to meet the unique needs and documentation requirements of organizations supporting individuals with intellectual and developmental disabilities and other special needs.

Therap (BD)'s mission is to develop a globally standard electronic documentation system for the agencies and organizations providing care and support to persons with disabilities, traumatic brain injuries, mental health needs, and other forms of long term care. Over the last 17 years the company has grown and is now one of the largest of its kind in Bangladesh with a workforce of over 250 employees.

Therap (BD) is proud to take part in the national economic development in Bangladesh by bringing in much needed foreign currency into the country. With an office in Banani, Dhaka, we house over 250 professionals of various disciplines and engineering backgrounds for the development and maintenance of the suite of applications. Our employees work closely with professionals in Therap Services, LLC to understand industry requirements and best practices for the industry being catered to. With services being provided in the U.S. and a number of other countries, Therap (BD) employees have gained extensive knowledge about the advanced documentation and reporting techniques, and international best practices applied in the intellectual and developmental disability industry.

Top Management of Therap (BD) Ltd.

Therap (BD) consists of a number of departments and teams, each with their own team leads who are responsible for day-to-day operations for their designated teams. Management level decisions and discussions are carried out by top level management. The names and designations of the top management personnel in Therap (BD) are as follows:

1. James M. Kelly, *Director*
2. Richard Robbins, *Managing Director*
3. Maj Gen (Retd.) Mohammad Shamim Chowdhury, *Director of HR & Vital Assets*

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4. Asif Ali, *Director of Software Engineering*
5. Nazrul Islam, *Lead System Analyst*

Products and Services

Therap (BD) develops and maintains information and communication technology services, Therap Applications, for government and non-government agencies working for the disability community. Due to the ever increasing demands for remote access, information sharing and communication facilities, an increasing number of public and private organizations across the world are moving towards web based solutions for data storage and documentation needs. Implementing and maintaining a proper web based system in an organization demands a substantial amount of effort, time, resource, and money. To provide effective solutions for satisfying these needs, many privately and publicly run service bureaus have been set up over time. Therap Services, LLC is one such private service bureau, and Therap (BD) provides various assistance under contract to Therap Services, LLC.

Therap's suite of individual, staff, and billing support applications provides an integrated solution to support the needs of the developmental disability community. Using Therap, schools and agencies supporting individuals with special needs can move towards paperless documentation. Therap provides a person centered data approach to the overall health, education, service record of an individual or child. The application aims to help customers with creating a comprehensive record of an individual's service data for improving the level of care and meeting reporting needs.

The comprehensive suite of applications is used for both public and private organizations to manage and oversee service delivery. The application consists of over 70 modules, and includes the following:

1. Electronic health record which tracks individual demographic information, diagnostic information, service needs, and outcomes data
2. Electronic service documentation
3. Robust user reporting and advanced analytics using the Business Intelligence Dashboard
4. Quality assurance support
5. Intake and assessment support
6. Eligibility determination
7. Billing and claims processing
8. Secure communications
9. Electronic Visit Verification

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10. Initial and ongoing user training and comprehensive customer support services including online and live help desk support
11. Ongoing technology upgrades to ensure continued system security, performance, reliability, and responsiveness

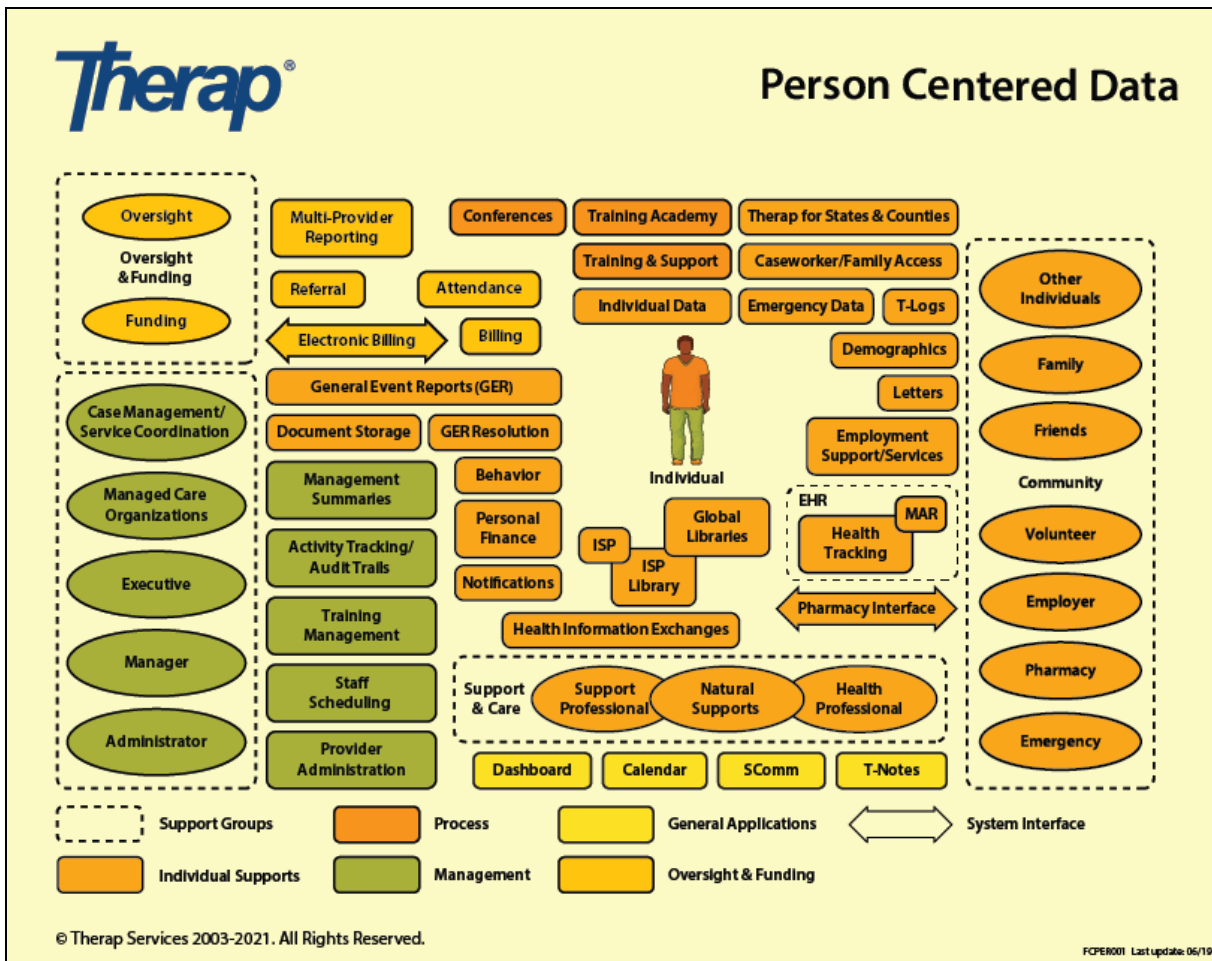


Figure: Therap's Person Centered Data Diagram

Therap has a web based application which can be accessed through standard browsers, and a native application for both Android and iOS devices. The applications are created by implementing the latest security frameworks. Data within the application are private and encrypted. The software is continuously tested and security patches are applied to ensure that customers receive the most secure environment while using the application.

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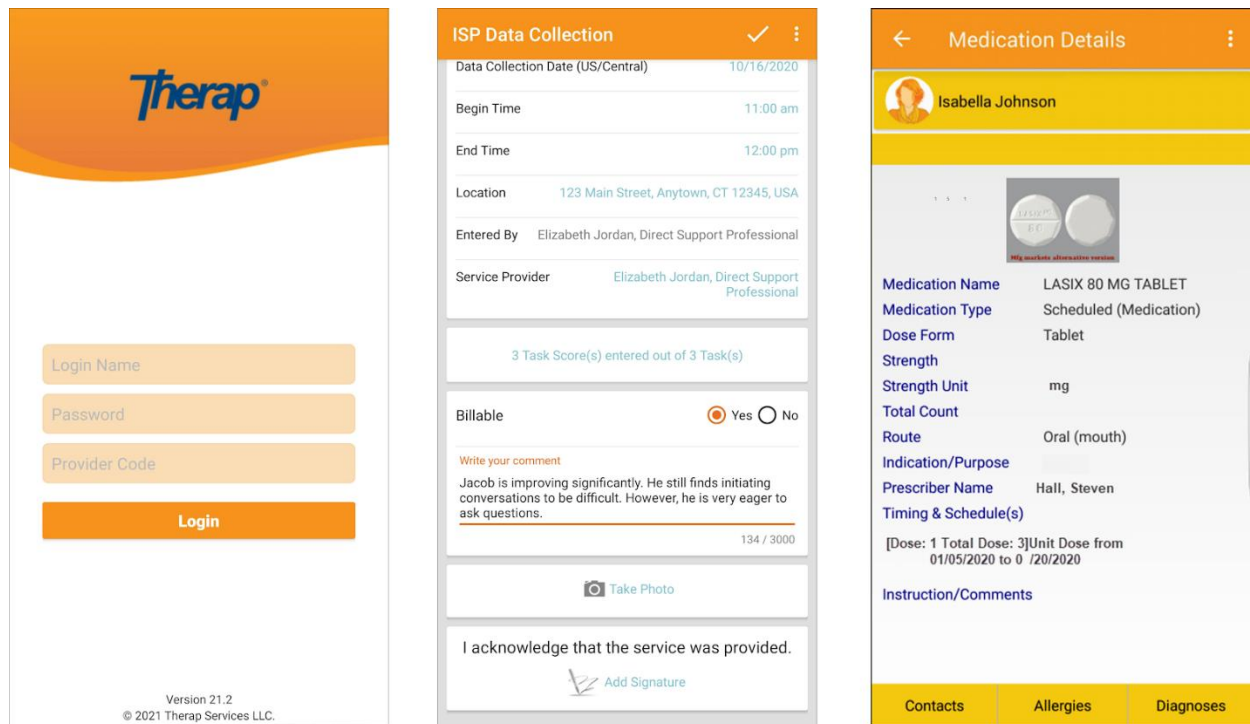


Figure: Therap's Mobile Applications

Therap (BD) is also responsible for creating and maintaining the websites pertaining to the suite of applications and the company itself. The support and business websites provide users of the application with detailed training and support materials for navigating the application and completing assigned tasks. Users guides, recorded webinars, FAQs, Quick Guides, and content for Therap Academy are a few more resources which are created and maintained by Therap (BD) to help users with learning the system to the best of their abilities. A part of the support for using the application is also provided from Therap (BD)'s end. Therap (BD) website can be accessed at <https://therapbd.com/>, where hiring posts are offered along with information about the company, departments, and available job openings with job descriptions.

Teams and Departments

Therap Applications is required to be a dynamic platform that has both the adaptability and dependability to meet the ever evolving needs of providers and government entities around the globe. Therap (BD)'s robust development, programming and operations teams possess decades of experience in IT security and development, and that expertise is reflected in a system that is both comprehensive and flexible while also supported by a world class security infrastructure that exemplifies our perpetual commitment to data integrity and security.

The departments currently existing in Therap (BD) are provided below:

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1. Development
2. Quality Assurance
3. Database Administration
4. Design
5. Training and Content Specialist
6. Therap Global
7. Marketing Operations
8. Operations

Other than creating employment opportunities for the aforementioned departments, Therap (BD) also employs people for operating the office premises and fulfilling administrative tasks such as caretakers, cleaners, drivers, kitchen staff, floor attendants, and guards.

Facilities for Therap (BD) Employees

Therap (BD) strives to maintain a start-up culture in which each employee is a hands-on contributor and feels comfortable sharing ideas and opinions. With an office situated at the heart of Banani, it has over 250 employees. From an excellent working environment to transport facilities to recreation and healthy meals, Therap ensures an ideal workplace for existing and potential employees.

Since the emergence of COVID-19, Therap (BD) has effectively established a “work from home” policy by providing the employees with hardware and equipment to work optimally and safely from their homes.

Considering the nature of the software application that Therap (BD) is responsible for maintaining and developing, employees are provided with a number of training and retraining sessions throughout their time in the company.

Therap (BD) Contributions

Therap (BD) participates and endorses career fairs in various universities in Bangladesh. We have several recruitment sessions throughout the year where fresh graduates from technical fields are able to apply. Additionally, hiring posts are posted on the Therap (BD) website. We create a steady stream of job openings each year.

Therap (BD) hosts and participates in various sporting tournaments with other software and IT companies in Bangladesh. For recreational and corporate activities, Therap (BD) also rents land to host events and meetings.

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