

**Profile covering company expertise, strength
and experience.**

Dakatiya

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COMPANY PROFILE

1.0 Dakatiya- ICT Profile

Dakatiya is a renowned Software Company in Bangladesh. Dakatiya was established in April 2009 as a Sole Proprietorship Company under the Dhaka City Corporation having License No. 02035206. Dakatiya have long experience of having worked for large multinationals in Bangladesh. Professional staffs comprise of mainly first-class graduates in Computer Science & Engineering, MBAs and qualified or part-qualified accountants.

Dakatiya has a number of software products. However, we also have a number of customers who engage us to analyze their business processes and thereafter assist them in their technology-driven business transformations. We, therefore, also provide consulting services and develop software for clients who require customized solutions. Dakatiya has successfully implemented many complex and logistically difficult projects with the use of imaginative software, hardware, training, and communication solutions since its inception.

1.1 Reputation

Dakatiya has remarkable success records. The company enjoys a very high reputation of being a qualified financial and enterprise solution provider amongst clients. One of the main advantages of doing business with Dakatiya is the assured consistency of work standards.

1.2 Area of Expertise

Dakatiya has proven domain knowledge in areas of process engineering, systems analysis, banking and finance, human resource management, payroll management, provident fund management, inventory management, financial accounting management, loan management, retail and wholesale management, hospital management, restaurant management, web-based application development, network design and implementation, hardware scoping, and data center construction. It is also a national leader in the provision of consultancy in the field of ICT.

1.3 Infrastructure

Over the years, Dakatiya has invested substantially on its infrastructure. The following will provide an overview:

- Enterprise Architect — this high-end software allows the systematic development of software from requirements specification to system design and traceability of system design to coding and testing. All UML documents and extensions thereof are maintained in this software.
- Online UPS and diesel generator ensuring uninterrupted power supply at all times so that business operation is not disrupted in case of normal electricity supply failure.
- 2,400 square feet of fully air-conditioned office within 10 minutes by car from the City Center Dhaka.
- ERP system to handle all procurements, inventory control, sales, accounting and after-sales support.
- Human Resource Management System.

- Microsoft Exchange Server.
- Microsoft Visual Source Safe for Software Version Control.
- 15 mbps Dedicated Internet Connectivity with contingency setup of 2 ISP and 2 IIG Backbone.

1.4 Quality Policy of Dakatiya

Dakatiya has declared the following policies along with a number of measurable objectives to achieve these policies and objectives as part of its Quality Management System (QMS):

- Dakatiya will always strive to be a customer centric organization. This will be reflected in all its internal procedures
- Dakatiya will maintain a process of continuous improvement of its Quality Management System
- Dakatiya will always strive for win-win relationships with its customers, employees and shareholders
- Dakatiya will carry out adequate research and development in its chosen fields of activities so that its products and services are subject to a continuous process of innovation and improvement aimed at satisfying customers' current and future needs
- Dakatiya will make adequate financial and other investments in the development of high quality human resources.



Figure 1- A Partial View of our Software Department

- Dakatiya's management will strive to maintain a work environment where team spirit, collective leadership, creativity, innovation, continuous self-development, honesty, personal integrity and a willingness to compete with the most successful organizations in the world are recognized as essential ingredients for success.

2.0 Our Services

2.1 Consultancy Services

It is often beneficial for an organization to consult with industry experts for business areas where it might have knowledge gaps. Often someone with an open mind from outside the organization can quickly see the inefficiencies in processes and gaps in controls. This independent perspective can save millions of dollars from operational costs.

Dakatiya is a dedicated organization with considerable experience of business and technical operations in private and public organizations of different sizes, e.g. we have provided consulting services to ICT Division, Government of People's Republic of Bangladesh. We specialize in the development of ICT roadmaps, business process engineering, organizational strategy planning, process automation, and data conversion.

We are committed to helping out clients to make the best possible business decisions. We listen to our clients intently to make sure that we gain a full understanding of their business processes, objectives, issues, challenges and people. Armed with these essential information and further analysis, Dakatiya experts provide considered recommendations, which in turn help our clients make the right decisions. As an added benefit, our extensive domain knowledge and experience in the fields of banking and finance, HR, retail management, hospital management, and business process management make our consultancy services very effective. From business transformation to optimizing information gathering, we provide a full range of consultancy services and support to help take the hassle out of an organization's IT infrastructure.

2.2 Customized Software Development & Data Conversion Services

Dakatiya provides customized solutions involving bespoke software development and special interfaces to legacy systems to meet specific business needs of clients. Dakatiya has also provided data conversion services to clients using various proprietary tools developed in-house.

2.3 Training

Dakatiya has trained over 8,200 people over the years on a large number of topics including the use of computers, software operations, accounting and process management, technology, etc. An excellent example is the training of over a thousand branch level accountants and managers whom we trained from basic level computer operations to accounting and software operations. For all our software implementations, training is usually mandatory. Often, we conduct training on the basis of train-the-trainers (TOT) method where the customer feels confident to carry out the training of larger groups of trainees in their organization themselves, however, we feel that when we provide training to end users, they become far more effective users of IT and are able to manage their working environment much better.

2.4 Hardware, Networking and Data Centre Services

Through its sister concern, Dakatiya Systems, all types of hardware, networking and data center construction services are provided to client. Dakatiya is the reseller of a variety of equipment manufacturers, thus allowing the Dakatiya Group to offer a full range of services to its clients.

3.0 Skill Set and Infrastructure Capacity

Professional Staff

Current Skill Matrix of Software and Web development

No.	Development Tools/Languages	Persons
1.	ASP.Net	2
2.	VB.Net	2
3.	Oracle 10g Developer Suit	2
4.	PHP	2
5.	Java	2
6.	C#	2
	Database	Persons
7.	Oracle	2
8.	MS-SQL Server	3
9.	MySQL	3
	Implementation / System Integration	Persons
10.	Core Banking	2
11.	Microfinance	2
12.	Scaled HR Solution	3

Table 1: Current Skill Matrix

Human Resource Matrix

No.	Development Tools/Languages	Persons
1	Software Programmer	22
2	Database Administrator	6
3	Network Engineer	3
4	System Admin	2
5	Network Support Staff	5
6	Hardware Engineer	5
7	Quality	2
8	Support	8

Table 2: Human Resource Matrix

Infrastructures Capacity Matrix of Dakatiya

Office Space

No.	Business Unit	Location
1	Head Office	33, Kawranbazar, Sha Ali Tower (3 rd Floor) Dhaka-1215

Table 3: Office Space

Office Equipment

No.	Equipment	Quantity
1	Workstation Computer	42
2	Laptop Computer	28
3	LCD or LED Monitor	48
4	Projector	6
5	UPS for Workstation	51
6	Laser Printer	12
7	Dot Matrix Printer	5
8	Scanner (B4, Auto feeder)	6
9	Photocopier	2
10	Office Desk	68
11	Office Chair	84
12	Air conditioner	13
13	Remote service unit	2
14	PABX System	1

Table 4: Office Equipment

Fire, Cooling, Power Backup, Surveillance and access control

No.	Equipment	Quantity
1	Fire Extinguisher	8
2	PAC	1
3	Generator — 20KVA Diesel/Octane	2
4	RFID	3
5	Biometric access control	3
6	CC Camera	13

Table 5: Fire, Cooling, Power Backup, Surveillance and access control

4.0 Some Ongoing Projects of Dakatiya

- Implementation of ICT & e-Governance including Networking, Automation and Computerization of CAAB on turnkey basis.
- Consultancy Services for Digitization of BBS Publication and Online Secondary Data Collection.
- Consultancy Services for Data Center of Bangladesh Police.
- Supply, Installation, Testing & Commissioning of Campus Local Area Network at 16 Public Universities.
- Enterprise Resource Planning System for Bangladesh Police