

1 COMPANY PROFILE OF DECENT ACT INTERNATIONAL

1.1 COMPANY PROFILE

1.1.1 About Decent ACT International

Decent ACT International is a Software Development, Corporate Training & Consulting company. We specialize in Training and Human Capital Development, for both management and technical skills. In addition to the extensive industrial experience in human resources management, we have a pool of experts in our faculty specializing in specific areas that serve organizations of numerous industries.

Decent ACT International is also specialized in System Integration through Server, Networking, Structured Cabling, EAM, SCM, and Prestigious Security Solution. Decent ACT International offers elevated and secured business automation with professional services of outstanding quality, competence, performance and modern security system concept. Having understood the ever-rising expectations of customer service and the need of real time management information, we pride ourselves on us in depth understanding and knowledge of specific market sectors and our ability to trouble shoot the exertion.

Decent ACT International currently has different services, which includes Software Application development and all types of business and networks solutions for a number of Manufacturing Industries, Financial Services, Educational Institution, Media, Telecoms, Healthcare and Public Sector etc. Our software and products are easy-to-use, step-by-step interface full of guidance, help, and glossaries, with a powerful business analysis model, complete financial analysis, very strong cash flow analysis and creative business process application. Our software helps users to find solutions from & within their own intellects. Our software is similar to a coach or friendly guide that pushes you just enough to a particular direction where you find the answers and can easily reach to a satisfactory output. Whatever be your problem in relation to IT for effective and efficient office management, you can rely upon us with a sigh of relief. Decent ACT International is one of the lead implementers in the field of Big Data Analysis, Complex Data Migration, High Volume Database Handling, Large Customers Payment Process Implementation as well as Integrated System Solutions for Multiple Sector of Industries including Government. We take pride in the ability of our large talent pool of technically qualified personnel capable of designing, integrating, testing, troubleshooting and maintaining complex and secure automation of different sector of industries. The use of advance testing and implementation tools of various systems ensures accuracy and flawless solution for our client's facilities thereby mitigating risk and guarantee uninterrupted control and safety in the businesses. Decent ACT International have partnered with reputable world leaders to provide an immense array of advanced and complex technologies and services backed by a team of highly experienced professionals.

Decent Act International is unique in learning services and professional development solutions provider. We deliver training and capacity building solutions to support individuals and business organizations. Our learning programs, whether designed for an organization or an individual professional, help businesses close skills gaps and foster an environment of entrepreneurship for individuals.

Our technical and business skills solutions teach essential communications skills, leadership development, business analysis, project management, IT service management and process improvement. With courses spanning from foundational training to specialized certifications, our core

IT training is focused on technology related to office application, programming, design, datacenter, networking and system administration.

As training service provider Decent Act International serves as a platform for the free exchange of technology and management ideas and experience, bringing together managers and organizations from all walks of life. It is also a development center, committed to enhancing and maintaining professional management standards.

Among our core products and services, are technology and management development programmed designed to improve participants' skills and know-how. All of our course facilitators are highly experienced trainers, practitioners and consultants who understand and practice adult learning methodology. Programmed are attuned to market needs, preparing individuals for current and future work demands.

As a training service provider organization Decent Act International expects to be both innovative and forward-looking to prepare present and future professionals for the challenges that lie ahead. It is also committed to helping achieve the national 2021 vision of securing developed nation status.

We work together with companies as smart partnership in providing hands-on solutions to help solve day to day business challenges by developing their human capital, building their brands, advertising their image and marketing their products – all with the help and guidance of our multifaceted organization.

We believe in a comprehensive approach – becoming a part of our client's business and knowing as much about their operations and challenges as possible. We want to support you in meeting your needs and most importantly achieving your goals in improving bottom line results and to sustain the competitive advantage.

1.1.2 Office Address and Contact Detail

Mailing Address DECENT ACT International F. Haque Tower, Level-7 107, Bir Uttam C.R. Datta Road Dhanmondi, Dhaka-1205 Phone: +88029673851	Corporate Contact Mobile: 017 3007 1013, 019 1379 2111 Tel: +880 2 9673851 Email: mukut.decent@yahoo.com govt.project.bd@gmail.com
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1.1.3 Vision

We envision in delivering sustainable human capital for the future. Improving the customer's Reliability/Productivity/Performance, Return on Investment and wellbeing of our employee. Our Philosophy

- Speed
- Efficiency
- Flexibility

Our motto is "If you need it, we can do it." Our job is finding a way to do what you need, not telling you why it "can't be done". We never limit ourselves to one "package" or "platform"; we do what it takes to get the job done.

By serving our customer, we aim to be the pre-eminent, relevant and resilient training service provider for the development and promotion of technology and management leadership and excellence in Bangladesh.

1.1.4 Mission

Our mission is to design and deliver high impact development programs and a wide range of consultancy services that produce outstanding human performance in your organizations.

“To be the leader in providing time tested, state-of the-art, emerging technology solutions & services by partnering with the on shore and offshore clients and enabling them to achieve their business objectives”

“To provide our customers with a one stop center for secure, reliable, innovative, and cost-effective enterprise level IT solution; providing them with the extra edge needed to increase competitiveness in this digital era”

“To be a trusted growth partner for our customers, our business associates, and our people; understanding and strictly adhering to our policy of uncompromised service and work ethics standard of delivering the best possible.”

To provide technology and management leadership, development, training and education to individuals with the aim of increasing the competency and excellence of these individuals in their efforts to be productive, innovative and competitive, thereby supporting the nation building agenda in human capital development and realizing Bangladesh 2021 of achieving middle income nation status.

1.2 SUMMARY OF THE ORGANIZATION

Name of the Company	: Decent ACT International
Year of Establishment	: 2009
Type of Organization	: Proprietorship Company
Office and Training Service Location	: 21 Districts of Bangladesh
Fulltime Trainers	: 71
Part-time Trainers	: 195+
Total Full Time Stuff	: 200+
Trade License	: 0129820
TIN	: 179835829531/SA-55
VAT Registration	: 19121065644
Head Office and Mailing Address	: F. Haque Tower, Level 7, 107 Bir Uttam C.R Datta Road, Dhaka-1205, Bangladesh
Phone No	: +017 3007 1013

Fax Number	: +880 2 8932417
E-mail Address	: mukut.decent@yahoo.com
Name of Bankers	: Export Import Bank of Bangladesh Limited

Turn Over-Last Four Years:

Year 2016 – 2017	: Taka 3,73,35,213.00
Year 2015 – 2016	: Taka 3,10,00,000.00
Year 2014 – 2015	: Taka 2,30,00,000.00
Year 2013 – 2014	: Taka 2,10,00,000.00

1.2.1 Our Expertise

We offer training and learning lab that are tailored to provide solutions to help increase the productivity, performance and profitability of the manufacturing, transport, banking, trading, hospitality, oil & gas, insurance, banking, property and services related businesses and organizations.

We believe in customizing and developing specific solutions through a collaborative process designed to identify a client's needs, requirements and objectives.

The unique approach combined with the strong faculty of experts, competent trainers and facilitators puts our lab in the position to spur the progress of establishment.

Our business focuses on the key areas:

- Consulting
- Training
- Customized Software

Through years of experience working with different industries, we truly understand the current companies' training needs. Companies no longer needed a theory-based training but a practical training with applicable knowledge.

It is with this in mind that we incorporate to improve the current trend in the industrial training sector. Decent ACT International is a catalyst for attaching the missing linkage between the knowledge learned, and the practical work applications, with the ultimate goal of providing a long-term SOLUTION to the company.

We listen to understand your issues and business objectives. We work together with you to equip your people with necessary skills, providing them with the right tools to achieve important skills to have the competitive edge.

We are a Solution-Driven organization with customized program dedicated to the essence of training and development. Give us a call today! Our specialized team of consultants will come to your doorstep and listen to your needs and come up with the best human development and training programs, coaching and consultancy for YOU.

1.2.2 Why Decent ACT International

Decent ACT International provides solutions for its clients with an extensive functional range. The solution provides a multifaceted optimization and use potential, such as an increase in productivity, improvement of transparency in service, increase in competitive strength, cost savings, and much

more. These advantages bring cost benefits in the user operation. The Decent ACT International distinguishes itself by an above-average and excellent price/performance ratio by –

- Flexible engagement models for customer
- Training Facility in 21 Districts
- 35 Fulltime Trainers
- 100+ Fulltime Employee
- Strong technology competency
- Competitive pricing & support models
- 24/7 support across all time zones

Decent ACT International believes on its people. We are having a technical team who are working day in and day out to introduce the new technology for local community as well as for the globe itself. Our professionals are well experienced to handle any type of jobs and established themselves an asset of the company which makes us proud to develop a unique place to offer all sorts of IT solutions for the businesses.

1.2.3 Strategy

As a new generation training company, we have a firm commitment to our Course Participants. We want to ensure that there is a measurable impact and sustainable change from learning experience, in short that participants are able to apply learning to real business problems. So, we believe that the reinforcement of learning is vitally important.

Decent ACT International follows concise strategies to achieve the desired growth. We build customized versions of our standard training service and products, providing more value for specific groups of customers. We developed a strong capacity and marketing infrastructure. We are key for them to get their products out on the market. Decent Act International will continue to focus on small, medium and large size companies, the segment that has been largely ignored by the competition. Lastly, organization will focus on follow-up technology, which is more appropriate for the masses, instead of leading technology which is best suited for experts. We have gained a high degree of profitability based on our plan to key in on businesses that have already expressed the need for such services and products to the Software Company. Our management expertise in dealing with corporate decision makers and our partner's reputation will be the cornerstone of our success.

1.2.4 Management

Decent ACT International management philosophy is based on responsibility and mutual respect. Decent Act International has an environment and structure that encourages productivity and respect for customers and fellow employees.

The company's goal is to create an environment where:

- Creativity can flourish.
- Generating new ideas and products is well rewarded.
- Management structure is relatively flat and communication is encouraged.
- Mutual respect and sharing of knowledge is encouraged.

1.2.5 The Team

We at Decent ACT International understand that the single most important asset in the software consulting business is people. Throughout the years of operations, Decent Act International has constantly sought to retain top professionals. Most of those who helped us launch the company are now part of senior management and form a solid backbone for intra-company relationships. Decent Act International has a team of dedicated technology addicts and Internet evangelist. Our passion for IT technology knows no bound and that passion drives us to realize a better solution for desktop or internet through building superior design and dynamic solutions that enables the users to experience usability and functionality along with visual appeal. We currently have more than **100+ fulltime** out of which **35 fulltime trainers** who are professional and experienced on their own field and an asset of the company.

The corporate office of Decent ACT International is based in Dhaka, Bangladesh with 21 branch and training facility in Bangladesh. But we have established systems and processes to communicate and collaborate effectively and successfully on any type of project from anywhere in the world.

1.2.6 Departments in Decent Act International

- Consulting
- Training and Development
- Capacity Building
- ERP Application Development
- Web Application Development
- System Analysis & Design
- Website Design & Development
- System Support
- Customer Support
- Sales & Marketing
- Human Capital Management

1.2.7 Training and Development Wing

- No of Training (Fulltime & Part-time) – 35
- Number of Computer Lab – 08
- No of Professional Trained in last 5 Years – 1000+

1.2.8 Training Lab Locations

Sl.	Division	District	Address
1.	Dhaka	Dhaka	34 Gausul Azam Avenue, Sector-13, Uttara, Dhaka-1230, Bangladesh Cell: +880 255085054
2.	Dhaka	Dhaka	House: 29, Level-5, Road: 2, Sector: 10, Uttara, Dhaka-1230, Bangladesh Phone: +880 2 55085054, +880 2 55085470
3.	Dhaka	Dhaka	F. Haque Tower (7), 107 Bjr Uttam C.R. Datta Road, Dhaka-1205, Bangladesh Cell: +880 1730071031, +880 1730071014
4.	Dhaka	Faridpur	Hasina Bhanu Bhaban,

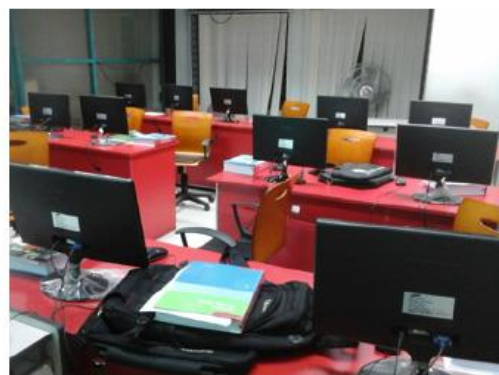
			Khan Bahadur Road, West Alipur, Faridpur, Bangladesh Cell: +880 1916173400
5.	Dhaka	Tangail	H-492, Hamidpur, Gatail, Angai, Tangail, Bangladesh Cell: +880 1714200555
6.	Mymensingh	Mymensingh	Gulki Bari, Town Hall Mor, Sadar, Mymensing, Bangladesh Cell: +880 1759752662
7.	Mymensingh	Jamalpur	East Nandina Bazar, Sadar, Jamalpur b: 01718711254
8.	Chittagong	Chittagong	Decent ACT International - Chittagong Office 126 Sheikh Mujib Road (3rd Floor), Agrabad, Chittagong- 4100, Bangladesh Cell: +880 1730071045
9.	Chittagong	Comilla	Bhuiyan Bari 402/1, Munshi Torab Ali Shohor, West Bagichagao, Comilla, Bangladesh Cell: +880 1722762200
10.	Chittagong	Noakhali	Shopnil monjil, Master Para Maijdee Bazar, Noakhali, Bangladesh Cell: 01723406567
11.	Chittagong	Rangamati	Forest Colony, Banarupa, Rangamati Cell: 01723406567
12.	Khulna	Khulna	38, Iqbal Nagar Masjid Lane, Khulna Cell: +880 1913792111
13.	Khulna	Jessore	Goaldah Bazar, Sadar, Jessore Cell: 01786506162
14.	Khulna	Kustia	Thanapara, Sadar, Kustia Cell: 01771389287
15.	Barishal	Barishal	S S Tower (2nd Floor), Fakir Bari Road, Barishal, Bangladesh Cell: +880 1722543041
16.	Barishal	Patuakhali	Shikder Villa, Jubili School Road Patuakhali. Cell: 01681584022
17.	Rajshahi	Rajshahi	kolabagan, hatem khan Gorostan Road, Rajshahi Cell: +880 1723721593
18.	Rajshahi	Pabna	Pukur Par, Adward College Gate,

			Pabna, Bangladesh Cell: +880 1788131222
19.	Rajshahi	Bogra	Nishendira Uttor Para, Bogra Sadar, Bogra, Bangladesh Cell: +880 1750305435
20.	Rangpur	Dinajpur	West baluadanga, Sadar, Dinajpur, Bangladesh Cell: +880 1717728155
21.	Rangpur	Rangpur	Road No: 2/3, House No: 29 Islambag, Rangpur, Bangladesh Cell: +880 1717345603
22.	Sylhet	Sylhet	Lal Dighir Par, Sylhet Sadar, Sylhet, Bangladesh Cell: +880 1717709273

1.2.9 Pictures of LAB



Lab 1



Lab 2



Lab 3



Lab 4

1.2.10 Major Lab Facilities

Sl.	District	Space Sft	Server	Laptop	UPS	Multimedia Projector	Printer & Scan.	Internet	Air Con.
1.	Dhaka – 1	700	2	30	2	1	1 + 1	Yes	Yes
2.	Dhaka – 2	500	2	25	2	1	1 + 1	Yes	Yes
3.	Dhaka – 3	450	1	16	2	2	1 + 1	Yes	Yes
4.	Faridpur	400	1	16	1	1	1 + 1	Yes	Yes
5.	Tangail	500	1	16	1	1	1 + 1	Yes	Yes
6.	Mymensingh	550	1	16	1	1	1 + 1	Yes	Yes
7.	Jamalpur	600	1	16	1	1	1 + 1	Yes	Yes
8	Netrokona	400	1	16	1	1	1+1	Yes	Yes
9.	Chittagong	700	1	18	1	1	1 + 1	Yes	Yes
10.	Comilla	450	1	16	1	1	1 + 1	Yes	Yes
11.	Noakhali	500	1	18	1	1	1 + 1	Yes	Yes
12.	Rangamati	350	1	12	1	1	1 + 1	Yes	Yes
13.	Khulna	600	1	16	1	1	1 + 1	Yes	Yes
14.	Jessore	500	1	16	1	1	1 + 1	Yes	Yes
15.	Kustia	400	1	16	1	1	1 + 1	Yes	Yes
16.	Barishal	500	1	16	1	1	1 + 1	Yes	Yes
17.	Patuakhali	350	1	12	1	1	1 + 1	Yes	Yes
18.	Rajshahi	600	1	16	1	1	1 + 1	Yes	Yes
19.	Pabna	450	1	16	1	1	1 + 1	Yes	Yes
20.	Bogra	600	1	16	1	1	1 + 1	Yes	Yes
21.	Dinajpur	500	1	16	1	1	1 + 1	Yes	Yes
22.	Rangpur	500	1	16	1	1	1 + 1	Yes	Yes
23.	Sylhet	600	1	18	1	1	1 + 1	Yes	Yes

1.2.11 Technical Expertise - Training Pool

Sl.	Domain	Fulltime
1	Programming Language	2
2	System Administration	4
3	Datacenter	3
4	Networking	3
5	Web Design	10
6	Graphics Design	4
7	SEO and Content Management	4
8	Video Editing	5
	Total	35

1.2.12 Training We Provide

1.2.12.1 Quality Training

- Six Sigma Black Belt – Software Industry
- Six Sigma Green Belt – Software Industry
- Lean Six Sigma for Management
- Lean Management
- TQM For Software Industry
- Quality Testing for System Integration Project
- Managing Test Case for Software Quality
- Different Type of Software Testing and Application
- Quality Management for Web Based Application
- Quality Management for Mobile Application
- Quality Management for Daily Life

1.2.12.2 Project Management Programs

- Fundamentals of Project Management
- Project Management: The Basics for Success
- Project Management Expert
- Business Fundamentals: Project Management
- Project Management for Business Professionals
- Introduction to Microsoft Project
- Project Management: Skills for Success
- Complexity in Project Management Course
- Project Leadership: Building High-Performance Teams

- Program Management: Essential Skills for Your Program Success
- Building and Evolving a Project Management Office
- Risk Management for Projects, Programs and Operations
- Project Time and Cost Management
- Project Management Fundamentals
- WBS Coach
- Earned Value Management
- Negotiation Skills for Project Managers
- Project Communications and Stakeholder Management
- Project Scope Management
- Project Rescue
- Project Risk Management
- Project Time Management
- Project Management for Engineers / Technical Personnel
- IT Project Management
- Project Risk Management
- Project Communication & Leadership Skills
- MS Project 2003/2007 (Basic / Intermediate / Advance)

1.2.12.3 Security and Unified Messaging

- Ethical Hacking Introduction
- Ethical Hacking
- Security + Boot Camp
- Computer Forensic
- Advanced Computer Forensic
- Advanced Resource Engineering
- Data Recovery
- Unified Messaging
- Unified Communication Manager
- Unified Presence
- Unified Meeting place

1.2.12.4 IP Telephone

- Advance knowledge of IP Telephony
- Messaging and Call Processing
- Billing System, Configuring dial plans
- IP Telephony Transmission, QoS, MPLS training course
- IP Telephony Overview
- IP Telephony and Unified Communications (UC)
- SIP Fundamentals

- SIP Trunking
- Voice over Wi-Fi (VoFi / VoWLAN)

1.2.12.5 Video Surveillance

- Foundation CCTV
- Installation and Maintenance of CCTV
- Optical Fiber Networking for CCTV
- System Planning for CCTV
- Design and Management of CCTV
- Practical CCTV Application and Design

1.2.12.6 Datacenter and Network Infrastructure

- IT and Data Centre Facilities Operations Management
- Certified Technician Supporting Cisco Data Center System Devices
- Fundamentals of Fiber Optics Technology

1.2.12.7 Datacenter and Network Infrastructure

- IT and Data Centre Facilities Operations Management
- Certified Technician Supporting Cisco Data Center System Devices
- Fundamentals of Fiber Optics Technology

1.2.12.8 Cloud Computing

- Cloud Computing Concepts, Part 1 and Part 2
- Big Data, Cloud Computing, & CDN Emerging Technologies
- Cloud Computing Security
- Programming Cloud Services for Android Handheld Systems
- Cloud Computing Project

1.2.12.9 Data Processing

- Introduction to the Internet of Things
- Internet of Things & Augmented Reality Emerging Technologies
- Programming for the Internet of Things Project
- The Arduino Platform and C Programming
- Intro to Data Science
- Explore the data science process – An Introduction
- Computational Thinking and Data Science
- Data Science in Real Life
- Introduction to Big Data
- Big Data Integration and Processing
- Managing Big Data with MySQL
- Graph Analytics for Big Data

1.2.12.10 Cisco Solutions

- CCNA
- CCNA Wireless
- CCNA Security
- Implementing Cisco IOS Network Security
- CCNA Voice
- CCNP (IP ROUTE)
- CCNP (IP SWITCH)
- CCNP (IP TSHOOT)
- CCIE R & S
- CCIE Security
- CCIE Voice

1.2.12.11 Microsoft Products

- MS .net Firework
- Windows Server 2008/12, Server Administrator
- Windows Server 2008/12 Enterprise Administrator
- Managing Project-2010
- Configuring Advanced Windows Server 2012 Services

1.2.12.12 IT and Freelance

- Web Design
- Web Application
- Mobile Application
- Graphics Design
- Digital Marketing
- MS Office Application
- Freelancer and Outsourcing

1.2.12.13 Sales & Marketing

- Selling Communication
- Handling Difficult Customers
- Creative Marketing Strategies
- Problem Solving & Decision Making
- Customer Relationship Management
- Power Negotiation
- Creative Thinking and Problem Solving

1.2.12.14 Communication and English Language

- English for Frontlines
- Improving Grammar and Spoken English

- Effective Business Writing for Workplace
- English for Presentation/ Speak with Confidence
- Proposal Writing Workshop

1.2.12.15 Train the Trainers & Teambuilding

- Train for Performance
- Managerial Leadership Boot camp
- Mindset & Attitudinal Change
- The Art & Science of Inspirational Leadership

1.3 BUSINESS MODEL

Our business model is customer driven, where the various businesses are evolved from our customer needs. We help our customers respond quickly to changing market dynamics and increase their competitiveness.

1.4 SOLUTIONS

Decent ACT International is dedicated to innovation & quality in providing cost effective solutions to our customers in the area of Information Technology

Decent ACT International's successful track record, enviable client base, sheer breadth of solutions capability, masterful domain expertise, and strong partnerships with global technology leaders are backed by quality systems and practices and continued infrastructure investments. Decent ACT International approach is unique and it strives to deliver measurable benefits to its customers.

1.5 SUPPORT

Decent ACT International is committed to provide full technical support round the clock to all its clients whenever we acknowledge it. No matter where you are, we are committed to respond within a maximum of 48 hours and bring reliable solution for you and your problem. Email us your problem in detail and our trained support team will not leave a single stone unturned to solve it within 24 hours. Please note that our technical e-mail queue has a slightly longer turnaround time for responses, as the tickets tend to require more in-depth evaluation.

1.6 INFRASTRUCTURE

Decent Act International has its state-of-the-art software development centers in Bangladesh, operates many developers per shift basis.

Decent Act International facility incorporates world-class technology infrastructure with a focus on reliability, security and scalability. Decent Act International has a comprehensive physical security setup that ensures all project documents, data and services are secure and protected at all times.

This security setup includes

- Security guards-controlled building access
- Video surveillance
- Fire protection

- Infrastructure Strengths
 - Internet redundancy (High speed connections, 5 MB total)
 - VoIP Connectivity (Singapore DID)
 - Scalable Network Architecture & Systems
 - Network Security (Firewall Protection)
 - Workstations (Intel Core 2 Duo / Core I5 Machines)
 - High-End Servers (Intel Quad Xeon Servers)
 - Full Redundant Power backup
 - Real Time Virus Protection
 - Regular Data Backup
 - Disaster Management
 - Regular Preventive Maintenance on Operating systems and Software
 - Comprehensive Intranet for Project Management

1.7 LOGISTICAL CAPABILITY FOR OPERATIONAL OFFICES

Office Logistics

The company has well equipped with required infrastructure for the development of software and communication. The supporting facilities in office consist of the followings:

Sl.	Items Description	Quantity
01.	Office Space	4720 SFT + 10000 SFT
02.	No. of Rooms.	20 Nos
03.	Discussion/Meeting Rooms	3 Nos
05.	Number of A/C	10 Nos
06.	Office System	Team Wise Cabin System
07.	No. of Server (not limited to)	08
08.	Server Configuration	
	Gateway & Software Directory Server	Processor: Intel(R) Xeon(R) CPU X3430 @ 2.40GHz RAM: 32 GB HDD: 500 GB OS: Linux CentOS 5.8
	SVN Server	Processor: Intel(R) Xeon(R) CPU X3430 @ 2.40GHz RAM: 32 GB HDD: 1 TB OS: Linux CentOS 5.8
	Development Server	Processor: Intel(R) Xeon(R) CPU X3430 @ 2.40GHz RAM: 16 GB HDD: 1 TB OS: Windows 2003 Server
	Online Application Server - 01 No	Processor: Intel(R) Core (TM)i5-3570 CPU @ 3.40GHz RAM: 16 GB

		HDD : 500 GB
		OS : Windows 2008 Server
	Online Application Server - 02 Nos	Processor: : Intel(R) Xeon(R) CPU E3-1230 V2 @ 3.30GHz
		RAM: 16 GB
		HDD: 1 TB
		OS: Windows 2008 Server
	Online Application Server - 03 Nos	Processor: : Intel(R) Xeon(R) CPU X3430 @ 2.40GHz
		RAM: 16 GB
		HDD: 500 GB
		OS: Windows 2003 Server
09.	Operating System (Open Source)	Windows 2003 & 2008 Standard, Redhat Enterprise Linux 6, CentOS, Ubuntu, Puppy Linux, Slackware, Asterisk.
	Operating System (Work Station)	Windows 7, Windows 8.1
	Operating System (Server)	Windows 2003 & 2008 Standard, Redhat Enterprise Linux 6, CentOS, Ubuntu, Puppy Linux, Slackware, Asterisk.
10.	No. of Network PC	125 PC
11.	Configuration of Network PC	Processor: Corei3, Corei5, Corei7 Speed: 1.50 GHz to 3.30 GHz RAM: 2GB to 16 GB HDD: 300 GB to 500 GB Monitor: Samsung 15" to 21", DELL 19", Phillips 14" to 17", View sonic 14" to 17"
12.	Number of Laptops	24 Nos
13.	Number Printer	4 Nos
14.	Printer Configuration	Canon iR2520 UFR II LT, Canon LBP 3300, HP Laserjet P1102, HP Laserjet
15.	Number of Scanner	2 Nos
16.	Scanner Configuration	HP Scanjet G2410, Canon Image Runner 2560
17.	Online UPS	2 Nos
18.	Offline UPS & Stabilizer	29 pcs [1200VA(9pcs), 1000VA (20pcs)]
19.	Multi Media Projector	1 Nos
20.	GSM Modem	6 Nos
21.	CISCO Router	2 Nos (24 port)
22.	Fax Machine	1 Nos
23.	Switch	1 Nos 28 port, 1 Nos 24 port, 4 Nos 16 Port 6 Nos 8 Port, 1 Nos 5 port
24.	Our Web Server Information are as below: Dedicated server managed by C-panel location in USA Linux platform.	

Infrastructure Strengths

- Internet redundancy (3 parallel high-speed connections, 2 MB each)
- VoIP Connectivity (Singapore DID)
- Scalable Network Architecture & Systems
- Network Security (Firewall Protection)
- Workstations (Intel Core I5 / Core I7 Machines)
- High-End Servers (Intel Quad Xeon Servers)
- Full Redundant Power backup
- Real Time Virus Protection
- Regular Data Backup
- Disaster Management
- Regular Preventive Maintenance on Operating systems and Software
- Comprehensive Intranet for Project Management

1.8 OTHER LOGISTICS, RESOURCE AND POLICY

Availability – 24x7x365

Call Center No +880 17 30071013

Direct No +880 17 3007 1022,

Computer – 8 Computers (as we have 24x7365 shift)

Server with Storage – 2 Clone Server with External Storage

Online UPS – One 4 KVA Online UPS

Backup Generator – 2 Standby Generator

Commercial Space Used by Support – 800 Sqft

Dedicated Mobile – 50 Cell phones from Grameenphone Corporate Package with Data Connectivity

Security – Two-way mandatory authentication.

Office Bearer Facility – Additional admin staffs stays round the clock in office to make admin service uninterruptible for the team

Residence Policy – Support members are obliged to stay within 3 km of office to be available within 1-hour notice in case of emergency