

Technology

DIGITAL TRANSFORMATION | CLOUD & CYBER | IT PROCUREMENT | AI & DATA ANALYTICS



Software Development



Artificial Intelligence



Hardware Sales



Digital Marketing



Maintenance &
Implementation



System Integration



IT Consulting



Server & Network Management



Cloud Solution



Networking

Harness Digital Technology for your Business

Technology Innovation.
Transform Business Digitally,
Scale Digitally & Reduce Operating Costs

Information Technology,
System Integration, Software Development
IoT and Machine learning.



Develop Technology Strategy
Reform Businesses into a IT
Enabler

Implement Tools & Technology
Deliver Fast & Friendly Solutions
Convenient Model.

Our tailored technology and innovation will transform your business digitally, scale it digitally and reduce operating costs while attracting a new and ever-growing client base.

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1.Executive Summary

Line Reflection Ltd is a software development & IT system integration company skilled and experienced on delivering large enterprise software systems. Our focus is on Implementing Tools & Technology to deliver fast and friendly solutions in a convenient model. Our mission is to innovate technology to transform business digitally, scale digitally and reduce operating costs

Given the dynamics and diverse experience of our software company, it has been confirmed that our technology company possess all necessary skill sets and technical knowledge required to carry out IT projects to the highest caliber. Our technology team has developed and delivered large mission critical systems for real-time communication and over the years we have on boarded industry leaders and subject matter expert in our team which helped us to deliver fast and affordable solutions to our partners and clients. With having skilled Tech leaders on board, we are quite competent in leveraging frontier technology. Serving our clients expectation is our top priority and over the years many of our clients has become our longtime technology enabler partner. We trust our company portfolio structured in the following format, fully demonstrates our abilities to carry out IT projects to the highest caliber



2. Experience of the Company

▪ Professional Technology Skills



Application development platform

Java, C++, C#, PHP, Android, iOS, Embedded systems



Enterprise Data storage Systems

RDBMS & NoSql: Mysql, Oracle, Google cloud and amazon cloud sql



Data Center Server Administration

Networking & Systems Integration



Cloud Technology

Amazon AWS, Google Cloud, Digital Ocean, Name cheap



AI & Big Data

Google AI, Amazon Image AI, Apache OpenNLP, Stanford core NLP, Google Tensorflow, AIML chatbot

■ Industry



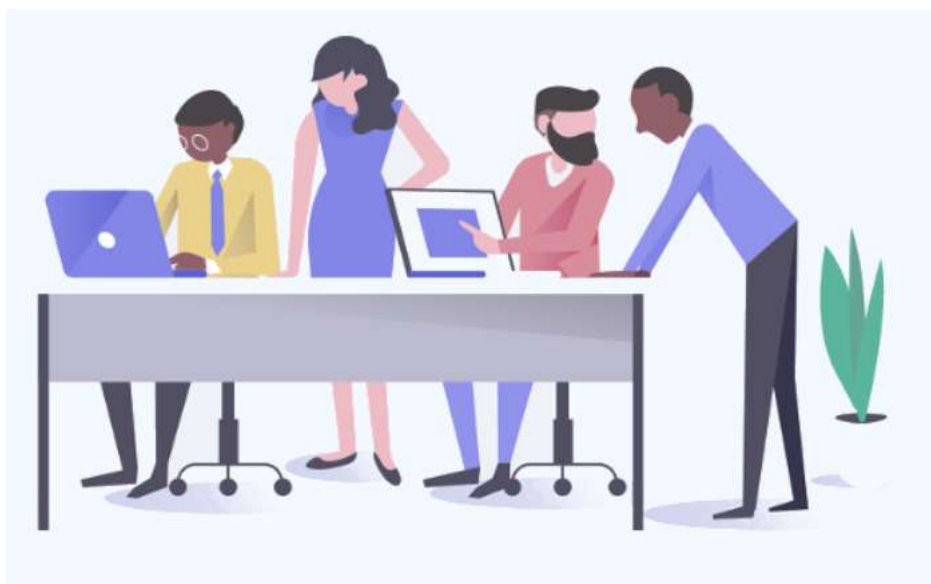
Government

We can help government both on central and municipal level to have more efficient use of human and non human resources, streamlined operational process and analytics service for educated decision making.



NGO

We can help NGOs have more efficient use of human and non human resources, better utilization of funds through streamlined operational process, project management and analytics service for educated decision making.



Healthcare

Our solutions for healthcare services include integrated system for hardware, software and different databases. Health analytics to integrate better healthcare services.



Telecom

We offer Android & iPhone based Audio/video and IM service over the internet and support to offnet calls through SIP and other gateway integration.



Game Development

Gamification approach to increase product sales & popularity, improve awareness about social issues

■ Services



Smart City & Digital Governance (IOT & Cloud Transformation)

We have IOT consultation that can help develop smart cities and ensure better and more transparent governance.



National Security & AI

We have strategic plan for AI utilization in National defense and security.



Digital Marketing

We have everything from smart SEO to affiliate marketing platform to increase revenue many folds leveraging a real life network of brand promoters.



Network Management

We provide the networking solution for large and medium scale IP and wireless network



Email Solution

We provide fully managed enterprise email solution in public cloud or on premise hosting inside private cloud.



Smart Health Care

We provide smart healthcare solutions that simplify the healthcare process for patients. We offer data optimization technique for smarter patient engagement for hospitals and possibly health insurance companies.



Digital Transformation Strategy

We advise both financial and non financial firms on digitizing their services and generate higher revenue.



Operation Management or BPO

We have streamlined process to have lesser latency in different modals of business decision making and execution process.



Managed Services

Transform traditional IT related support services into a cost effective outsource model.

■ Technology Spectrum



Enterprise Data storage Systems

RDBMS & NoSql:
Mysql, Oracle, Google
cloud and amazon
cloud sql



AI & Big Data

Google AI, Amazon
Image AI, Apache
OpenNLP, Stanford
core NLP, Google
Tensorflow, AIML
chatbot



SIP Phone

Asterisk and FreePBX
based multi-
channel Voice and
Video service
through Android and
iPhone App



Application development platform

Java, Java EE, Spring,
Php, Node.js, React,
C#, C++, Android,
iOS, Unity Platform,
Embedded Systems,
NFC Contactless IC
Card, Arduino



Cloud Technology

Amazon AWS,
Google Cloud, Digital
Ocean, Name cheap

Company IT Skill matrix

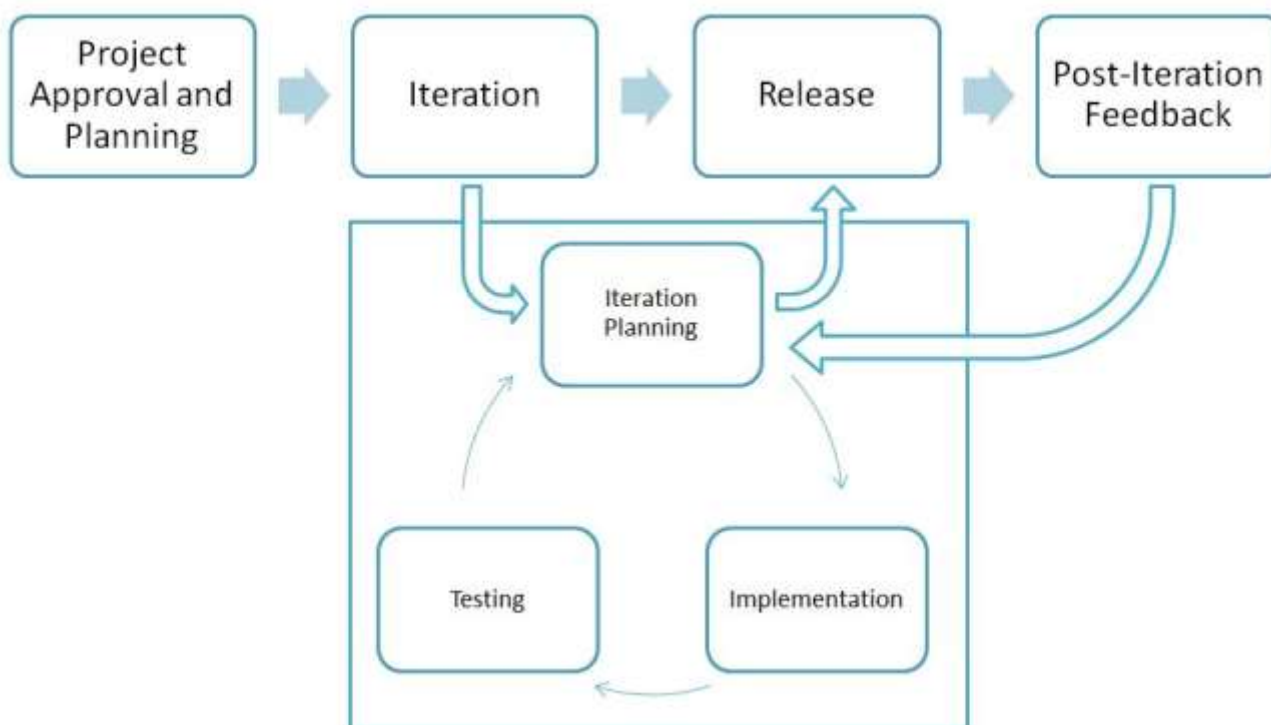
WEB	Custom Web Design & Development	
	Web Application E-Commerce Solution & Storefronts CONTENT MANAGEMENT Enterprise Portal Development	wordpress, prestashop opencart. Woocommerce Laravel
MOBILE	Android Development iPhone/iOS Development	
	Flutter apps development H5 mobile games development	
Software	Mobile financial Wallet Software Migration & Re-engineering	
	Custom Enterprise Solutions Package ERP	
Cloud & Data center Server Management	Implementers Help Desk Software Solutions CRM Solutions HR & Payroll and Inventory solutions Work Flow Solutions	Java, JEE, Jakarta EE, Php, Laravel .Net, Python Rest, ORM, Hibernate, JPA, Spring JQuery, Vue.js. Ajax, React
	IOT& Real-time Sensor Data accumulation Public Cloud server management Cloud transformation On premise data center server management	NFC card, Arduino micro controller Amazon AWS, Google Cloud, Namecheap.
IP Networking	Disaster recovery plan and implementation Cloud Transformation Assessment	Server Installation and Operation management AWS, Google Cloud, Namecheap
	High speed IP Network design	
Software Testing Business process automation	IP Network migration Bandwidth management Application Security Production Server assessment Stress Testing	CISCO, Juniper, Microtek
	Dry Run Design, Develop and optimization	Jmeter, SQL Injection, Server capacity design Process Flow, Jbpm
Project Managment	Tracker, Version control, Project doc	Redmine, Target process, jira, SVN, Git

■ Methodology Software development Process

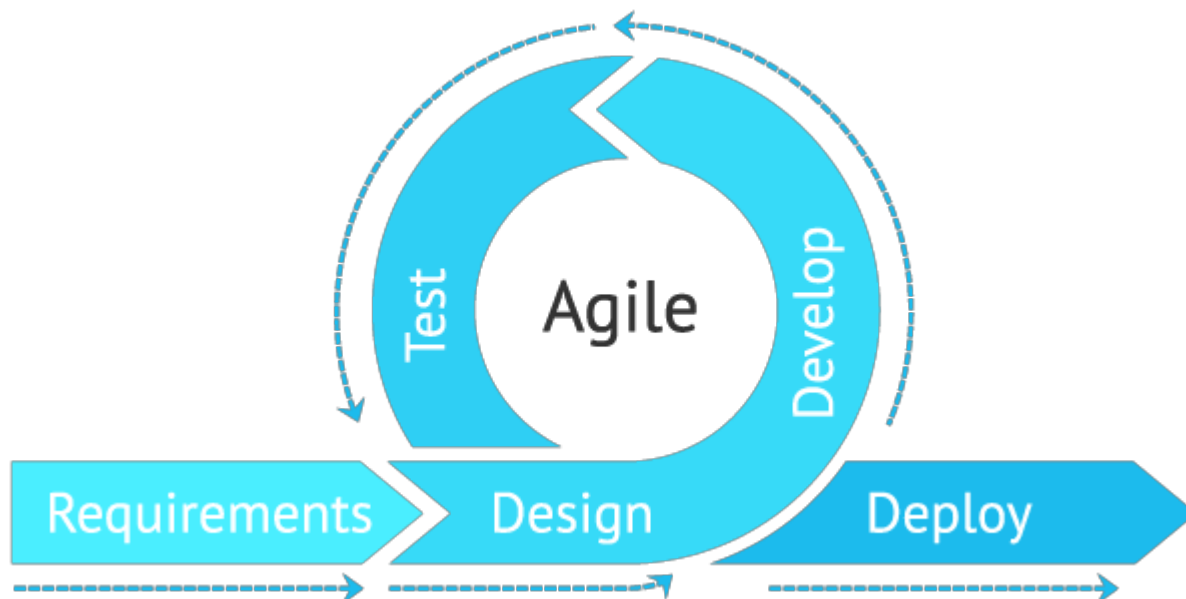
As company we strongly follow standard and best practices for developing solutions and delivering projects to our clients. Our teams and internal processes are always up to date to the IT industry trends. Based on our successful project management using agile methodology we found, it is a very dynamic process for software development and ensuring service at client side. We are skilled on following agile model

1. Agile Scrum Methodology
2. Extreme Programming (XP)

- We practice agile project management framework



- We practice agile software development model

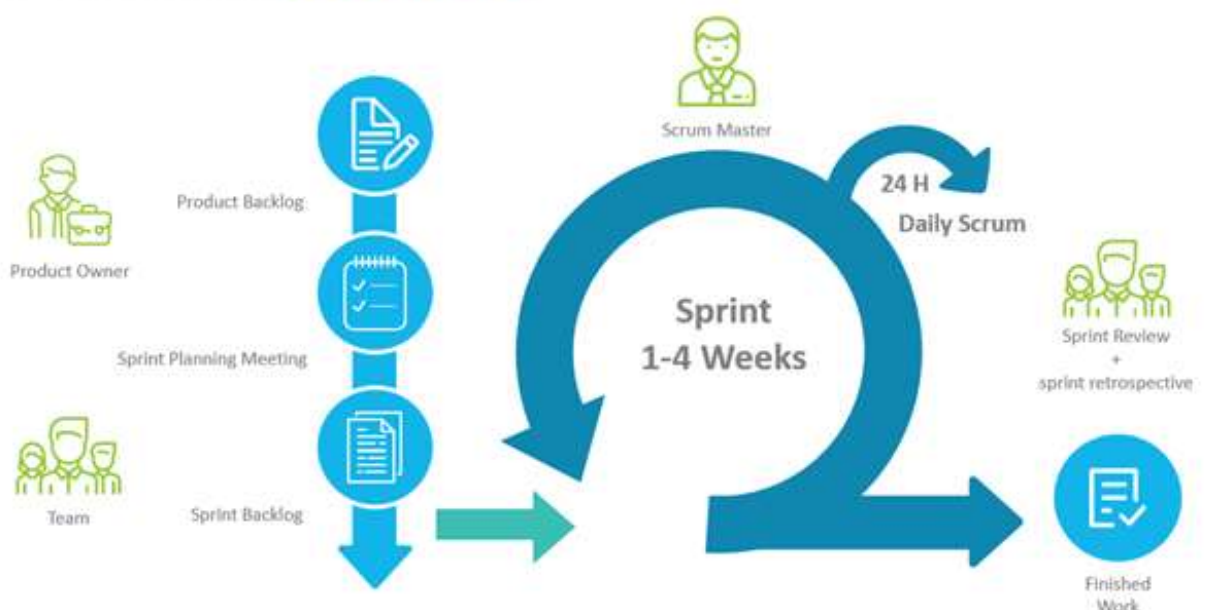


- We practice scrum as a proposed Agile Development Model

Scrum is an iterative, incremental framework for project management and agile software development. Although Scrum was intended for management of software development projects, it can be used to run software maintenance teams, or as a general project/program management approach. The Scrum frameworks are as follows:

- Roles: Product Owner, Scrum Master, Team
- Ceremonies: Sprint Planning, Sprint Review, Sprint Retrospective, & Daily Scrum Meeting
- Artifacts: Product Backlog, Sprint Backlog, and Burn down Chart

AGILE SCRUM PROCESS



3. Our Software Products

Help Desk software systems

WorkFlow & Supply chain

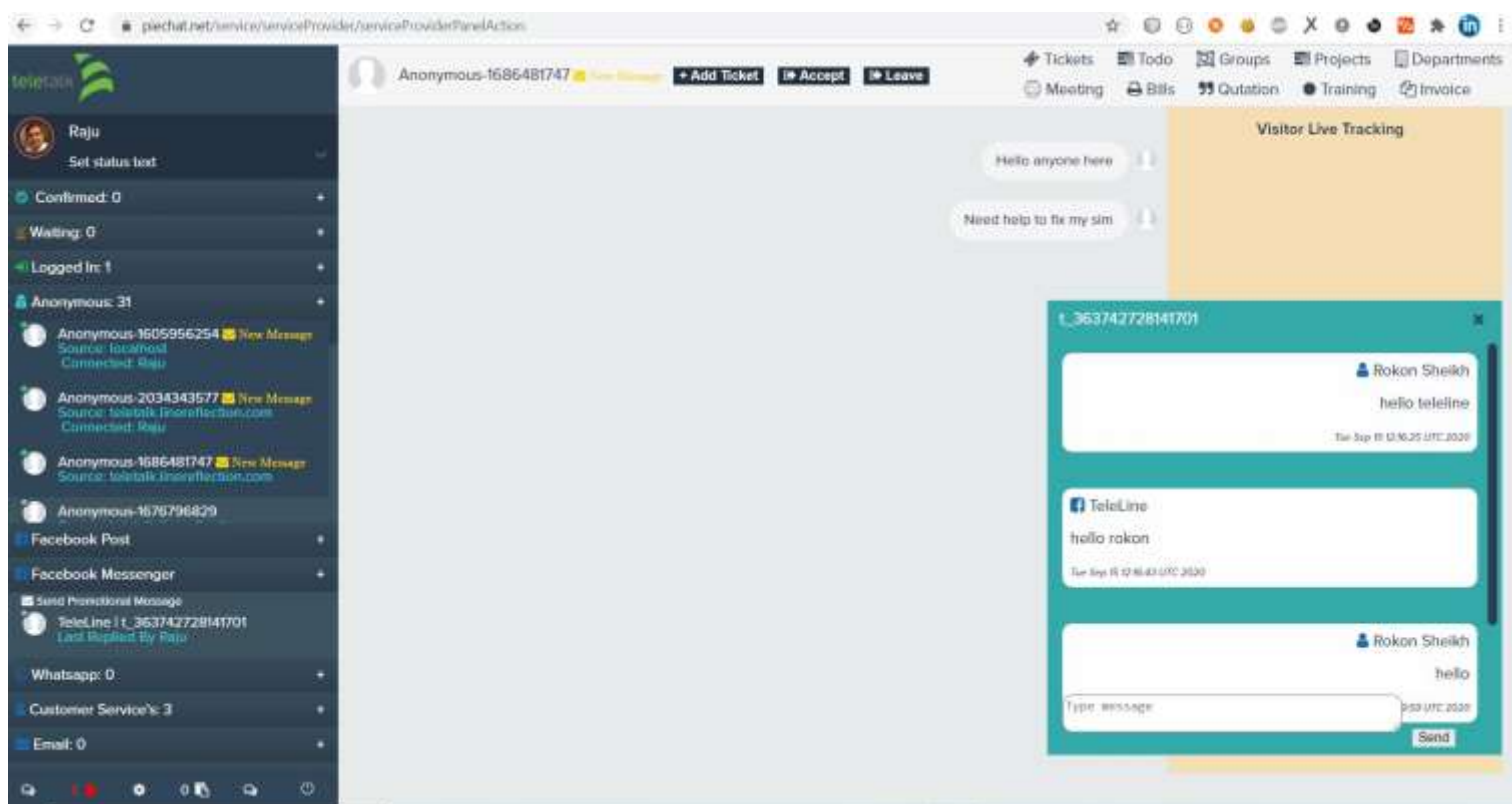
CRM & Ecommerce systems

Live Chat systems

Games & App

ERP(HRMS, Payroll, Inventory, Asset, Training)

▪ Web based Smart Help Desk Software System



Our web based Help desk application is a next generation help desk software. With built in AI and multi-platform Livechat service it help our partners, clients and other companies to provide better customer service and support. No installation, use your favorite browser. Such tool is helpful for responding website visitors, managing customer queries on facebook business page and managing internal communications. Respond timely and effectively to your customers

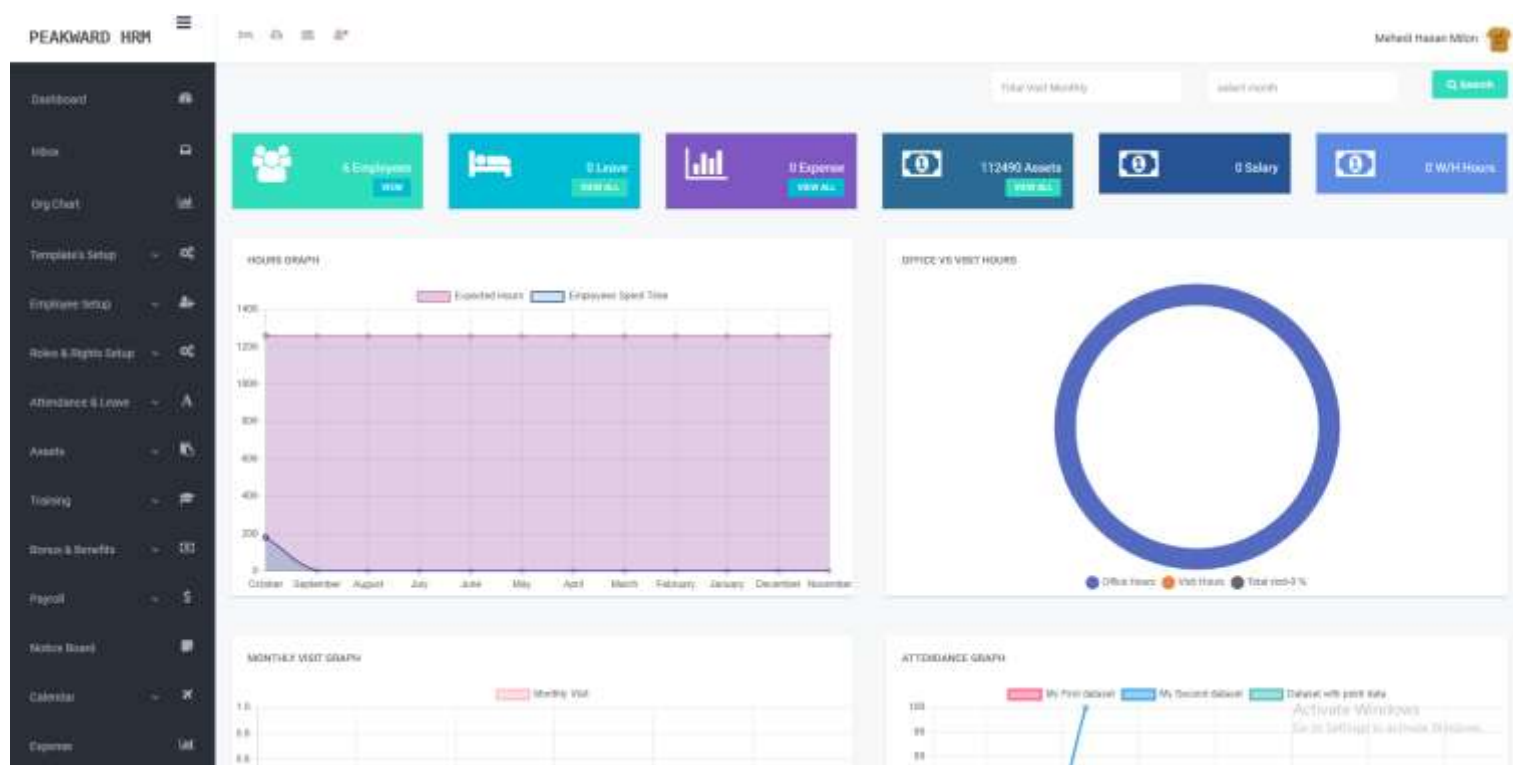
- Virtual Class room for online University & Video Streaming



Product Description:

1. Multiple Class Room Creation
2. Live Video conference for each class
3. Live Chat
4. Administrative features for teachers and other faculty members
5. Fee management
6. Class Attendance management
7. Class record facility
8. Screen share facility

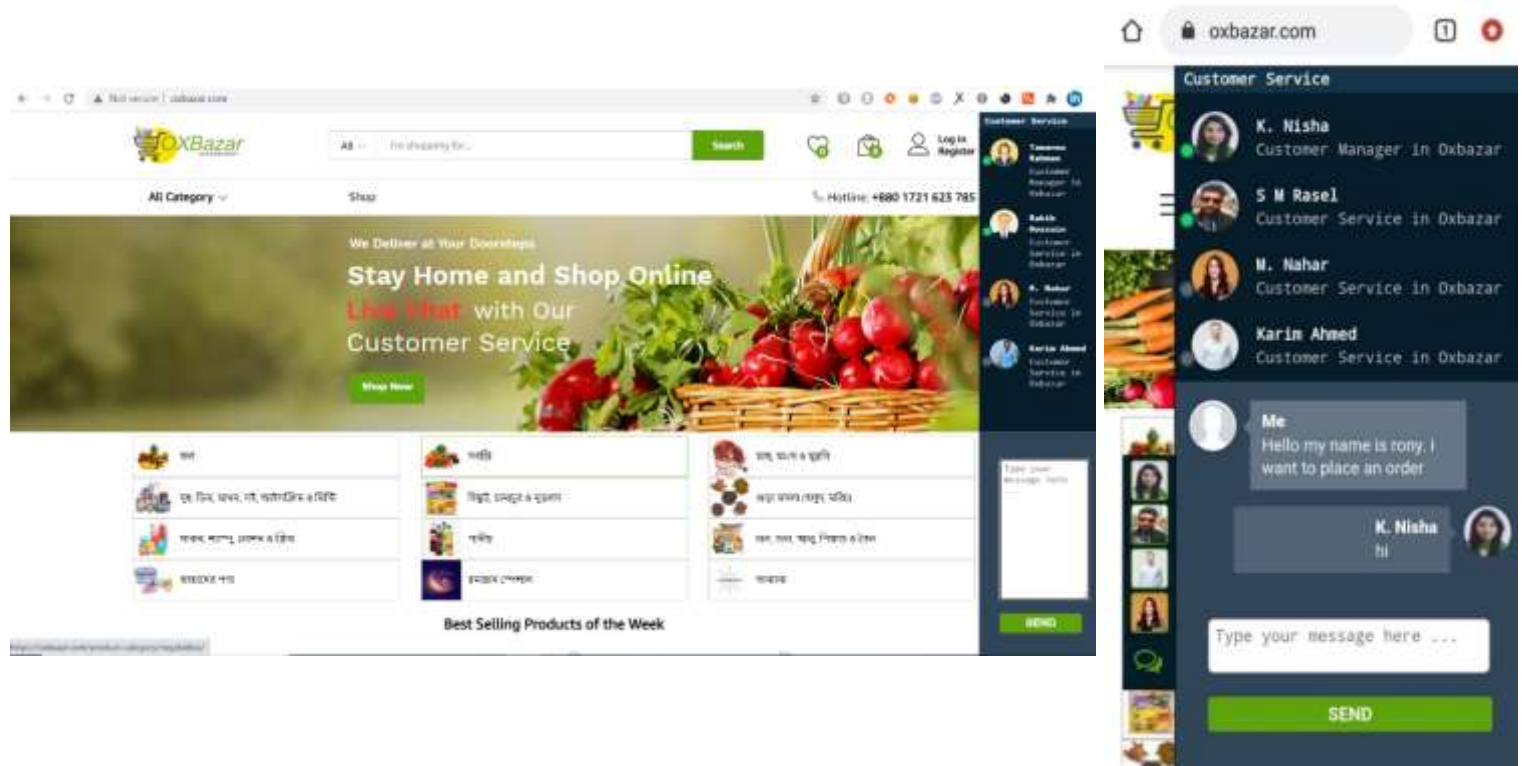
Intelligent HR & Payroll Software System



Product Description: This solution can integrate administrative and some accounting services in small to big enterprises and hence ensure organizational efficiency

Target Industry: Banking, Retail, Supply chain, Oil & Gas, Manufacturing, shipping, call center, Support Ticket management, Project Management

- eCommerce Application



Online store need focus category and live customer service for superb customer experience. With our engineering innovation you have the opportunity to turn web site visits into sales

- CRM & Supply Chain


PieDESK
For Every Help Desk Software

 0
 

Tickets	Deadline	Progress	Lead	Team	My Task
Ticketing issue Created 18 Jun, 2020	04 Aug 2020	42.86%			5
Cheque book issue Created 18 Jun, 2020	17 Jun 2020	70.59%			14
HelpDesk issue Created 18 Jun, 2020	01 Jul 2020	12.73%			1
Online banking issue Created 18 Jun, 2020	28 Jun 2020	0%			0
Card related issue Created 18 Jun, 2020	30 Jun 2020	30.77%			2



The diagram illustrates the structure of the Knowledge Base. It starts with a central 'Knowledge Base' node, which branches into 'Assignment in my card' and 'New Bug'. 'Assignment in my card' further branches into 'Department Issue fixing', 'Dept', 'member', 'Product documentation', and 'documentation'. 'New Bug' branches into 'Notification', 'Provide clear version in the FE', and 'New Task'. 'Department Issue fixing' also branches into 'Notification', 'Provide clear version in the FE', and 'New Task'.

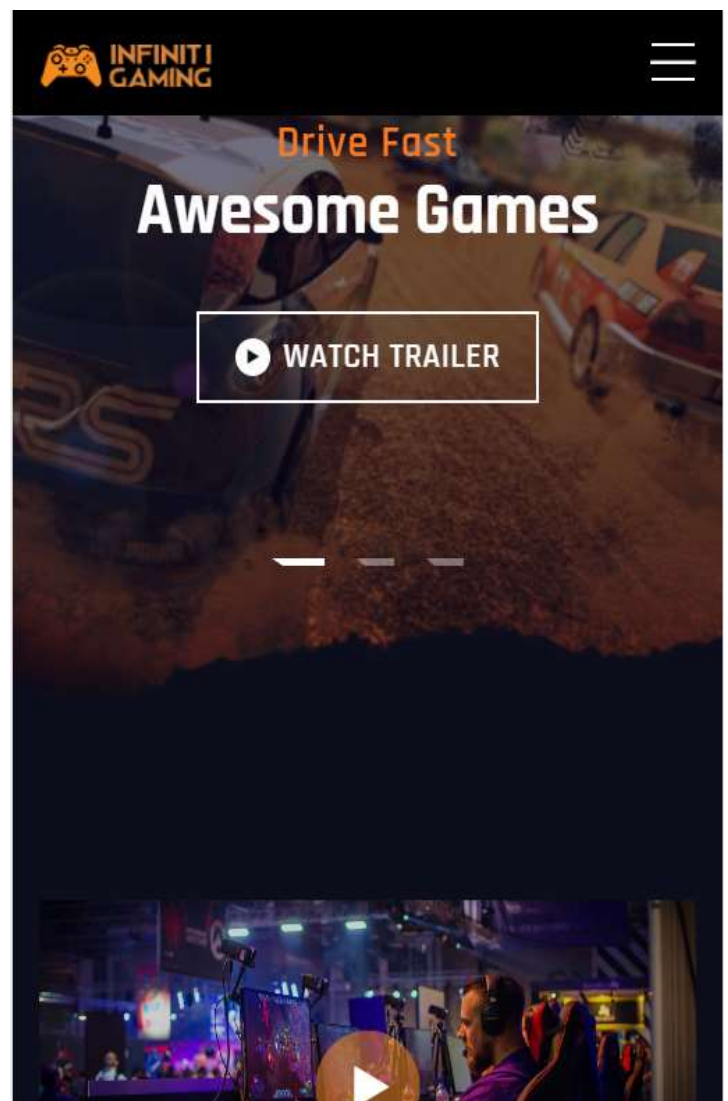
Todo

- ☐ Reply clients about card issue by 10 am
- ☐ Talk to IT for fixing the software problem
- ☒ Update all pending issue in helpdesk software
- ☐ weekly report to management
- ☐ Talk to card department for clients card issue fixing
- ☐ + Add Task

-  line devs
-  Md. Aminul Islam
-  Saiful Islam Raju
-  Tonmoy Das
-  Sarfaraz Ahmed
-  Mahady Milon
-  Ibrahim chowdhury
-  Rumana dilshad
-  demo user

Our Work Flow with integrated help desk software is a best fit for CRM and supply chain domain. Teams and management can track Items and process from a collaborated dashboard tool. A progress monitor on the dashboard keeps the senior management on right track for any project.

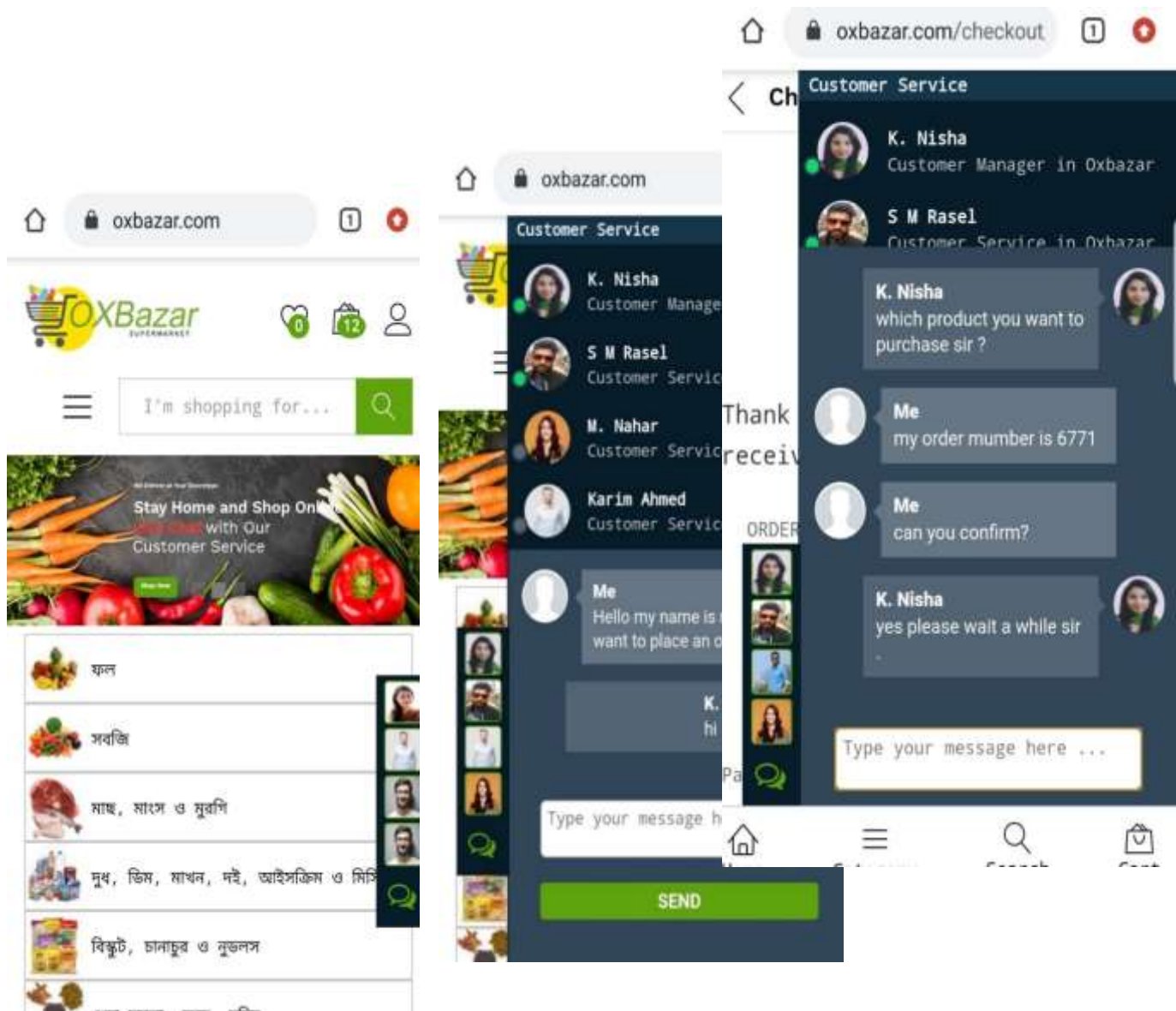
Website Design and UX work (Mobile Gaming Company)



Website Design and UX work (FinTech Company)



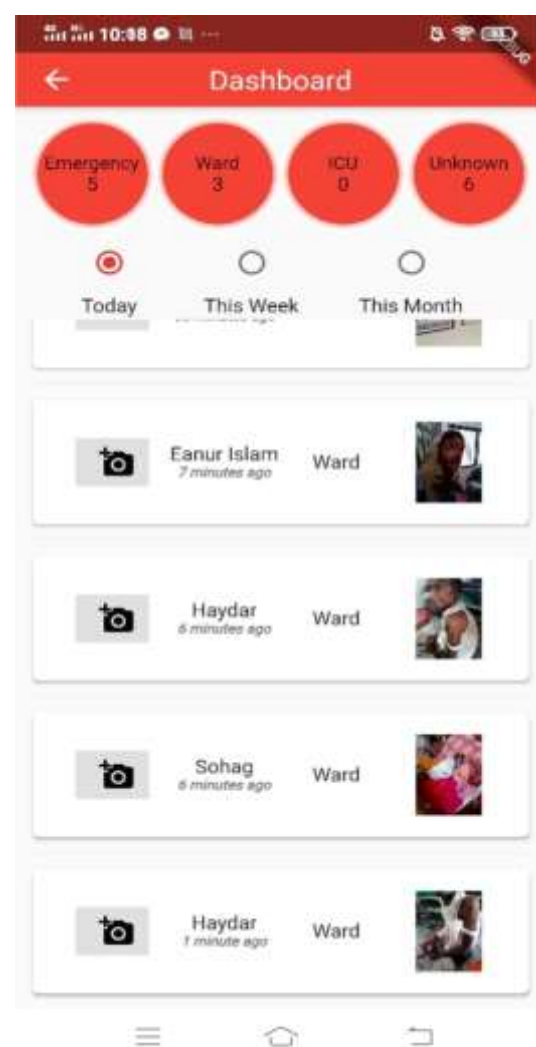
- Ecommerce – Live chat & Order



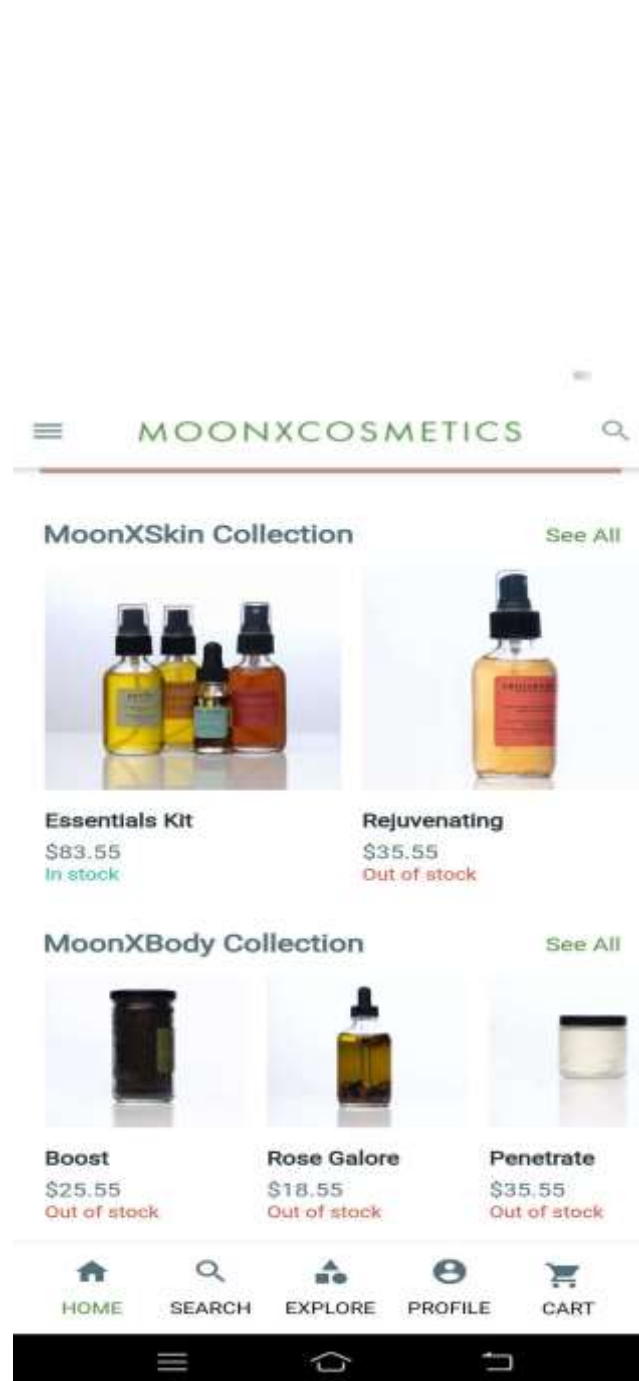
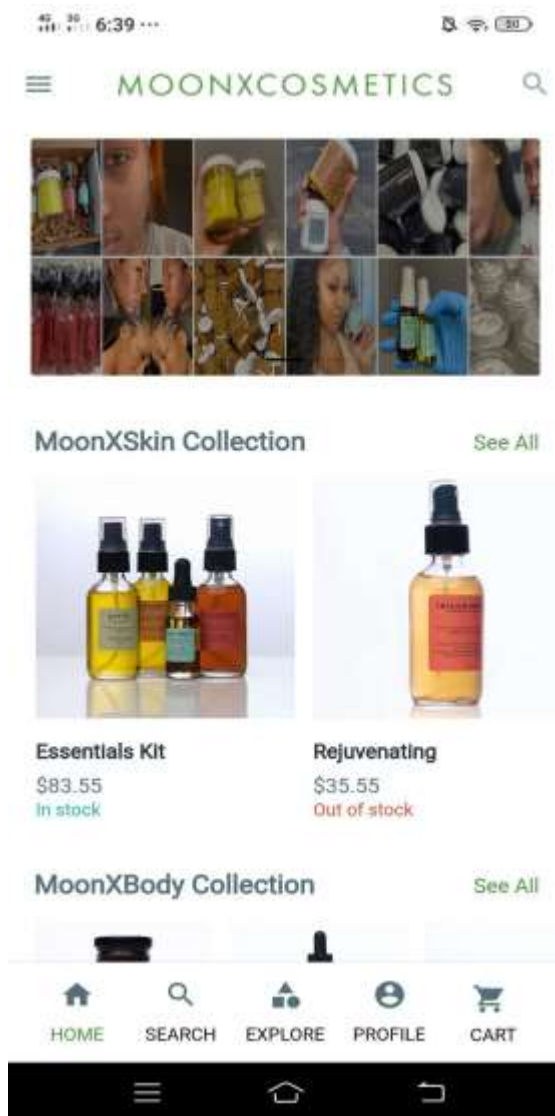
Product Description: Online store need focus category and live customer service for superb customer experience. With our engineering innovation you have the opportunity to turn web site visits into sales

4. Our Android & iPhone Apps

- Apps for Dhaka Medical College Burn Unit



- Android & iPhone Apps for Ecommerce Store



- **Android Games for product promotion**



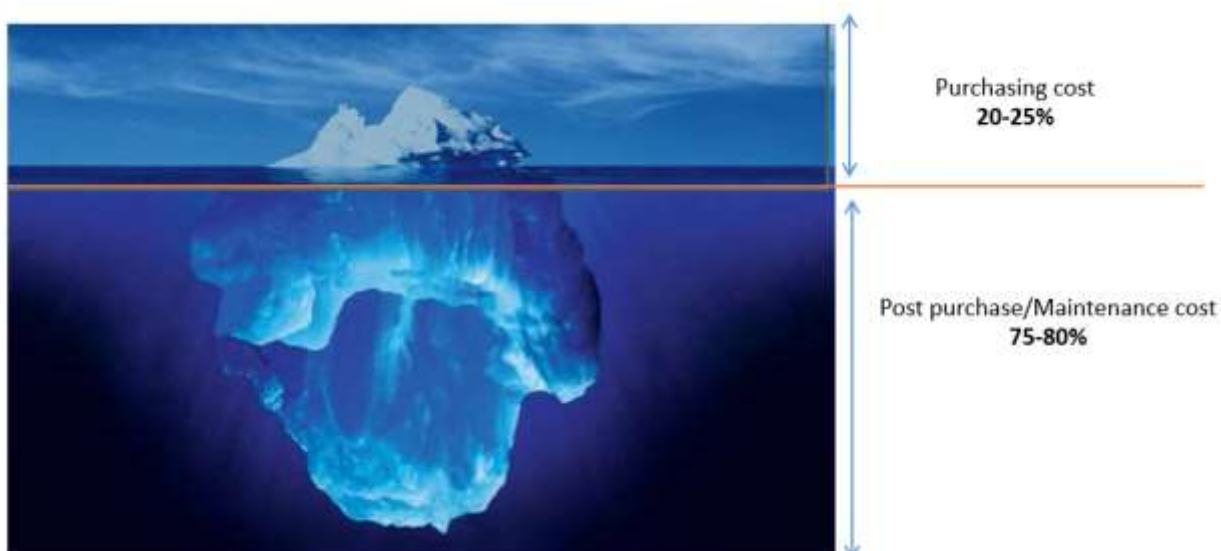
Product Description: Fun runner is an android game for creating gasification model for consumer products. Player can play and earn points and in a certain condition points can be used to provide discount to customers.

Target Industry: Ecommerce, Retail industry for product promotion.

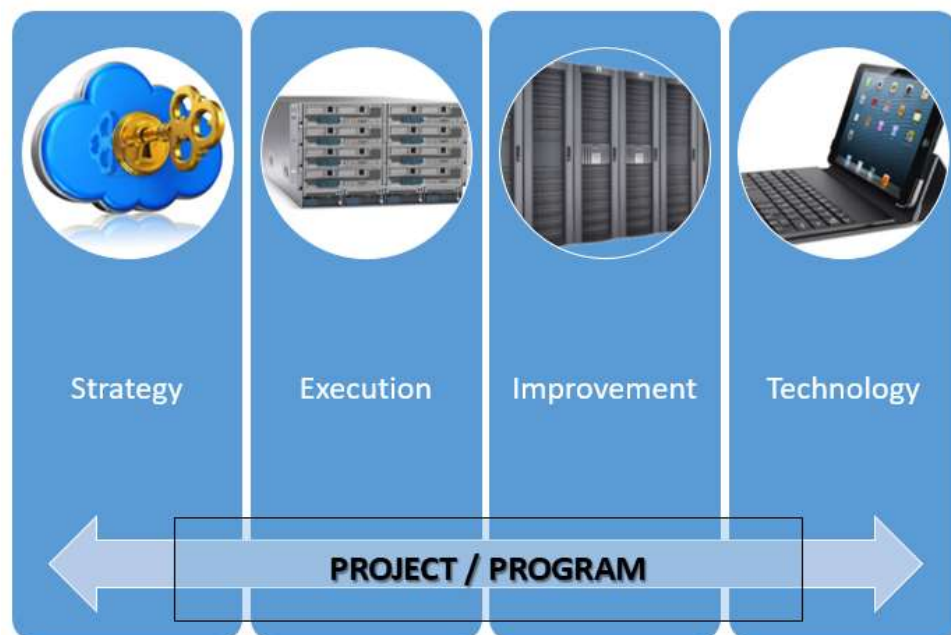
5. Our Cloud Transformation Experience



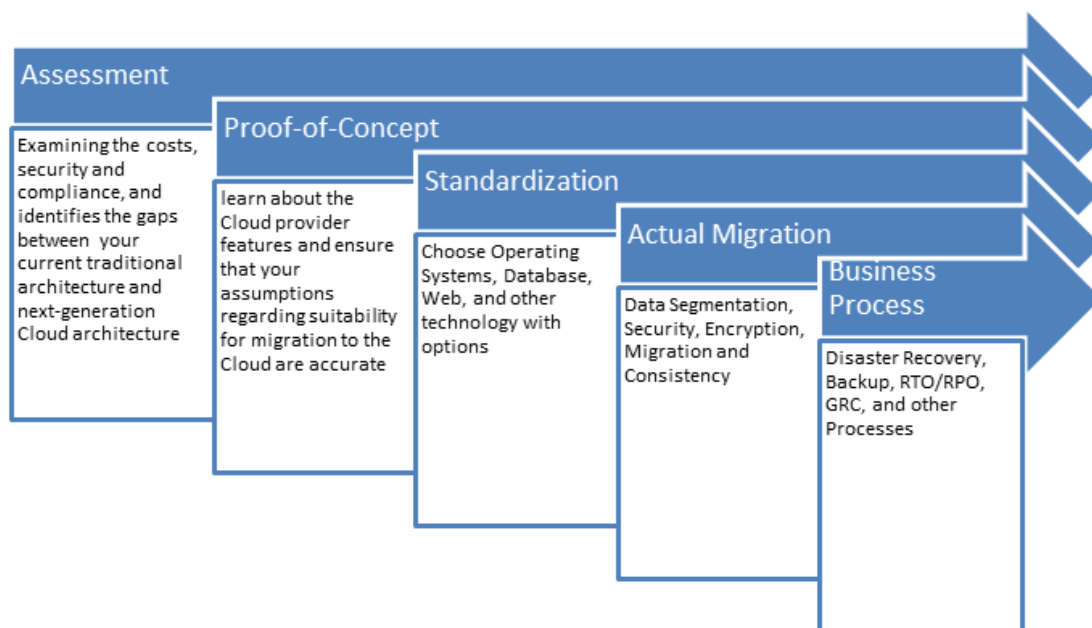
Cost savings - Total Cost of Ownership (TCO)



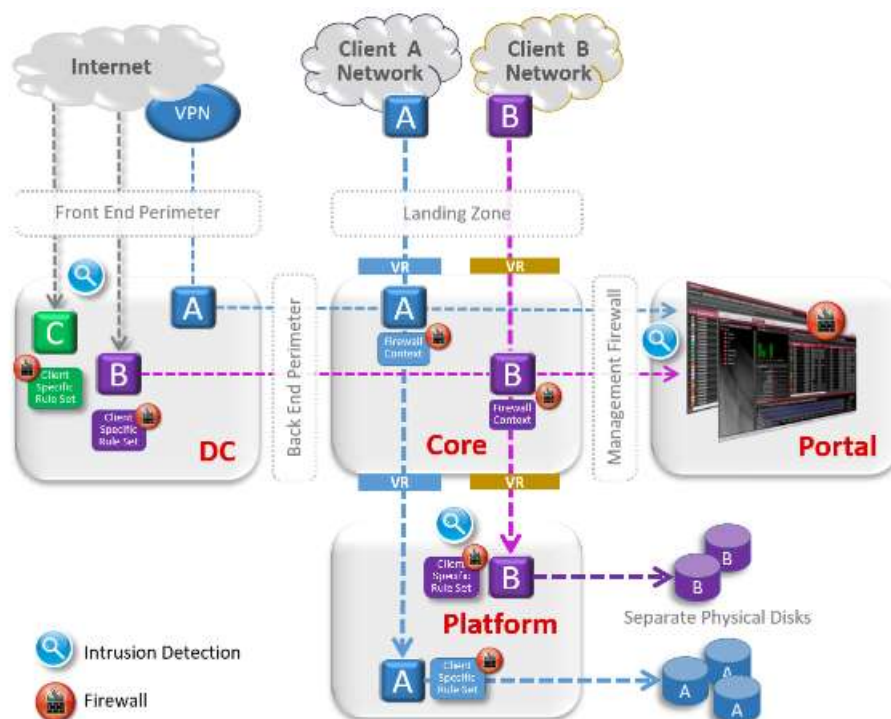
■ Our Cloud Transformation Approach



■ Our Cloud Transformation Methodology



■ Managing Cloud Servers for University of Edinburg



■ Cloud Transformation for BRAC.

Our CTO and co-founder has previously handled large on premise data center server transformation to Google cloud for BRAC.

Existing Resources	Transfer to Google Cloud	Cost Reduction
40 Rack mounted server in DC with 150 virtualization	Manageable VM(instances)	ROI: 50 % cost reduction
10 Cisco manageable switch 100/1000	NA	
Network Firewall	Google cloud firewall	
40 database apps and web application	Google RDS database	

6. Executive Team



Saiful Islam Raju
CEO & Chief
Technology Officer
16 Years Tech Industry
Experience



Dr. Fazley Rabbi. PhD
Chief Data Officer
12 Years Tech Industry
Experience



Mohammad Ali
Chief Business Officer
20 Years BPO Industry
Experience

7. Our Engineering Team



Saiful Islam Raju
CEO & Chief
Technology Officer
16 Years Tech Industry
Experience



I. Chowdhury
Software Engineer
5 Years Java/Java EE, Android
Experience



Tonmoy Das
Software Engineer
5 Years Java/Java EE + Php
Experience



Mahady Hasan
Software Engineer
3 Years Java + Php Experience



Aminul Islam
Software Engineer
5 Years Java/Spring + PHP
Web Experience



Sarfaraz Ahmed
Software Engineer
2 Years Java/Java EE +
Android Experience



M.S. Pervez
Head of Cloud &
Systems
15 Years System Admin
Experience



Rezaul Karim Khan
Head of Partnership &
Business Development
15 years Project Management
& Business Development
Experience



K. S. Hossain
UI/UX Designer
20 Years UX Experience



Ariful I. Sunny
UI/UX Designer
2 Years UX Experience



**Nazmul Haque
Palash**
Web Developer
8 Years Web Experience



Habibur Rahman
Web Developer
7 Years Web Experience



Md Al Amin
Web Developer
7 Years Web Experience



MD Habib
Web Developer
8 Years Web Experience

8. Our Partners & Clients



THE UNIVERSITY
of EDINBURGH



PRIMACOM
Communication Solution



Bangladesh Communication Satellite Company



DMC BURN UNIT



BGIC Ltd



9. Our Contacts



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