



NET BANGLA LIMITED

BUSINESS PROFILE

We enable our clients to address challenges and enhance their businesses by providing top-notch services and solutions tailored to their needs.

Bangladesh Office Address:

Level # 04, House # 19, Block # G, Main Road,
Banasree, Rampura Dhaka -1219

USA Office Address:

Edison, New Jersey, USA

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COMPANY PARTICULARS & SETUP

Name of the Company

Corporate Set-up

Address of Office

NET BANGLA LIMITED

Private Limited Company

Bangladesh Office Address:

Level # 04, House # 19, Block # G,
Main Road, Banasree,
Rampura, Dhaka -1219

USA Office Address:

Edison, New Jersey, USA

Plot # 31, Road # 17, Level # 08,
Park Plaza, Banani C/A, Dhaka-1213

Registered Office

No of Office Staff

12

No of Part Time Staffs (Agents)

45

Name of Bankers

NRB Global Bank

Branch: Banani, Dhaka

Brac Bank Limited

Branch: Uttara, Dhaka

Trust Bank Limited

Branch: Khawja Garib Newaz Avenue

Branch, Uttara, Dhaka

Register

Registered under the

Joint Stock Company

23rd Day of May 2014

Date of Incorporation

Membership

General Member of BASIS (A-405)

Registration Certificate

Registration Certificate of

Cal Center (CC/BPO)

Bangladesh Telecommunication

Regulatory Commission (BTRC)

Contact Person

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OVERVIEW

Net Bangla Limited is a leading ITES, IoT, Call Center, BPO, Electronic Safety & Security Solution Provider & System Integrator located in Dhaka, Bangladesh. Net Bangla has been always keen to develop and deliver excellent business solutions, aiming to increase end-use revenue, enhance satisfaction, and provide a real competitive edge for its customers.

Net Bangla Limited's turnkey solutions deliver ITES, IoT, Call Center, BPO, electronic Safety & Security Solution provider & System Integrator to diverse business fields and industry sectors including Government, Education, Healthcare, Pharmaceuticals, Textiles, Bank, FMCG, Travel & Leisure, e-commerce, Utilities, Military & Defense, Oil & Gas. Net Bangla Limited is your partner for success. We help you boost your productivity and succeed in an increasingly challenging business world by successfully integrating the latest technology products and solutions that deliver today's mission critical services and solutions.



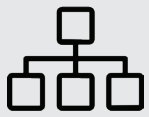
VISION

To be a successful local information technology based company trusted by its customers for **service excellence**, caring for its employees and **collaborating** with our customers to deliver **innovative** and value driven ICT, IoT, BPO, Safety & Security products and services.



MISSION

- To provide innovative, world class, independent and value added ITES, Call, Center, BPO, Safety & Security Provider & System Integrator through consulting and integration services that enable clients to improve performance and fulfill their Business needs.
- Net Bangla Limited will ensure wide range of solutions and services that fulfill the various needs of business corporations and telecom operators.
- To make your life easier and more secure by helping information technology based tools.



ORGANIZATION

Net Bangla Limited is a private limited company that started its journey initially as a proprietary firm in January 2012 with the idea of utilizing Telecom and IT to bring any existing product oriented business within a common Information Technology platform so that the consumers' gets benefited by having one stop access to all of their needs. The time fitting business strategy, technically sound services and the attractive features brought the popularity so quick that business crossed its threshold point of sustainability in less than 1 year and it became a private limited company by May, 2014.

From the very beginning of the journey Net Bangla Ltd. always has maintained its projects very successfully. Our first priority is to build a good and long time relationship with our clients through good and quality work.

We are authorized for BPO & CALL Center Services by Bangladesh Telecommunication Regulatory Commission (BTRC), Bangladesh Government and Bangladesh Association of Call Center & Outsourcing (BACCO). Quality assurance is ensured by monitoring and evaluating our team based on the Key Performance Indicators (KPIs). As a vendor, we have international work experiences in the countries of USA, Canada, UK, Australia, Vietnam, Spain, Hong Kong, India and Sri Lanka.



OUR SERVICES



IT & SECURITY SERVICES

Net Bangla Limited provides services across major information technology segments. Our core services and sound knowledge of the domain we serve pooled with our diversely talented technical professionals focus on your organization's strategic business areas. Our team of IT professionals reviews our clients' IT issues to address root causes and minimize imminent problems. We proactively manage IT to ensure a smooth IT operation.

● Structured Cabling and Optical Fiber

With more and more new data centers popping up every day, structured cabling design and installation have become increasingly more important. With increased data rates and larger cable counts, the debate on the pros and cons of fiber optic cable and copper cable in the industry has become more pronounced. While copper is less expensive, easier to install and more readily available, fiber can carry a lot more data with speeds much faster than copper.

● **Cyber Security Services & IT Consultancy**

We help clients have security assurance with our appropriate and cost-effective security controls to protect their company information and assets against all security threats. Business Security Risk Assessment is a part of a sound security system. Every company needs to understand different types and levels of security risks, if not, then Australian Security and Protection is what you need on your business. Security risks may vary on forms from low risk to high risk or from internal or external forces and failure to recognize and manage them could cause you serious security problems.

- **Consultancy, Audits, Design, Estimates**
- **Single point of contact**
- **Core Design Team**
- **Specialist consultants**
- **Pre/ Post-Sales Support**
- **Customized solutions**
- **Risk Assessment and Security Audits**
- **Business Security Design**
- **Security Project Management**
- **IT Managed Services**

● **Datacenter Infrastructure Development**

For serious data center operators, Net Bangla has developed a complete end to end solution approach for both your copper and fiber cabling and connectivity needs. Net Bangla's products are high density and a pre-terminated product set designed for easy installation and novel cable management features that accessibility a breeze cost-effective way.

● **IP PABX and PA Systems**

An IP PBX is a complete telephony system that provides telephone calls over IP data networks. All conversations are sent as data packets over the network. This way, the IP PBX switches local calls over the data network inside the enterprise and allows all users to share the same external phone lines. We offer complete integration of IP PBX. The VoIP PBX system permits you to communicate with your branch offices all around the globe with the support of a unified platform, all the while also enabling people to reach you on your extension without really knowing where you are located. Using the IP-PBX, you could be easily reached on your extension even when you are at another branch. PA systems with a larger number of speakers are widely used in institutional and commercial buildings, to read announcements or declare states of emergency. Intercom systems, which are often used in schools, also have microphones in each room so that the occupants can reply to the central office. Sound reinforcement systems and PA systems may use some similar components, but with differing application.

SAFETY & SECURITY

Net Bangla Limited is a leading Safety & Security Solution provider in Bangladesh. Net Bangla Limited is an electronic safety and security system solutions provider of IP (Internet Protocol) and HD CCTV camera, video analytics, video surveillance, video archiving, remote video monitoring system, fingerprint biometrics access control, digital identifications, intruder alarms, luggage/parcel inspection, under vehicle inspection and surveillance, walk through metal detector, handheld metal detector, panic button, security fencing systems to protect your valuable human resources, safeguard business assets, reduce liability, eliminate risk and enhance safety.

● **Video Surveillance Systems**

Video surveillance technology is an essential part of management and security control. New advancements in security camera and Digital/Network Video Recording have made CCTV camera and video surveillance one of the most valuable security and loss-prevention solutions available. CCTV security systems are reliable, efficient and simple to use. At Net Bangla Limited we bring you latest Integrated Technology in Surveillance system; one can easily integrate analogue cameras and digital IP cameras. Also, CCTV can easily be integrated with other systems like, fire, Intrusion, Access to offer you centralized command control systems.

At Net Bangla Limited on your front whole new world of digital technology awaits for you.

- **HD Mega Pixel CCTV Camera**
- **IP Cameras Mega Pixel series CCTV Cameras**
- **Digital & Network Video Recorders (Standalone, Networkable, Multi-location), CMS,**
- **Centralized Command Control Center**
- **Video Switchers, Walls, Monitors, Matrix, NVT, Balloons,**
- **Face Recognition Intelligent Cameras, License Plate Recognition,**
- **Smoke Detector Cameras, Thermal Cameras.**

● **Video Content Analytics (VCA)**

Video analytics software was created to help review the growing hours of surveillance video that a security guard or system manager may never have time to watch - your video surveillance system is only as useful as the incidents you can actually capture and watch, and video analytics will help you find them.

Using video analytics makes your surveillance system more efficient, reduces the workload on security and management staff, and helps you capture the full value of security video by making your IP camera system more intelligent in its work.

● **Command & Control System**

Our command & control system enables users to monitor and control security threats effectively while responding to a disaster. The system connects and manages various technologies, such as video surveillance, perimeter intrusion detection, access control, video and audio analytics. It enables real-time monitoring through data acquisition and control by appropriate actions. By examining collected data, the system recognizes areas of concern with appropriate details. In most cases, the system is also intelligent to deliver notifications like alerts/alarms, enabling a faster, more consistent and more precise response to incidents. Through this intelligence system like this, decision makers can handle threats successfully and competently.

● **Perimeter Protection Systems**

Perimeter protection systems managed by central command & control is an important critical security concern for many industries today. Whether protecting critical infrastructure or commercial assets from theft, attack or sabotage, a robust perimeter security solution is a necessary first layer of defense. For industries looking to reduce their vulnerabilities, prevent loss of revenue and comply with government regulations, knowledge of the latest products, applications and emerging technologies is crucial. Net Bangla Limited helps customers select the best products and services for their unique applications, businesses can better meet their perimeter security needs.

Physical perimeter security can be defined as systems and technologies that protect people and assets within a facility and its grounds by blocking unauthorized physical intrusions across the perimeter. Achieving effective perimeter security requires the creation of layers to defend and deter potential attackers.

● **Access Control**

Net Bangla offers you standard Access Control solutions to keep the unwanted away. From a single door to thousands of doors connected in network, from standalone system to real web-based multiplication, multi-site controllers, driven by powerful, flexible and easy to use software, the system provides an ideal, modular and expandable solution for commercial and institutional needs. Net Bangla Limited has got range of products for your perimeter protection whether it is protection from animals or human intrusions into your property, whether it is power fence around your perimeter or optical beam barrier on your perimeter walls or for that multidirectional synchronized beam sensor for enclosed area.

- **PIN (Code), Card, Biometric (Finger, Thumb, Iris, Face) based Access Control System**
- **Standalone Access Control Systems**
- **Network Access Control System/IP Based Access Control system**
- **Single or Multi-location**
- **Integrated Access Control Systems**
- **Automated gates Access Control systems**
- **Smart card-based access control systems**

● **Maintenance Contract AMC/SLA**

Our relationship with the clients does not end with the handing over of the projects, as we believe in After Sales Service. This is the most crucial and vital function to ensure that our installations at various customer locations remain free from all technical defects thus optimizing the overall performance of the system. On time and every time, at good value to customers and profitability to the company-Your satisfaction is our guarantee.

BPO & CONTACT CENTER SERVICES

● **BPO (Business Process Outsourcing)**

BPO is not just about “outsourcing”. Rather, it is an ongoing process that has covered miles today, including everything that may mean good for your business starting right from diving into new business, sustaining your present business and eventually maintaining the overall growth as well. Your valuable time is for thinking about the core business activities to achieve the growth. Be it taking best care of your potential customers, management of all your important data, or trouble shooting technical problems or administration issues, BPO brings you solutions and opportunities in all forms. Net Bangla Limited BPO is composed of sub-sectors, namely, including BPO, knowledge based BPO i.e., Accounting BPO, Property Preservation and Back Offices supports, Contact Centers, Software Development, Data Analysis, Digital Marketing are our key service areas.

● **Finance & Accounting (F&A) BPO**

Finance & Accounting BPO services enable your business to enhance its functioning and financial agility as well as possible cost-cutting opportunities by optimizing key processes.

- **Financial Statement Preparation: Review and Compilation**
- **Income Tax Preparation and Compliance**
- **PF Accounts Preparation**
- **Monthly, Quarterly and Annual Financial Reporting Statement**
- **Business Management**
- **Accounting Assistance**
- **Payroll and Sales Tax**
- **Bookkeeping**
- **General Ledger Review**
- **Financial Assessment Repots**
- **Business Start-Up Consulting**
- **Budgeting and Forecasting**

● **Contact Center**

Net Bangla Limited offers a state-of-the-art domestics and international business contact center services with most up-to-date technology and skilled personnel which ensure services value excellence and cost-effective solution to meet client requirements. Net Bangla Limited has the right expertise to successfully run inbound and outbound Call Center services for vertical industries to improve new customer acquisition, retention and support satisfaction. We provide online customer service are the process of answering customer questions digitally using tools and more that Customers can get more immediate; in-the-moment help. Support teams can manage more requests in less time.

- **Contact Center Services: Inbound & Outbound**
- **Tele-sales/Lead Generation**
- **Customer Service/Technical Support - Online & offline.**
- **Chat Support including Chatbot**
- **Virtual Assistant & CRM**

● **Contact Center Software**

A robust IT based cloud Contact center solution- Multi Service Cloud Communication Service provider for all sizes with customer experiences. We provide the best customer experience with AI blended Omni-channels (voice, web chat, SMS, email service and social media). Maintaining all customer interactions with Contact Center platform.

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● **IT Outsourcing**

For businesses large and small, outsourcing IT processes is vital to continuing robust steadiness and development. There are many diverse areas in which a business may pursue to outsource essentials of its IT infrastructure, from support provision, infrastructure development, storage, software development to the everyday management of IT systems and hardware. IT outsourcing is a way for businesses to stabilize and measure their operations without financing in building a center team, which can often show costlier. IT outsourcing is the process of sub-contracting elements of internal IT purposes to a third-party. Various Types of IT outsourcing such as Offshore outsourcing, Onshore outsourcing, Multi-sourcing and Co-Sourcing.

- **IT Technical Support**
- **Infrastructure Support**
- **Quality Assurance Services**
- **Cloud App Application Development**
- **IT Helpdesk Support**
- **Application Support & Application Management**
- **Software Development Services**
- **Web Development**
- **IT Strategy Consulting**

Data Analysis Service

● Data Visualization Consulting Services

Data visualization utilizes critical data to business users via in-built visuals. Net Bangla Limited's consultants enable data visualization for customers achieving business goal and comparing the performance of different categories, products etc.

● Analytics Services & Business Intelligence (BI)

Data analytics services help produce valuable insights from data and turn them into a persistent competitive advantage. Business intelligence (BI) services help enable structured data-driven decision-making across the organization. An experienced provider of BI solutions, Net Bangla Limited integrates multi-source data and applies analytics methods to automatically extract insights from the input records.

● Data Mining

Net Bangla Limited carefully sort out the data, including website, text and Database, data to correctly process the information that is not only accurate but also most suitable for your company's requirement. Net Bangla can help you through the data mining process.

- **Data cleaning to align data with the industry standards**
- **Data integration to combine data sets and sources**
- **Extract relevant information to analyze and evaluate**
- **Transform and consolidate data to prepare for mining**
- **Evaluate data and pinpoint patterns**
- **Create data reports to share information with relevant parties**

● Data Processing

Collecting and sorting data can lead people to total confusion but specialized back-office staff can handle this with ease. Leave everything to our Net Bangla Limited 's experts and let them process data.

- **Image Processing**
- **Survey Processing**
- **Forms Processing**
- **Claim Processing**
- **Credits card from process**
- **Document indexing, conversion, and scanning**
- **Transaction processing**
- **Loan Initializing and Processing**

● Data Entry

To minimize the time and cost, our skilled data entry team provides huge range of data entry services for the various companies. Fasted Data entry process is required for critical and valuable business operation

- **Online Data**
- **Offline Data**
- **Image Data Entry**
- **Documents Managements**
- **Electronics Document Managements**
- **Invoice & Billing data Entry**
- **Product data Entry**



Digital Marketing

Digital Marketing can bring a lot of opportunities and growth to businesses. It can lead to exposure and more sales. It's also where business owners can communicate with their customers. Target the right audience/clients at the right time with Digital marketing. Get to know your audience and drive engagement to create brand loyalty. Track and monitor responses to your marketing efforts easily and instantly.

Glimpse of our services

- **Creating a sales funnel by targeting their right Niche.**
- **Digital Messaging –SMS**
- **Emails Marketing**
- **Creating Facebook ads.**
- **Uploading leads to for Conversions.**
- **SEO Blog**
- **Ads Running**
- **Google my Business Setup**
- **One site and Off-site Page SEO**
- **Social media Page manages**
- **Weekly Reporting**

● Digital Messaging (SMS)

SMS (Short Message Service) is a messaging protocol to send and receive text messages on mobile phones. With text messaging being active for almost three decades, it is safe to say that all the active cell phones support text messaging. The customer read a text message within minutes of its arrival and perhaps even respond to it.

- **Use Calls-To-Action (CTAS)**
- **Introduce Yourself in Text Messages**
- **Know Your Audience**
- **Customize The Text Messages**
- **Craft Short and Clear Messages**
- **Use SMS Marketing Services and Tools**
- **Send Texts at Strategic Times**
- **Customer Engagement**
- **Brand Loyalty**
- **Social Media Growth**

● E-mail Marketing

Email marketing is a powerful marketing channel, a form of direct marketing as well as digital marketing, that uses email to promote your business's products or services. It can help make your customers aware of your latest items or offers by integrating it into your marketing automation efforts. It can also play a pivotal role in your marketing strategy with lead generation, brand awareness, building relationships or keeping customers engaged between purchases through different types of marketing emails.

Our Notable Client



Main Client with Services

Ispahani Islamia Eye Institute and Hospital: 10 km Fiber Optic Cable Networking,

NESCO, Bogura: Data Center Design and Development,

Dr. MA Wazed Miah Textile Engineering College: Establish of Wireless Radio Link Internet, Campus Wi-Fi Network and Local Area Network

Shahid AHM Kamaruzzaman Textile Institute, Manda, Naogaon, (under BOGURA GE OFFICE): Telecommunication system including ancillary works

Branmonbaria Christian Hospital: IT Infrastructure, Telecom, Safety and Security

BGMEA: IT Infra setup and video Surveillance

Department of Textile, Ministry of Textiles and Jute: IT Infrastructure

Bangabandhu Textile Engineering College (BTEC): IT Infrastructure and WiFi

Bangladesh Telecommunication Company Limited (BTCL), Republic of Bangladesh: IT, Telecom and Video Surveillance for eight district branches.

Bangladesh Submarine Cable Company Limited (BSCCL): Supply and Installation of Telecom Equipment, Security Equipment and Floodlight etc. at Kuakata Cable Landing Station.

Center for Environmental and Geographic Information Services (CEGIS): LAN (Local Area Network) installation.

Call based Survey Process, Australia.

Call based Telecom Sales Process, Australia

Payroll and Accounting Services (F&A BPO Services), USA

Accounting and Bookkeeping (F&A BPO Services), USA

MCA Campaign (Referral Partner), USA

Data analysis service providers in Power BI, USA

The Cubicle, Offer Zone Bd: Discount based Card: Telesales/Outbound sales services, SMS Blasting.

POSH Commutation (a Local based ISP): Survey, Debt Collection, telesales service

ROBI, An International Mobile Company (Parlance) : Telecom Survey Project, Data Entry, R&D and Telecom VAS Project

BHAI Shipon: Data Entry, SEO, SMS Blasting, OBD service