

Contessa Profile

Contessa Solutions and Consultants Ltd

Your Trusted Solution Partner

A leading solution provider for Enterprise and SME in terms of their Business Process Outsourcing, Business Process Automation, ICT Infrastructure building operation and maintenance, Cyber Security, Digital Forensic Investigation, e-business Enabling, Solution Consultancy, Turn-key Solution, Post Implementation and Customized Support, System Integration, Development and Training on Mobile Apps and Human Resource Outsourcing Management services.

Time to market, quality of work and value adding to our customer's requirements are our key focus in all our deliveries.

Area of Expertise:

Data center: Build a modern data center and provide hosting Services	Big Data: Data is today's fuel for success	BOYD & MDM: <i>Can go together</i>	Cyber Security : Cyber Security, Digital Forensic, IT security User Authentication, Mobile ID/PKI, PKI and Cyber Forensic Lab Implementation 
Software development, web site development, implementation, Integration, training and managed services	Managed Service – PBO and Human Resources Outsourcing Management Services	 Telecom VAS and Digital Services	VAPT, & Technology Audit   PCI Data Security Standards (PCI DSS) for financial institutions!

About Contessa

Founded by a team of young, dynamic and experienced professionals, Contessa Solutions & Consultants is a locally own company backed by foreign expert with collective experience of its parents company Computer Services Ltd for more than several decades. Contessa had been incorporated with joint stock companies in Bangladesh and running by a team of industry leaders.

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Contessa has a dedicated **Cyber Security** & Digital Forensic unit, delivering proactive and proven solutions and services that help secure systems, networks and overall ICT environment. Contessa protects consumers and businesses of all sizes from the latest malware and emerging cyber threats. Not only integration – Cyber Security, Risk Management, VAPT, PCI-DSS, BCM, ISO 27001 implementation & Technology audit is one of our main security practice domain.

At Contessa Solutions & Consultants, we see our customers as our Business Partners, we are proud each time we create a satisfied customer.

Our Vision

To provide ONE STOP SOLUTIONS to our business partners in-terms of Cyber Security, ICT Infrastructure and ISIT enabled services.

Our Team

Make up of a team of young dynamic and experienced professional. The team is enriched with unique domain knowledge, which span from Cyber Security, Digital Forensic, KI, ICT Infrastructure, ISIT and Project Management.

Our Management Team:

Management team consist CEO, Director, Technology Lead and Project Management Lead.

Human Resources:

Project Manager: 3 dedicated project Mangers

HR, Admin, & finance team: 3 dedicated members

Software team: 11 persons including software design architect and programmer

Network & IT/Cyber Security solutions team: 10 Member

Our Track Record

The Contessa Team has served customers across all verticals. The team has collective experience with both private and public sectors. Industries served are:

- Telecom Industries
- Banking & Financial
- Manufacturing
- Small and Medium Enterprise
- Info Technology
- Public & Quasi Public
- Govt. Entity

Infrastructure

Contessa has its required ICT Infrastructure spread into partner data center based on co-location agreement and some infrastructure are in cloud. It has it's won LAN and WAN services for both internal and external client use. Contessa has a training facilities for its internal resources development as well as client resource development.

Services

Building on its varied expertise and domain knowledge, Contessa offers clients a wide range ISIT, Telecom, BPO and System Integration Services. These services enable business to "Do Business Better", increase productivity and reduce cost through optimum use of technology and process excellence and help client to perform in this dynamic market environment

• Consultancy Services	• Managed Services
• Cloud Services	• Infrastructure Management Services
• Cyber / IT Security services	• Mobility
• Virtualization	• Application Services
• ERP & Data Warehouse : Hadoop and Big Data	• Project Management
• Compliance & Assurance: Audit, Review, Assessment,	• SAP service & Education
• Business Process Outsourcing	• Telecom Management and Optimization
• Digital Forensic Services	• Oracle Enterprise service & Solutions

Consulting Services

At Contessa Consulting, we help companies think ahead. Business today is evolving faster than at any other time in history, and tomorrow there are going to be challenges we can't even imagine today. But to survive and thrive, we must imagine future and get ready for the challenges.

Even while we're helping our clients, solving their business challenges today, we're thinking about the future - and how we can take our valued customers there. Which is what gives our customers the competitive edge in what's to come.

Contessa Consulting can give you the business analyses you need and follow through with implementation. As part of Contessa, the leading provider of integrated business, technology and process solutions, we can deliver a depth of resources that's unsurpassed by other firms.

We have the flexibility to deliver solutions quickly and cost-effectively. Our confidence in our ability to think ahead makes us willing to be measured against any business outcomes. Which

means that with Contessa Consulting, you get the advantage of future thinking - along with the advantage of being taken the rest of the way.

Contessa Consulting provides services of following practices:

- Governance, Risk and Compliance
- Cyber Security Consulting and implementation
- Business Transformation
- Process Excellence
- Enterprise Architecture Consulting

We maintain an active thought leadership program that includes white papers, opinion essays, and research studies on topical business issues.



Managed Services

[Resilient](#) | [Cost-efficient](#) | [Business-aligned](#)

IT & Telecom leaders need a solution which can reliably manage organization's IT services, provide them regular updates, help cut IT 'run costs' and enable them to focus more on strategic IT change topics. Contessa integrated managed services offering – is designed to help IT leaders do exactly this – achieve IT & Telecom resiliency, be cost-efficient and drive business alignment.

About Contessa Managed Service

Contessa supports application, infrastructure and security IT operations of an organization. Focusing strongly on automation and standardization, Contessa leverages Contessa's IP and best-in-class tools delivering ITIL V3 level services. Contessa Service is flexible and can be deployed through a combination of on-premise, onsite, offshore or on cloud models.



Cloud Services & Solutions

In a world driven by varied macro and micro economic pressures, business agility and scalability are key factors for success. Cloud is the way to achieve on-demand agility and seamless scalability in operations. Our customers are beginning to realize the potential of Cloud to meet their need for standardization and simplification of their IT footprint. The faster an organization finds comfort with Cloud technology, and begins to innovate, the sooner the payback will be realized. Cloud adoption is now beyond experimentation – it has produced quantifiable and measurable ROI, and accelerated the speed of innovation in the organization.

We see Cloud Computing as one of the most powerful emerging trends that will change the way businesses are run today. Our cloud services offerings cut across various layers. Our portfolio of services includes:

- **Cloud Discovery & Journey Services:** We help customers in identifying and assessing opportunities to move on to a cloud environment to gain significant business benefits. We provide consulting services such as Cloud Discovery and Journey services which help customers adopt the right set of cloud services systematically and profitably.
- **Private Cloud Services:** We have experience in infrastructure virtualization, data center and migration services to provide implementation and migration to customers from existing environments to a Private Cloud environment. We also manage the entire Cloud infrastructure.
- **Cloud:** A Cloud Service owned by us for our customers on a IaaS/HaaS basis (Infrastructure as a Service/Hardware as a Service), Storage/backup/Archival on Cloud, Hosted E-Mail, RIMS and Hosted Campus ERP for Education etc., to start with. We are in the process of building more and more cloud services.

At Contessa, we engage with customers to holistically examine their business needs. Our Cloud IPs, assets, solutions, and services are then tailored to meet these requirements, to deliver the

key Cloud benefits of business agility, scalability, and flexibility, in a robust and secure environment.

Infrastructure Management Services

Agile, efficient, and cost-effective technology infrastructure can be the differentiator that enables companies to refocus on their core services and products. Businesses need to manage the twin pressures of delivering improved financial performance and keeping the support infrastructure intact.

IT and infrastructure management services have undergone a significant change and increasingly. IT teams are focused on delivering business value, improved efficiency and minimization of costs. The focus of business nowadays has turned to: *"How can we leverage IT infrastructure for business growth and innovation? and, How can IT infrastructure management help businesses to be more agile and flexible, addressing demands such as ramp-up or ramp-down considering the prevailing macroeconomic scenarios?"*

Contessa's infrastructure management services with its strong domain capabilities and specialized capabilities spanning Data Center, End User Computing, Networks, Managed Services, Cloud, Business Advisory and Global System Integration helps businesses across the globe to transform their vision to reality.

Our services are built on the concept of '*Standardization at the backend*' to bring in operational efficiencies and drive down costs. We also help our customers to minimize their IT costs to bring in Business Agility in the current macro-economic scenario.

Mobility Services

Be Social, Be Local, Be Mobile

Over 5.3 billion people i.e 77% of the world's population are now on mobile. This rapid proliferation of mobile technology allows for faster, cost-effective, enhanced-capability devices along-with a growing eco-system which often overwhelms decision makers in taking the right steps to leverage this technology to drive their business results.

While a vast majority of organizations have taken the 1st step with BYOD policies in place, very few organizations have progressed beyond the messaging apps for their mobile workforce. While there are good examples of innovative use of mobile technology from a customer-facing perspective, most businesses have yet to evolve the right strategy to fully leverage mobile technologies.

Our multiple service offerings such as mobile strategy consulting, mobile UX design services, mobile app development and testing as well as mobile security and device management services allow our clients a wider choice of engagements including an offshore-leveraged 'flex' model.

Further, Contessa's partnership eco system across Enterprise System providers, MADP (Mobile Application Development Platforms) and MDM (Mobile Device Management) providers give us the leverage to recommend the best-fit vendor-neutral technology solution.

Contessa provides the following services in the mobility space

- Enterprise mobility strategy – applications, devices, access, analytics
- Mobile device management (MDM) with containerization
- Mobile application management (MAM) including enterprise/public app store security and app SDLC
- Management and governance of the enterprise mobility program
- Mobile forensics

Business Process Outsourcing Services

With a tough economy putting pressures on margins and technology empowered customers demanding best in class service, companies are struggling to maintain profitability. Business Process Outsourcing (BPO) is a strategic step for companies looking to improve service levels, reduce costs, streamline processes, improve process efficiencies, and gain access to best-in-class processes without investing in requisite technology and skills.

Today, customers want to partner with BPO vendors who can add value to their business and provide competitive differentiation. To meet this need, BPO industry is evolving from a labor arbitrage "Lift and Shift" model towards a value driven Utility model.

Our expertise lies in:

- **Pre-built Process Asset Based Solutions** – With a focus on process improvements and business outcomes.
- **Industry Focused & Platform Based Solutions** - Leveraging Contessa assets in Cloud, Mobility, and Alliances we provide integrated IT and BPO SLAs and innovative pricing/commercial models for our key clients.
- **Driving Predictable Business Outcomes** - Leveraging technology, tools, and analytics we help customers transform operations onsite before shifting to vendor. Our industry specialists along with the Contessa consulting group enable this transformation.

- **Investing in Industry Leading BPO Platform** - Contessa is a flexible, adaptable, and customizable BPO platform. It supports unique processes to deliver business outcomes, institutionalize knowledge, ensure transparency, controls, compliance, and drives down cost of operations.
- **Delivering Insights & Measurable Business Impact through Business value meter** –. Our one stop shop tracks and reports the value delivered to customer through process re-engineering.

Application Services

Business Applications: The Heart of Ongoing Transformation

The services and solutions offered by Contessa's Application Services Practices create the edge organizations must have to assert their competitiveness in their markets. Our integrated business solutions span the application and technology landscape, from enterprise applications and digital transformation to security and testing. We help drive business innovation by integrating next generation technology into the enterprise IT landscape. We transform business processes. We maximize and extend the value of package applications. We aggregate cutting-edge applications to drive collaboration and commerce with customers. We enable secure IT operations. And with an effective global delivery model, we assure a total quality approach for applications and technology solutions anywhere in the world.

Contessa's solutions are created and implemented by teams that have the skills, knowledge, assets, tools, and strategic expertise to meet any and all enterprise technology requirements and align these technologies to business strategy. Our goal is to facilitate a company's confidence and agility in their market, with the tools to compete successfully, no matter how the business climate changes.

Application Services at Contessa can be identified of the following distinct categories:

Enterprise Applications: This is the core of every organization's IT structure. You need to address evolving technology and business dexterity while containing costs. Contessa's Enterprise Application Services practice can assist your transformation initiatives through Enterprise Resource Planning, Supply Chain Management, Customer Relationship Management, Human Capital Management and Application Management Services. Our strategic partnerships with all major enterprise software vendors help us recommend the best fit for your organization.

Connected Enterprise Services: Today's customer is better informed and interacts with brands across multiple touch points expecting a superior customer experience. With increasing customer expectations and organization silos, there is a greater need to create an integrated enterprise to

deliver a connected customer experience. Contessa helps businesses enhance customer loyalty, drive sales and enable extended enterprise that delivers consistent, multi-channel customer experience. Our solutions and services help businesses create a connected enterprise by leveraging strategic thinking, agile solutions and global partnership.

Enterprise Architecture: Contessa can help align your IT strategy with your business strategy, adopt emerging technologies and capitalize on existing application portfolios. We can design strategic solutions that are key enablers of success in the 21st century workplace. Our world-class Enterprise Architecture team can establish the structure, processes, and tools for improvements in technology governance, create the metrics needed to measure alignment of your IT landscape with your business goals, and help implement the strategic solutions that will propel your business forward.

Testing Services: We provide model-based, holistic testing services powered by specialized tools, frameworks, and solutions. Using our own IP, that of our trusted partners, and the best of open source, we have created a foundation of assurance solutions that gets your product to market faster, at less expense, and with greater confidence. Our testing practices include test automation, performance engineering, SOA testing, data-centric testing, package application testing, localization testing, mobility testing, test environment creation & management using virtualization in testing, certifications, and test consultancy.

Security Assurance

Security used to be exclusively about preventing or fixing problems. Now its focus has transitioned to improving the bottom line. Our strategy is to address the security demands of today's organizations that include embracing new technologies; mitigating cyber threats; and conforming with regulations even while increasing customer trust; reducing risks, costs, and complexity; achieving compliance targets; and improving productivity. Security today is about demonstrating business value and we achieve that with integrated, end-to-end security and compliance solutions agile enough to transform with ever-changing business and IT risks.

Contessa's cyber security consulting services are designed to help customers adopt a holistic approach towards risk management for making businesses more secure and resilient to cyber-attacks. Through a range of services, Contessa can help customers understand their current risk posture and weak links to frame a dialogue around security programs that would be required to achieve the desired state. Contessa leverages deep security expertise to define the security roadmap, ensuring that program execution and security operations are carried out in a cost-effective manner.

Contessa 's security service and solutions span the following areas:

Mobile Security	Endpoint Protection
Network Security	Access control management
Security Information and Event Management (SIEM)	Identity and Access Management (IDM)
Privilege Password Management	Intrusion detection system (IPS/IDS)
File Integrity Checking	User authentication, PKI, Mobile PKI
Network Admission Control	Infrastructure Security
Application Security	Virtualization Security
Digital Forensics	Penetration & Vulnerability Testing
Security-as-a-Service (Security SaaS)	Risk Management
PCI-DDS Audit and Compliance	ISMS IS27001-2 Implementation and Audit
Email & Web Security	Vulnerability and Penetration Testing (VAPT)
Business Continuity Management	Data Loss Prevention (DLP)
Wireless IPS	Secure Web Gateway

Virtualization Services

We provide Virtualization Services to accelerate the success of your virtualization initiative. Whether you want to start with server virtualization, extend virtualization to storage and then across the data center, or implement a desktop virtualization solution for a seamless user experience, we provide a comprehensive approach that helps reduce costs, achieve better performance and secure the virtualized infrastructure. Our Services include:

- Capacity Assessment
- Consulting
- Implementation & Integration with Multiple OS
- Migration & Cloud Infrastructure Optimization

Project Management

Contessa believes Project Management is a set of inter-related phases, activities and tasks that define the project process from the start through to completion. Each phase of the project produces a major deliverable that contributes towards achieving project objectives. The objective is to provide common standards to ensure that projects are conducted in a disciplined, well-managed, and consistent manner, resulting in projects that are completed on time and within budget.



Contessa considers three main phases for projects

Project Initiation

Project initiation is very critical. Adroit targets to address following in this phase

- ▶ Project charter
- ▶ Objective Definition - project objective statement
- ▶ Scope/deliverables identification - Work Breakdown Structure (WBS)
- ▶ Time-sequenced task scheduling and critical path identification
- ▶ Project Reviews, Communication, and Escalation structure

Project Control

The control phase involves managing and tracking the project. To do this a project plan is developed. The project plan is most commonly expressed in the form of a Gantt chart and identifies the stages, tasks, timeline and resources.

Once planned, it is important to identify factors that could impact the project. This is done using the issues log and risk log. The issues log is used to record issues and creates a plan to address them. The risk log is used to record and grade risks with an associated action plan to mitigate them.

Based on experience Contessa has identified following major risks for any project:

- ▶ Lack of top management commitment
- ▶ Inappropriate requirement specifications
- ▶ Non-availability of team members
- ▶ Sub-optimal testing
- ▶ Incomplete or Incorrect Data
- ▶ Manpower attritions

All the risks are well communicated to the customer. The possible preventive actions are communicated to the customer during the initial workshops conducted. Contessa uses proven techniques and staffing processes to avoid manpower attrition during the project.

Most importantly, the key to good project management and a successful project outcome is effective communication. Contessa ensures total transparency at all stages and to all stakeholders of the project.

Project Closure

Project closure is an important aspect of project management that is often overlooked. At this point it is important to know whether the project has achieved its goals and objectives. Contessa uses systematic tools and artifacts to evaluate how well the project has performed against its original business case, quality criteria, costs, duration and tolerances. This knowledge repository is used to pass on any lessons that can be usefully applied to future projects.

Big Data, Hadoop Services

With the world's appetite for digital communication expanding by the hour, there is an emerging opportunity for your organization—provided your IT infrastructure possesses the horsepower to take advantage of Big Data.

Big Data promises big benefits, but also poses a big challenge. In addition to its increasing volume, Big Data is highly varied. Up to 90% of Big Data is unstructured—flowing outside standard file structures or formats that would make it manageable. Additionally, Big Data is characterized by high velocity, as streaming data can require milliseconds to respond.

Contessa Big Data Services can help you reshape your IT infrastructure to corral these increasing volumes of bytes—from e-mails, social media, and website downloads—and convert them into beneficial information. Our Big Data solutions encompass strategy, design, implementation, protection and compliance. We deliver these solutions in three steps:

1. **Big Data Architecture Strategy:** We'll define the functionalities and capabilities needed to align your IT with your Big Data initiatives. Through transformation workshops and roadmap services, you'll learn to capture, consolidate, manage and protect business-aligned information, including structured, semi-structured and unstructured data.
2. **Big Data System Infrastructure:** Contessa experts will design and implement a high-performance, integrated platform to support a strategic architecture for Big Data. Choose from design and implementation services, reference architecture implementations and integration services. Your flexible, scalable infrastructure will support Big Data variety, consolidation, analysis, share and search on open platforms.
3. **Big Data Protection:** Ensure availability, security and compliance of Big Data systems. Our consultants can help you safeguard your data, achieve regulatory compliance and lifecycle protection across your Big Data landscape, as well as improve your backup and continuity measures.

We can help you realize the value of your data. With our field-proven, integrated approach, we can help you transform your IT infrastructure for Big Data, from servers and clusters to storage and networking.

Contessa Big Data Services are available directly from Contessa and its partners.

Compliance & Assurance: Audit, Review, Assessment,



If your technology infrastructure or business operations requires review or updating, Contessa is ready to team with your technical and financial staff to develop the required solutions. We are experienced in assessing technical and business solutions related to various types of industries. Our IT Assessment services are centered on improving staff productivity, providing cost-effective recommendations, eliminating vulnerabilities, and providing the entrepreneur with the confidence that your business and technical foundation are optimized and secure. Some of our services include the following: -

- Evaluating existing Business & IT policies and procedures and compare these to industry best practices
- Develop new or improve existing Business & IT policies and procedures
- Improve the processes for monitoring and enforcing Business & IT policies and procedures across the company
- Review the Operating System, IT/Network Security and Business Logistics
- Computer Operations Reviews: Performance Assessment, Backup and recovery, job scheduling, problem management, physical access, environmental controls, etc.
- Standard assessment and certification: ISO 27001, TL 9000, CIMM, PCI DSS, COBIT, BCM, VAPT etc.

Infrastructure:

Contessa won state of art data center, intelligent network, cloud infrastructure, cyber security solution flat form. Not limited, we have following device and solution

- More than 100 high range Server
- more than 100 Network devices
- Security equipment ISE, SEIM, IDM, Firewall etc.
- Cisco equipment FWSM, Core switch, Router
- Dedicated cloud infrastructure

HR Outsourcing Services

Contessa hires quality and skilled resources from local market and engage at partner premises to carry out their activities – business development, activation, customer services, operation management, reporting and ICT management on a monthly payment basis, project basis and both short-term and long-term under mutually agreed terms and conditions.