



**BANGLADESH  
IT INSTITUTE**  
To Help People Learn and Earn

**Consultancy**

**Higher Education**

**Call Centre**

**ICT Training**

**Data Processing**

**Back Office Support**

**Software Solution**

**Security System**

**BUSINESS  
PROFILE**



## CONFIDENTIALITY

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# **ABOUT BANGLADESH IT INSTITUTE (BITI)**



# BACKGROUND OF THE ORGANIZATION & CAPACITY

## BANGLADESH IT INSTITUTE

Bangladesh IT institute (BITI) has been supporting clients nationwide in managing the evolving role of information technology in business. As a strategic business partner, we provide IT Training, Diversified IT solutions and services that support attainment of our clients' business objectives. Our services and solutions include custom application software development, network infrastructure building, home & office security system installation, delivery and installation of PCs, Servers, and POS.

We combine the best of technologies, processes, strategies, and our extensive industry experience to enable our clients to succeed. BITI designs, implements, and supports end-to-end IT solutions and services. Our goal is to improve performance, maximize IT investments, and, ultimately, create a competitive business advantage for our customers. Our ability to integrate Information Technology services into a flexible, total single-point-of-contact (SPOC) solution is the key element of our success. Partnerships with some of the world's "best-in-class" corporations provide BITI with unique expertise and experience in providing diversified Information Technology solutions, including Information Technology consulting and systems integration.

## HISTORY OF BANGLADESH IT INSTITUTE

BITI, in its journey of innovation in Information Technologies, has achieved strong footprint in many industries such as Real Estate, Bank, Microfinance, Health, Distribution and Retail.

Today BITI is considered the largest IT Solution Provider of Bangladesh and has become an IT partner of Choice for managing People, Process and Environment. Continuous thrust for improving quality is the reason behind its success. BITI has now a core competent team of matured skill personnel.

## STRENGTH OF BITI

BITI offers IT Training, end-to-end Consulting, IT Solutions and Services to help organizations architect and build their businesses in the global economy.

Research and Development in cutting edge technology, software tools foundry at BITI Research Development and Design Center. BITI also has research alliances with several world- renowned technology companies like Microsoft, Oracle & Dell.

## CONSULTANCY

A group of IT professional forms the backbone of the BITI mission, many come from the best universities and institutions in Bangladesh and from abroad. At BITI, technology specialists and business management experts share expertise to gain a thorough insight into the client's business, and look for innovative ways to apply technology for lasting solutions.

## ALLIANCES

BITI increases the diversity of its offerings through strategic alliances and joint ventures with global leaders in technology and e-Business, such as DELL, CISCO, Microsoft, Oracle to name a few.



## OUR VISION

To be model of excellence as an IT solution company with people who are committed to provide value for our customer and service to our community.

## MISSION

To understand our customers' business and technology issues, and to resolve the same with our experience in and commitment to varied range of platforms and products and with dedication to stay current with reliable and proven technologies to:

- ☑ Maximize the Value of Our Customers
- ☑ Develop a Highly Motivated Workforce

## Head Office & Corporate Address

Opolok (2nd, 3rd & 5th Floor)  
225 Senpara Parbota, Mirpur 10  
Dhaka 1216, Bangladesh

Landline : 88 02 900 4200-1  
Cell Phone : 88 01701 29 22 61-63  
Email : [info@bditinstitute.com](mailto:info@bditinstitute.com)  
Web site : [www.bditinstitute.com](http://www.bditinstitute.com)  
[www.bitibd.org](http://www.bitibd.org)  
FB : [www.facebook.com/bditinstitute.bd](https://www.facebook.com/bditinstitute.bd)  
[www.facebook.com/athe](https://www.facebook.com/athe)  
Linkedin : [www.linkedin.com/company/bitibd](https://www.linkedin.com/company/bitibd)  
Twitter : <https://twitter.com/BangladeshITIn2>

## Jessore Office Address

Sheikh Hasina Software Technology Park  
Level 09  
Jessore  
Bangladesh



## GENERAL INFORMATION OF THE ORGANIZATION

01.	Name of the Organization	:	<b>BANGLADESH IT INSTITUTE</b>
02.	Nature of the Organization	:	IT Service Provider Consultancy Call Centre Data Processing UK Standard Higher Education Software Development Training Pearson VUE (Authorized Test Centre) Security System Provider
03.	Registered Office Address	:	Opolok (2 <sup>nd</sup> , 3 <sup>rd</sup> & 5 <sup>th</sup> Floor) 225 Senpara Parbota, Mirpur 10 Dhaka 1216, Bangladesh
04.	Company Establishment Date	:	11 <sup>th</sup> Jan, 2012
05.	Operation Start Date	:	1 <sup>st</sup> Mar, 2012
06.	Name of the Signing Authority	:	Mr. A. M. Mohibur Rahman
07.	Designation	:	Chief Executive Officer
08.	E-mail Address	:	mohib@bditinstitute.com
09.	Contact Person	:	Mr. Mohammad Abdullah Al Masum
10.	Contact Person's Designation	:	Chief Operation Officer
11.	Contact Details	:	+880 1701 292262
12.	E-mail Address	:	info@bditinstitute.com, masum@bditinstitute.com, masum.bit@gmail.com
13.	Web site Address:	:	www.bditinstitute.com, www.bitibd.org
14.	Office Space	:	12000 Sft.
15.	Computer Lab	:	10 (340 Sft. Each)
16.	Internet Connectivity	:	20 mbps + 20 mbps (from 2 different ISP)
17.	Parking Space	:	4000 Sft. (Ground Floor)



## LEGAL STATUS & REGISTRATION

Sl. No.	Registration Authority	Registration Number	Date of Registration
01.	Joint Stock Companies and Firms	37289	11 <sup>th</sup> Feb, 2015
02.	Dhaka North City Corporation	04-20571	11 <sup>th</sup> Mar, 2015
03.	Bangladesh Telecommunication Regulatory Commission	14.32.0000.007.57.402.17.199	1 <sup>st</sup> Aug, 2017
04.	Bangladesh Association of Call Center & Outsourcing (BACCO)	BACCO/00101/BITI/2017	1 <sup>st</sup> Oct, 2017
05.	Bangladesh Association of Software & Information Services (BASIS)	G927	17 <sup>th</sup> Jan, 2018

## TIN & VAT REGISTRATION INFORMATION

Description	Registration Number	Registration Authority
Taxpayers' Identification Number (TIN)	217125505532	National Board of Revenue (NBR).
Business Identification Number (BIN)	000670995	National Board of Revenue (NBR).

## OUR BANKING PARTNERS

Sl. No.	Bank	Branch
01.	<b>Dutch Bangla Bank Limited</b>	Mirpur Circle 10 Branch
02.	<b>Prime Bank Limited</b>	Rokeya Sharani Branch
03.	<b>Mercantile Bank Limited</b>	Mirpur Circle 10 Branch
04.	<b>Exim Bank Limited</b>	Mirpur Circle 10 Branch

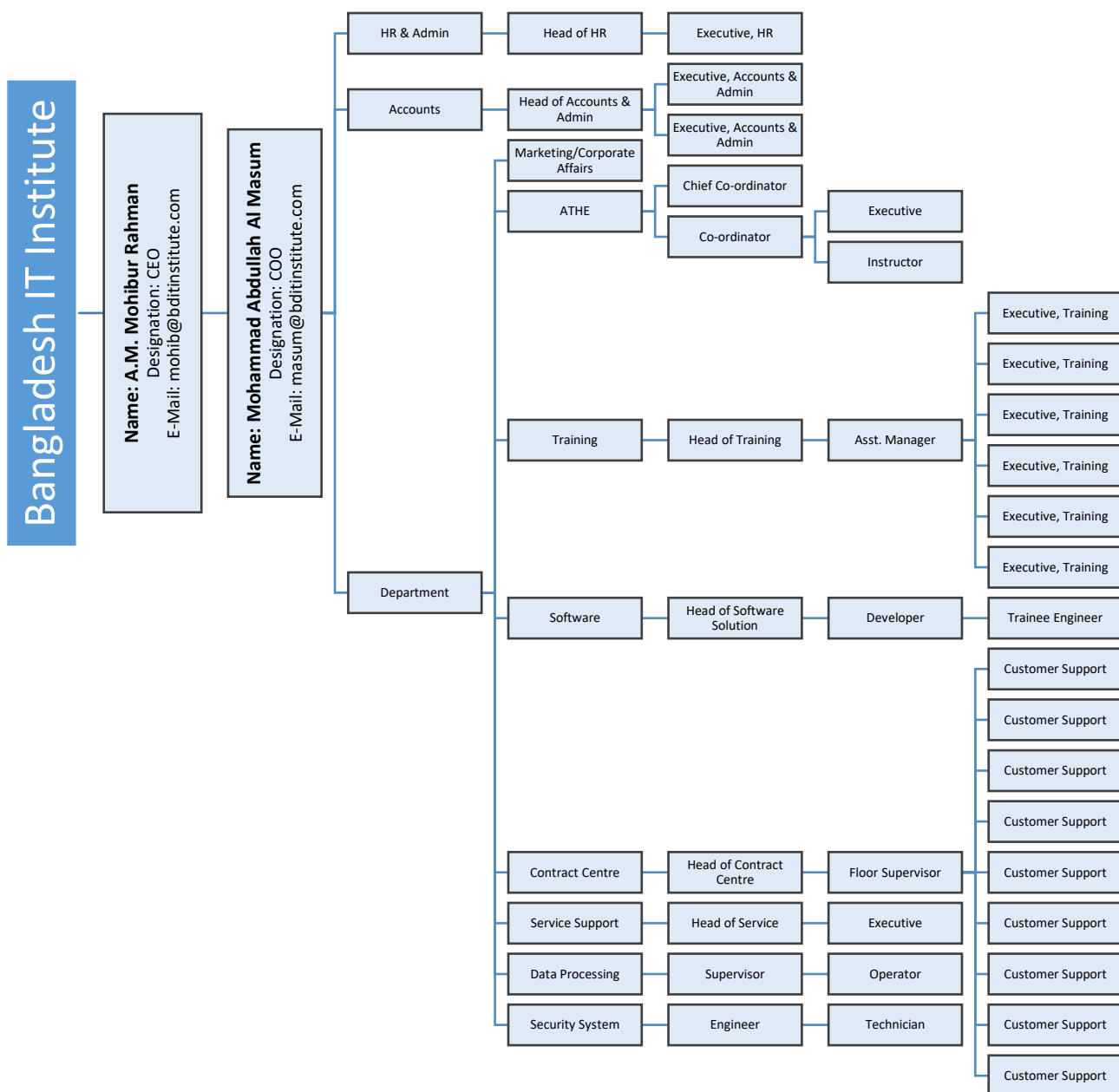
## OUR LEGAL ADVISOR

**Nowroj & Associates**  
**Tax Consultant**  
 8/3 Shegun Bagicha (2<sup>nd</sup> Floor)  
 Dhaka 1000



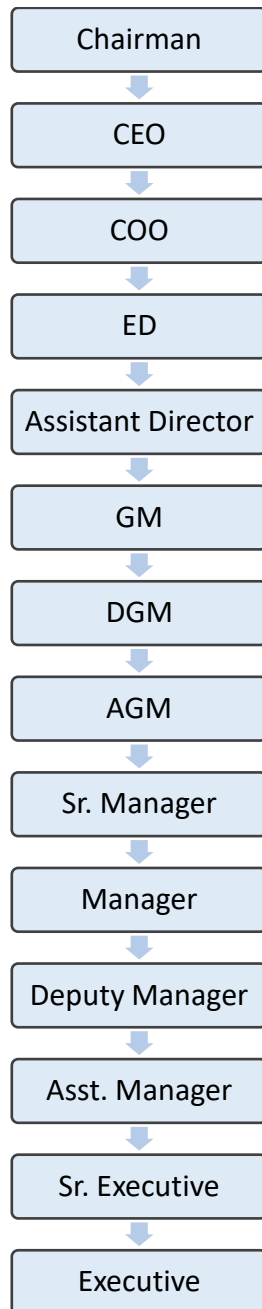
# ORGANIZATIONAL STRUCTURE

DIAGRAM OF BANGLADESH IT INSTITUTE





## OPERATIONAL HIERARCHY



## HUMAN RESOURCE OF BANGLADESH IT INSTITUTE

Category		Quantity
Software Engineers	:	10
Apps & Games Developer	:	07
Graphics Designer	:	03
Trainer/Instructor	:	30
Hardware & Network Engineers	:	05
Finance & Administration Personnel	:	11
Support & Maintenance	:	07
Marketing Personnel	:	05
Call Centre Agent	:	50
Data Entry Operator	:	250
Office Staff	:	06



## MOVABLE AND IMMOVABLE ASSETS

Sl. No.	Name of the Asset	Quantity
01	Server	2
02	Computer	260
03	Router	7
04	24 port Switch	10
05	Biometric Fingerprint	2
06	Projector	10
07	Printer	5
08	Scanner	45
09	Ups	85
10	Internet Modem	3
11	Mouse	275
12	Keyboard	280
13	Headphone	55
14	CC Camera	9
15	Multi plug (Extension plug)	120
16	White Board	17
16	Notice Board	3
18	Calculator	4
19	PABX System	1
20	Telephone Set	15
21	PLC Board	1
22	Networking Accessories	5
23	Air Cooler	18
24	Fan	35
25	Fire Extinguishers	8
26	Generator (Fujian Yihua) 30 KVA	1
27	Sofa Set	12
28	Executive Table	25
29	Executive Chair	75
30	Table	320



Sl. No.	Name of the Asset	Quantity
31	Chair	350
32	Wall Clock	10
33	Glass Door & Thai Decoration	10
34	Circuit Breaker	20
35	Collapsible Gate	6
36	Curtain	85
37	Electric DB Board	4
38	File Cabinet	18
39	Water Filter Machine	1
40	Water Purifier (R O) System	2
41	Electrical Material & Wages	1
42	Signboard (Inside)	2
43	Signboard Outside	3
44	Wages	1





# HR POLICY

We know that exceptional experiences begin with extraordinary people. We employ the leading experts, and technology innovators and proven integrators. We empower our employees to become a committed team, and a talented developer community to create experiences that matter.

It is, therefore, the mission of the company to offer our employees an entrepreneurial work environment in which excellence, team work, open communication, innovation, respect and personal growth are encouraged.

## **Equal Opportunity Practices**

Bangladesh IT Institute (BITI) is committed to provide a working environment free from unlawful discrimination and to foster a company culture founded upon the fundamental dignity of all of its members. It does not discriminate against or permit harassment of employees or applicants for employment on the basis of race, color, gender (including gender identity and expression), religion, and national origin.

## **Recruitment**

In general all administrative positions, including senior and executive level positions, must be posted through the Companies Career Page and different Job Portals and keep them posted for a month to the least.

## **Selection**

As part of BITI's commitment to equal employment opportunity and affirmative action, the company has an established Administrative Hiring Process for all applicants. BITI hires, develops and retains the best employee for every job. It takes steps to identify and encourage highly qualified applicants to apply for jobs and try to make the hiring process as clear and easy as possible for applicants and managers.

## **Training & Development**

BITI offers Induction Training, Administrative and Skill Development Training, training on different technology for our human resources regularly.

In addition BITI arranges special training programs as per project need and technology demand. We also encourage our Staffs to participate on different workshops that BITI thinks necessary and adds value to the company and most importantly bears all the expenses related to the workshop.

## **Performance Management/Review Management**

BITI has a review system which gets conducted yearly. Promotion and pay rise are offered in accordance with the result of the review.

## **Benefits**

BITI offers its employees market competitive wages, Festival bonus, Project bonus, Provident fund, Group-Insurance, Medical Benefits, House Rents, Travel Allowance, Daily Allowance, Telephone Allowance, Yearly Leave, Maternity & Paternity Leave, Marriage Leave, Entertainment including Birthday and Occasional Parties, Etc.

## **Freedom of Association and Collective Bargaining**

BITI involves its entire stakes in the decision making process which relates the respective stakes. Administrative decisions are taken followed by a round table meeting of its employees. Scheduled meetings and instant meetings are called up before taking decisions that relates our employees.



# HEALTH & SAFETY ENVIRONMENT (HSE) POLICY

## Purpose

At Bangladesh IT Institute (BITI), safety is everyone's responsibility. All members of the institute are expected to be thoroughly familiar with their safety responsibilities, strive to follow safety practices at all times, act proactively to prevent accidents and injuries, communicate hazards to supervisors, and be prepared for emergencies that may occur in the workplace.

This Health and Safety Policy reaffirms the institute's commitment to safety and good environmental stewardship and establishes a uniform.

## Policy

BITI strives to maintain a safe living, learning, and working environment. Faculty, staff, learners, and other members of the BITI community must conduct institution operations in compliance with applicable local regulations, institution policies and requirements.

## Responsible Parties

- ☑ Faculty, Principal, Investigators, Supervisors, and Safety Representatives
- ☑ Employees and Students

## Arrangement

To provide health care support to the learners and staffs, BITI has separate First Aid team, rescue team and firefighting team. BITI preserves a completely equipped first aid box emergency. BITI ensures proper hygiene and cleanliness is each part of office with special attention in the fresh room.



# CORPORATE SOCIAL RESPONSIBILITY (CSR)

Since founded, Bangladesh IT Institute (BITI) has been committed to various Corporate Social Responsibility (CSR) programs and granting resources to carry them out.

## **Child Education**

As a responsible organization we offer early childhood education to poor and destitute children. They are given books and all the supporting materials to continue their study up to a certain stage.

## **Women Empowerment**

BITI gives special attention to empowering local girls and women in order to improve their social condition and make them economically independent. Several training programs are arranged often including domestic food products, candle, paper envelopes, stitching, tailoring and embroidery, mushroom cultivation, incense sticks preparation, fishery, and facilitating them to start their own enterprises for income generation.

## **Medical Treatment**

We often raise funds both internally and externally to support the treatment expenses of patients of insolvent families suffering from serious diseases.

## **Internship Opportunity for Students**

Those just finished their Graduations or still pursuing their degree and require work experience as part of their courses, have incredible opportunity to work at BITI. We offer three positions throughout the year for the Internship program in return of attractive remuneration whilst having the advantage and opportunity in the next recruitment process.

## **Natural Disaster**

BITI takes initiative to stand next to the victims of any Natural Disaster through financial contribution, collecting and distributing food and drinking water straight among the victims. During the winter season BITI collects and distributes winter clothes, blankets to the poor of the society living in the street.

## **Environmental Responsibility**

Considering our environmental-responsibility we do most of our paper work based communications electronically. Before printing anything we always ask ourselves: "Do I need a hard copy?" Also we have two ways of separating any disposals and office waste, recyclable and non-recyclable.





## PARTNERSHIP AND AFFILIATION

	<p>Bangladesh Telecommunication Regulatory Commission (BTRC) an independent Regulatory Commission established under the Bangladesh Telecommunication Act, 2001, (Act no18 of 2001) published by the parliament in the Bangladesh Gazette extraordinary in new on April 16, 2001. BTRC started his journey from 31st January 2002 to conduct the activities of the said act. For more details please visit <a href="http://www.btrc.gov.bd">www.btrc.gov.bd</a></p>
	<p>Bangladesh Association of Software and Information Services (BASIS) is the national trade body for Software &amp; IT Enabled Service industry of Bangladesh. Established in 1997, the association has been working with a vision of developing vibrant software &amp; IT service industry in the country. BASIS started its journey with only 17 charter members. Today the membership stands more than eleven hundred. Members of BASIS account for the lion share of the total software &amp; IT services revenue of the country. For more details please visit <a href="http://www.basis.org.bd">www.basis.org.bd</a></p>
	<p>We represent the Business Process Outsourcing (BPO) and Call Centre industry in Bangladesh. We advocate and work with all stakeholders in this industry to create the right ecosystem; to grow this industry by 100,000+ of middle income sustainable jobs for our youths by 2021. For more details please visit <a href="http://www.bacco.org.bd">www.bacco.org.bd</a></p>
	<p>Awards for Training and Higher Education provides centres with a wide variety of qualifications including, but not limited to; administration management, business, tourism, law, computing and health and social care. We have made a name for ourselves with exceptional customer service, excellent quality standards and rewarding qualifications with progression routes to university degrees. For more details please visit <a href="http://www.athe.co.uk">www.athe.co.uk</a></p>
	<p>Each year millions of people around the world take an exam with Pearson VUE. Pearson VUE is headquartered in suburban Minneapolis, Minnesota, with regional offices in the United States, the United Kingdom, Dubai, Australia, India, Japan and China. More than 450 credential owners across the globe choose Pearson VUE to help develop, manage, deliver and grow their testing programs. For more details please visit <a href="http://www.pearsonvue.com">www.pearsonvue.com</a></p>
	<p>Islamic Development Bank-Bangladesh Islamic Solidarity Educational Wakf (IDB-BISEW) was established following an agreement between the Islamic Development Bank, Jeddah, Saudi Arabia, and the Government of Bangladesh. IDB-BISEW undertakes funding, formulating and implementing of projects in the areas of education, human resource development and institutional strengthening. The intent is to transform the large population into productive workforce by strengthening their technical capability to use existing and emerging technologies resulting in sustainable economic growth and equality. For more details please visit <a href="http://www.idb-bisew.org">www.idb-bisew.org</a></p>





## **ACHIEVEMENTS OF BANGLADESH IT INSTITUTE**

### **Training Project Implementation**

1. IDB-BISEW IT Scholarship Project
2. Bangladesh Hi-Tech Park Authority
3. She Power Project under Department of ICT
4. Industrial Attachment for Polytechnic Institute

### **Working with Donor Agency**

1. IDB-BISEW IT Scholarship Project
2. World Bank through Bangladesh Hi-Tech Park Authority

### **Data Processing**

1. Rupali Bank Bangladesh
2. Sure Cash (Primary Education Stipend Project)
3. Environment, Agriculture and Development Services Ltd. (EADS)
4. Director of Primary Education (NSA 2015)
5. Banglalink (Mobile Operator)
6. Recall BD.
7. Director of Primary Education (NSA 2017)
8. Proficient IT Solutions
9. Development Strategists International Consulting, Inc., Philippines

### **Call Centre**

1. Progoti Systems Ltd.
2. Rupali Bank (Mobile Banking)

### **Software Solution**

1. Southasia Group
2. Desh-Bangla Group
3. Volume Zero, Space Zero, Desh-Bangla Group, Microtrade ICX
4. Anila Ultimate Fashion, Sathkira Shopping Complex
5. Hakim Traders, Jessore Auto
6. NBR
7. Chittagong DC Office
8. Excel Academy, Dhaka, Bangladesh



# **OUR BUSINESS ACTIVITIES**





## CALL CENTRE

Today, the world markets have matured to be highly industry, process and segment specific, and there has been a major shift from the initial days of business process services that was relatively simpler. Customers now expect business process services providers to deliver best-in-class operations, as well as the transformation needed in order to be the best in their respective industries. Now a day, BPO is not an option; it has become a necessity in today's competitive marketplace. 24x7 business environment needs innovative ideas and services, and has become key to customer retention and acquisition.

At Bangladesh IT Institute (BITI) Call Center we understand this changing need of customers, and our aim is to delight you through a combination of operational excellence, industry expertise and transformation capabilities. The operational excellence comes from our experience of partnering with multiple clients over the years, and the industry expertise is based on our focus in select industry verticals at BITI. We are offering to experience high quality service with innovative & different perceptions where you will get the opportunity to improve your overall process with reasonable cost and gain customers satisfaction. We always try to understand our customer's business and technology issues and to resolve the same with our experience in and commitment to varied range of platforms and products and with dedication to stay current with reliable and proven technologies. We ensure the excellence maintaining high information security for our clients with great infrastructure and proper reporting process to flourishing the growth in their business with reputation.

BITI offers a comprehensive set of services and solutions for Call Centre Operations which includes both training and offering a host of inbound and outbound calls for Domestic & International campaigns with high quality considerations. We have extensive experience of executing tele-sales, tele-customer support, tele-marketing and offshore recovery service projects coupled with call center trainings for various clients in public and private sector.

Every day, our clients entrust their customers and business to our bilingual (Bengali & English) employees, who engage in telephone and Internet contact, call center operations, information technologies and management, telecommunications, sales, customer service and marketing efforts.

### Our Services

- ☑ In-depth, 24x7/ 365 customer service support
- ☑ Dispatch of service, emergency, or technical support personnel
- ☑ After hours, weekend, holiday, overflow coverage
- ☑ Dedicated receptionist during normal business hours
- ☑ Live operator answering service
- ☑ Message delivery answering service
- ☑ Toll-free telephone answering service
- ☑ Web Chat & email response

### We Provide Clients With

- ☑ Higher quality telephone and web-based customer service and sales operations
- ☑ Lower base operating costs
- ☑ Maximum customer value

### We Deliver Through

- ☑ Specialized computer telephony technologies
- ☑ Call center development experience
- ☑ Human Resources Management and process expertise



## **What We Offer**

We offer our clients with courteous, professional, knowledgeable agents with crystal clear voice quality, customized answering with your personalized greeting and 24/7 nationwide telephone answering service

We enable our clients to meet their sales objectives by offering them quality services .Our program offerings include the following:

- ☑ Acquisition and Sales Program
- ☑ Back Office Processing

## **Acquisition and Sales Program**

- ☑ Inbound Services (Customer Support)
- ☑ Outbound Sales& Support
- ☑ Order Taking and Fulfillment
- ☑ Lead Generation
- ☑ Product Information Requests
- ☑ Subscription Renewals

## **Back Office Processing**

Our proven back office solutions include:

- ☑ Data Entry
- ☑ Transcription
- ☑ Research
- ☑ Analysis

## **INFRASTRUCTURE of Call Centre**

When creating the facilities at BITI we spared no effort in building the most advanced call center possible. Taking into account the unique challenges faced by a call center in Bangladesh, we planned for every eventuality and provided the means necessary to handle them efficiently. With the latest high-end servers, cutting-edge customer management systems, advanced power management technology, redundant data storage and fully networked and internet ready Workstations; BITI's built on a solid foundation.

## **HUMAN RESOURCE for Call Centre**

- ☑ Over 25+ Work Stations at present with a capacity to increase up to 200.
- ☑ Highly skilled & experienced personnel, well conversant with Bengali & English language
- ☑ Round the clock work in 3 shifts on 24/7 basis
- ☑ In-house technical support

## **SYSTEMS AND SERVERS for Call Centre**

- ☑ More than 30 computers with high speed Core i5 processors, 4GB of DDR3 RAM each and 19" DELL color monitors.
- ☑ Four Asterisks based server.
- ☑ One Database servers & One CRM based server.
- ☑ Mikrotik Router.
- ☑ One FTP server (Internal as well external).
- ☑ CISCO Switch.
- ☑ Dell Server.
- ☑ Audio codes product including VOIP Analogue and Digital Gateways.
- ☑ Direct international lines VOIPs.

## **POWER SUPPLY**

24 hours backup power supply with online UPS backup power system & own 30 KVA Generator power backup.







## **DATA ENTRY, CAPTURE & DOCUMENT IMAGING**

Bangladesh IT Institute (BITI) providing quality data entry services with its 5 years of experience, advanced management and techniques, skilled operators and strict quality control measures. It has a proven record of providing data entry services in the local market with its past and ongoing local projects, many of them from government agencies.

BITI is interested to work internationally, as a largest IT Training & Service Provider and data processing companies and would like to be a widely recognized as a leader in technology development and research.

### **Facilities and People**

BITI is equipped with state-of-the-art scanners, high speed reliable servers, and hundreds of multi-tasking workstations housed in modern office buildings.

BITI currently has over 350 full-time employees including managers, marketing, customer services, technical support, administrative staff, and over 20 engineers and developers. All BITI operators undergo extensive technical, work ethics and operational skills training, and only qualified operators can work on production lines. BITI constantly upgrades its R&D team through skill and knowledge programs and the introduction of fresh members to keep BITI at the leading edge of technology.

### **Achievements**

BITI has processed over hundred million characters in documents in different languages. It is capable of taking on just about any data processing job that exists. BITI has served and is still serving 10 of customer's local & International, many of them long-term and repeat customers. A few records that illustrate BITI's achievements include:

- ☑ Converting data between dozens of file and data formats
- ☑ Data Entry work for Banglalink, One of the leading Mobile operator in Bangladesh
- ☑ Data Entry, Data Processing & Data Cleaning work for Directorate of Primary Education (DPE), Peoples Republic of Bangladesh.
- ☑ Data Validation, Entry & Imaging of Rupali Bank SureCash for Primary Education Stipend Project.

### **Save Time, Space and Money**

You don't have to reserve space for document storage, document processing equipment and personnel to utilize the Paper Free Service. BITI can process your work in the time that it would take you to demonstrate a positive return on investment or negate the impact of depreciation. Best of all, as a major imaging service provider and state of art document imaging equipment, BITI is uniquely positioned to offer the latest technology without passing along the costs of equipment and software upgrades.

### **Get the Service You Need, When You Need It**

When your job requires barcode reading, sorting, OCR, ICR, OMR and audit trail scanning, you can count on BITI Document Imaging. Whether you require us for a onetime conversion, or regularly scheduled services or project-by-project basis, we offer the best imaging solution tailored to your need maintaining highest confidentiality and integrity of your documents.



### **Put Professionals and Award Winning Imaging Technology to Work for You**

BITI accommodates all of your archiving and conversion needs without the expense of employee wages, benefits, worker's compensation, taxes and training. Our dedicated professionals are prepared and ready to serve you whenever needed. Kodak scanners are capable of scanning mixed documents and capture full 24 bit color, CCIT group 4 TIFF and/or 8 bit grayscale or bi-tonal images on a single pass. BITI puts professionals to process your documents, so you can focus on your core business. With partnership with ABBYY Software House BITI is capable of providing you the highest level of Form Processing services.

### **Why BITI?**

When you can't justify the time, space and money associated with implementing a total scanning solution, BITI can help. Our Document imaging solutions offer high-quality scanning, form processing, and indexing services, which include document capture, conversion, indexing, archive and retrieval for a wide variety of applications in a broad range of formats. With both on-site and off-site options, BITI provides its customers with a total imaging solution to meet both immediate and long-term document processing needs.





## ATHE (AWARDS FOR TRAINING & HIGHER EDUCATION)

Awards for Training and Higher Education (ATHE) is an awarding Centre and global provider of United Kingdom Higher Education and this qualification provides the opportunity to achieve British Higher Education by studying locally recognized partnership centre. ATHE provides the opportunity to earn Level-3 diploma certification which is equivalent to A- Level and H.S.C. After completing Level-3; you are eligible to start gradually Level-4, 5 and Final year Top-up programme. However, ATHE Level 4 & 5 Course carries 240 credits and most Universities will accept students for top up onto the final year of an Undergraduate Degree. ATHE Level-4 is equivalent to University 1<sup>st</sup> year, Level-5 is equivalent to University 2<sup>nd</sup> year and Level-6 or Top-Up is equivalent to University Final Year and besides you will get single certification for completing each Level. Now ATHE qualification is not only accepted in UK Universities but also USA, UAE & Asian Content.

ATHE Education is providing assessment and certification through recognized British qualifications throughout the world. We are regulated by the Office of Qualifications and Examinations Regulation (Ofqual) and have qualifications listed on the Regulated Qualifications Framework (RQF) in England. Now ATHE is offering three valuable subjects for the Bangladeshi students which are Computing, Business Management and Law.

Earning a Bachelor Degree or MBA is a simple and low cost with Bangladesh IT Institute. Earn your Extended Diploma programme and the top-up to a Bachelor or MBA degree by classroom based or on-campus through UK top ranking universities:

- ☑ Anglia Ruskin University
- ☑ Southampton Solent University
- ☑ University of Sunderland London Campus
- ☑ Northampton University
- ☑ Coventry University
- ☑ Cardiff Metropolitan University
- ☑ University of Bolton
- ☑ University of Bedfordshire
- ☑ Prince Edward Island University

### Why Choose ATHE

- ☑ Obtain a globally recognized British degree in Bangladesh
- ☑ Offering time & cost-effective, fast-track courses leading to accredited qualifications including 'ATHE' extended diploma Level- 4, 5 and Bachelor programme.
- ☑ Recognized Centre - ATHE (Award for training and higher education)
- ☑ Flexible routes to graduation
- ☑ World class teaching faculty and modern campus facilities
- ☑ Part time job facilities during study period





## SOFTWARE DEVELOPMENT

A clearly stated corporate mission, ably backed by total commitment of its staff, has made Bangladesh IT Institute (BITI) the NUMBER ONE software house of Bangladesh. BITI provides a wide range of business applications for all kinds of users starting from the smallest operation with one PC to a networked environment. Whether the user requires small household financial software, or a fully integrated real-time on-line microfinance application, or an ERP, with electronics interfaces, BITI is geared towards satisfying the customer needs fully and completely.

BITI success story is the outcome of its commitment to maintain a team of fully trained highly developed competent technical personnel who are required to update themselves on a continuous basis from home and abroad. Investment in training is one area where BITI refuses to cut corners.

### Expertise in Operating System

BITI has been maintaining and supporting for years different variants of Windows Server that includes Windows Server 2000, Windows Server 2003/ Windows Server 2008/ Windows Server 2012. BITI also has a number of certified professionals on Microsoft platform, as a Microsoft Certified Gold Partner. Hardware and Software personnel are trained from home and abroad on the existing as well as new tools & products. The process of keeping the resources up to date with latest technology is in place.

### Expertise in Development Tools and Languages

BITI maintains a highly skilled group of software professionals equipped with various technologies as follows:

Analysis & Design	:	OOAD & UML Architecture/Framework: Client-Server, n-Tier & CSLA.NET Application Server: MS IIS, Oracle AIS & Apache
Languages/ Development Tools:		C#, VB.NET, VB6, ADO.NET, XML, Java, Oracle Developer & COBOL.
Web Technologies	:	HTML, DHTML, PHP, ASP.NET, VBScript, JavaScript, JSP & XML
Component Technologies	:	COM, DCOM, COM+, WINAPI, J2EE & EJB
Other Tools	:	Crystal Reports, Visual UML, CodeSmith, VSS and VbExpress & NetAdvantage

### Expertise in RDBMS

BITI has a proven expertise in relational database management system. The RDBMS includes Oracle, Informix, Microsoft SQL Server, and MySQL. The software professionals are trained on database administration and tuning of these products.

### Project Management and Process Management

For software project management BITI follows Agile Methodology. BITI has certified project managers to manage project professionally.

### In-House Training Facilities

BITI maintains an in-house Training Center where regular classes are held for its own staffs. Whenever a person acquires knowledge about any new product, it is transferred to others in the organization. The same facility, where all necessary equipment's are installed, is used to impart training to BITI customers.





## **Research and Development Lab**

To keep the momentum of continuous thrust for exploring new era of technology BITI has quite a few R&D Labs which are specific to few products like Financial Software, ERP and solution like Cisco IPCC. Developing secured ISO 8583 messaging format for integration is one of the remarkable outcomes of R&D Lab.

## **Solution Provider**

BITI offers system study, system design, development, implementation, support and maintenance, as well as project management, project service and consultancy service on variety of platforms. BITI has developed solutions out of many years of experience and professional expertise. Our core focus is to design and develop solutions that suit tomorrow's business requirements.

BITI offers flexible delivery options which include total or shared responsibility for projects. Work is undertaken at the clients' location or at BITI development center. Work can also be performed for any stage of the project life cycle.

BITI provides on-site / off-shore software development solution and custom application development along with technical support and maintenance services. It offers solutions in almost all major areas with special focus on Real Estate, Health, Education, manufacturing, sales, distributions, MIS etc.

Turnkey projects have always been BITI ' forte. The methodology adopted includes a mix of on-site and off-site activities. Study and analysis are the activities that are performed on-site in close interaction with the customers and end-users. System design, development and testing are performed off-site in BITI ' premises. It has also successfully participated in 'Joint Application Development' projects, where a number of parties have developed various components of an Application Package.

The is in a unique position to provide and support end to end IT Solution covering both Infrastructure and Business Application part. The great value add a customer can have is to get single point of service for all IT needs.

BITI is mainly focused on providing solutions to its customers. Currently we are offering solutions in the following areas:

- ☑ IT Infrastructure Management,
- ☑ Intelligent Data Management, Consolidation, Data Protection, Data Achieve, Data Backup, Data Migration, Data Replication, Disaster recovery, High Availability
- ☑ Virtualization Technology
- ☑ Software & Application Management etc.

## **Services Offer to the Customer**

- ☑ Web Based Application
- ☑ Desktop Application
- ☑ Database Application
- ☑ Custom Mobile Apps Development Services
- ☑ Product Development
- ☑ Application Migration
- ☑ Database Migration
- ☑ Content Management System



## *Custom Mobile Apps Development*



BITI has highly qualified and experienced programmers, dealing with the development of mobile applications, designed for the specific needs of our customers. The development department is following the best practices and techniques to build powerful user experience driven mobile applications. Our apps are fully compliant with the App Store Review Guidelines and the Android development best practices.

BITI has experience developing a large range of native and hybrid mobile apps for smart phones and tablets running Google's Android and Apple's iOS platforms. We have a wide range of experience across a number of industry sectors such as Media & Entertainment, Tourism, Engineering & Construction, and Retail & Consumer with applications such as news readers, mobile shops, map guides with points of interest, hotel reservations, car rental applications, mobile tools, etc.

## *Mobile Themes Development*



With the evolution of mobile devices and the ease of availability of wireless communications, more and more people visit web sites and have access to web services via mobile devices such as smartphones and tablets.

BITI designs and develops mobile themes for websites in order to achieve better and faster experience for these users. The development team creates different versions of the website, with selected portions of the content and modified services that address the use case of a mobile device. For example, the template of the website should be specially designed for a better overview in the small screens of these devices. Also, navigation should utilize optimally the potential and the normal navigation abilities in these devices.

To develop a mobile theme we follow the best practices (Mobile Web Best Practices) of the W3C and the Progressive Enhancement technique, which ensures the proper appearance and function of the website to all devices regardless of their different processing power and different supported features.



Our training courses have been designed on modular bases. Therefore, they are catered to different skill sets from basic to advanced applications. Job-oriented curriculum, project based training, role-plays, resume preps, real-time interview questions bank, full time lab access, individual attention, course completion certificate, aggressive and dedicated marketing team for quick placements, continuous help in upgrading marketable skills even after getting the job and lifetime on the job support, makes our courses different from other places in the market.

#### A. General Information

1	<b>Name of the Organization</b>	:	Bangladesh IT Institute
2	<b>Nature of the Organization</b>	:	ICT Training Industrial Attachment Training Government ICT Training Projects
3	<b>Registered Office Address</b>	:	Opolok (2 <sup>nd</sup> , 3 <sup>rd</sup> & 5 <sup>th</sup> Floor) 225 Senpara Parbota, Mirpur 10 Dhaka 1216, Bangladesh
4	<b>No. of Training Center (Division wise)</b>	:	Dhaka-02 Chittagong-01 Jessore-01 Rangpur-01 Noakhali-01
5	<b>Name of the Signing Authority</b>	:	Mr. Mohammad Abdullah Al Masum
6	<b>Designation</b>	:	COO
7	<b>Contact Details</b>	:	+880 2 9004200-1 +880 1701-292262
8	<b>E-mail Address</b>	:	info@bditinstitute.com, masum.bitib@gmail.com masum@bditinstitute.com
9	<b>Website Address</b>	:	www.training.bditinstitute.com, www.bitibd.org



## B. Our Regular Courses for Professionals

<b>Foundation Level</b>	<ul style="list-style-type: none"> <li>• Microsoft Office Management 2013/2010</li> <li>• Advanced Excel</li> </ul>
<b>Network Based</b>	<ul style="list-style-type: none"> <li>• A+ (Core Hardware &amp; Operating Systems)</li> <li>• Network + (Data Communication System)</li> <li>• ISP Setup and Administration using MikroTik</li> <li>• CCNAX v2.0 – CCNA Routing &amp; Switching</li> <li>• Professional Networking</li> <li>• Cisco Certified Network Professional (CCNP)</li> <li>• Cisco Certified Network Associate (CCNA) Security</li> <li>• CCNP with CCNA</li> <li>• ISP Setup and Administration using Linux</li> <li>• MCITP Enterprise admin on Windows Server 2008</li> <li>• MCSA: Windows Server 2012</li> <li>• Exchange Server 2010</li> <li>• Exchange Server 2013</li> </ul>
<b>Web Based</b>	<ul style="list-style-type: none"> <li>• Web development using PHP with MySQL and WordPress</li> <li>• Web Development using ASP.Net with C#.Net</li> <li>• Web design and Animation</li> <li>• Search Engine Optimization (SEO)</li> <li>• Website Development using Joomla &amp; Wordpress</li> <li>• Developing website Using CodeIgniter framework in PHP and Advanced Joomla with WordPress</li> <li>• Website Development using CakePHP, Wordpress, Zen-Cart &amp; Elgg</li> <li>• Web Development using Laravel framework in PHP</li> <li>• Ruby on Rails</li> <li>• Magento</li> <li>• Drupal</li> <li>• JavaScript with jQuery, AngularJS, Node.JS and extJS</li> </ul>
<b>Graphics Based</b>	<ul style="list-style-type: none"> <li>• Graphics design and Animation</li> <li>• Video Editing</li> </ul>
<b>Application Development Based</b>	<ul style="list-style-type: none"> <li>• Object Oriented Programming using JAVA</li> <li>• C#.Net with Crystal Report</li> <li>• VB.Net with Crystal Report</li> <li>• J2EE (Java 2 Enterprise Edition) Programming</li> <li>• Android Application Development</li> </ul>
<b>Architectural Based</b>	<ul style="list-style-type: none"> <li>• AutoCad 2D and 3D</li> <li>• 3Ds Studio Max</li> </ul>
<b>Electronics Based</b>	<ul style="list-style-type: none"> <li>• Basic Electronics</li> <li>• PLC</li> <li>• Microcontroller</li> </ul>





**Corporate**

- CISA
- ITIL
- Windows Server Virtualization (Hyper V)
- Core Solutions of Microsoft SharePoint Server 2013
- Advanced Solutions of Microsoft SharePoint Server 2013
- Microsoft Project Management
- Microsoft Project Management for NGO
- Right Based Approach and Project Management for NGOs
- Cisco Certified Design Associate (CCDA).
- CCNA Data Center
- CCNA Service Provider
- CCNA Service Provider Operations
- Cisco Certified Design Professionals (CCDP)
- CCNA & CCNP Security



## PEARSON VUE – AUTHORIZED TEST CENTRE



**Pearson VUE** offers innovative computer-based testing solutions through secure, electronic test delivery. **Pearson VUE** provides licensure and certification exams for Microsoft, Cisco, CompTIA, Oracle, HP, GMAC, NCLEX, FINRA, ASCP, DANB and many more.

Each year millions of people around the world take an exam with Pearson VUE. Pearson VUE is headquartered in suburban Minneapolis, Minnesota, with regional offices in the United States, the United Kingdom, Dubai, Australia, India, Japan and China. More than 450 credential owners across the globe choose Pearson VUE to help develop, manage, deliver and grow their testing programs. For more details please visit [www.pearsonvue.com](http://www.pearsonvue.com)

### **Pearson VUE serve test owners and test takers in nearly every industry.**

- ✓ Academia & admissions
- ✓ Financial & related services
- ✓ Government
- ✓ Health care
- ✓ Information technology (IT)
- ✓ Military
- ✓ US licensing & global regulatory

### **Committed to a culture of continual improvement**

Pearson VUE sees the need for change and innovation on a daily basis while continuing to deliver a consistently excellent service. Pearson VUE achieves this by adopting a continual improvement approach and the successful implementation of internationally recognized standards and best practice.

At the heart of our organizational culture is the willingness to embrace the ideas of others and welcome reviews on our performance. We recognise that a fresh look can help create debate and discussion, while building our business. One way we have achieved this is through the adoption of formal management systems.

We are all aware that management systems such as ISO 9001 are designed and built by industry experts and the best practices are taken from their experience. We take the benefit of this experience and use it to continually review and improve our service delivery.

We believe our commitment to continual improvement places us head and shoulders above other organizations in our sector and we are very proud of our achievements in this respect.





As a new generation company with modern ideas and a philosophy of being the best rather than the largest integrator in the security industry, creating new solutions based on innovative ideas while utilizing the finest that technology has to offer, thereby, remaining the industry leaders in electronic security integration in Bangladesh.

Our commitment is the strategic design and seamless execution of innovative, state-of-the-art security systems delivered within budget and agreed timelines.

Bangladesh IT Institute (BITI) provides world -class and groundbreaking integrated solutions and has invested in its people and products to protect a variety of clients and the client's assets.

BITI have fully qualified personnel providing solutions to Bangladesh and one of the organizations to provide installation of integrated fire and security systems and has successfully completed projects for small, medium and large corporations. Our expertise in system integration is extensive and we believe that excellent service is the key to establishing and maintaining successful relationships between ourselves and our clients.

From consulting, design, planning through to integration, installation, and ongoing service, BITI provides state-of-the-art systems/solutions to the following markets:

- ☑ Corporate Office / Building
- ☑ Departmental Store / Super Shop
- ☑ Jewellery / Electronics / Automobile / Other Products Showroom
- ☑ Residential House / Apartment Building
- ☑ Retailer Shop
- ☑ Bank
- ☑ Healthcare
- ☑ Education (School, College, Polytechnic Institute)
- ☑ Amusement Park / Museum / Play Ground

### **Our Services**

- ☑ Integrated Solutions
- ☑ Access Control
- ☑ Biometric Solutions
- ☑ Time & Attendance
- ☑ Software Solution
- ☑ Metal Detection System
- ☑ CCTV, IP Video Solutions
- ☑ Fire Detection
- ☑ Security Alarm System



# DTP IN DESIGN SERVICE FOR PUBLISHING

Desktop Publishing team at DTP in design services is specialize in organizing pages, documents, images and files in custom formats before publishing. Apart from DTP services we are one of the leading graphics design service provider in Bangladesh offering powerful, creative and fast designing solutions for logo, banner, magazine design, layout design, newsletters, catalogs, package designs, labels, business advertisement and marketing material.

**We are leading desktop publishing and graphics designing company with 9+ years of experience and expertise in serving global outsourcing needs at very competitive price.**

Outsourcing DTP Projects to us will ensure creative, powerful and excellent desktop publishing solutions. We offer cost-effective Design Services on hourly and project basis.

## **We Create & Design:**

- Magazines
- Companies Newsletters
- Catalogues and Brochures
- News Papers
- User Manuals
- Technical Documents
- Business Presentations
- User Manuals
- Pamphlets
- Business Advertisements
- Marketing Materials
- Layout & Creative Design
- eBooks & Educational Materials

## **For Industries:**

- Automotive / Aero
- Retail
- ecommerce
- Medical and Healthcare
- Marketing
- Print and Publishing
- Banking and Finance
- Media and Entertainment
- Transportation & Logistics
- Energy & Utilities
- Travel & Hospitality
- Construction / Real Estate
- Manufacturing

## **Services We Offer:**

- DTP in design service for publishing
- Graphics Design Services
- Digital Publishing In design Solution
- Business Card
- Text formatting
- Creation and editing of technical copy
- Text Input into Pre-design File
- Flyers, Brochures, and Newsletters Creation
- Design graphic DTP layout templates



- Cross-platform DTP Design
- Modification of an design File
- DTP (layout) and manual conversion of pdf files into word files
- Catalogue and prepare print files
- Desktop publishing and typesetting
- Layout designing
- Multilingual desktop publishing

### **Features of Our DTP Services:**

Our main focus is on putting the content, setting up the structure as needed (styles, masters) and applying the design styles (masters, paragraphs and character styles) to it. If needed retouching of text, graphs, tables, bulleted lists, table of contents, pagination etc. Our DTP and Graphic Design Services can be used to create the following.

### **Our Skill Set:**

We use wide range of advance and legitimate software to deliver best desktop publishing solutions to our customers including Microsoft Word, PowerPoint, Adobe, Graphic Design, PDF, Photoshop, Page Maker, CorelDraw, Illustrator, Adobe Photoshop, Adobe Illustrator, Captivate, Premiere and Flash.

### **Benefits of Outsourcing DTP Services to Us:**

- Compliance to usage of licensed software
- Skilled, trained and experienced DTP professionals
- Experts in Adobe, Quark Xpress
- Adherence to High Quality Publishing Standards
- Fast Turn Around time of 12 to 24 hours

**Contact us** to hire best DTP specialist / graphic designers for DTP and Designing requirements.

### **Featured Services**

- Graphics Design
- DTP Services
- Magazine Layout Design
- Brochures Design
- Banners Design
- Flyer Design
- Catalogs Design
- Package Design
- Restaurant Menu Design
- Newsletter Design





## EXTERIOR & INTERIOR PICTORIAL VIEW OF BITI



**BITI Campus**



**Main Entrance**



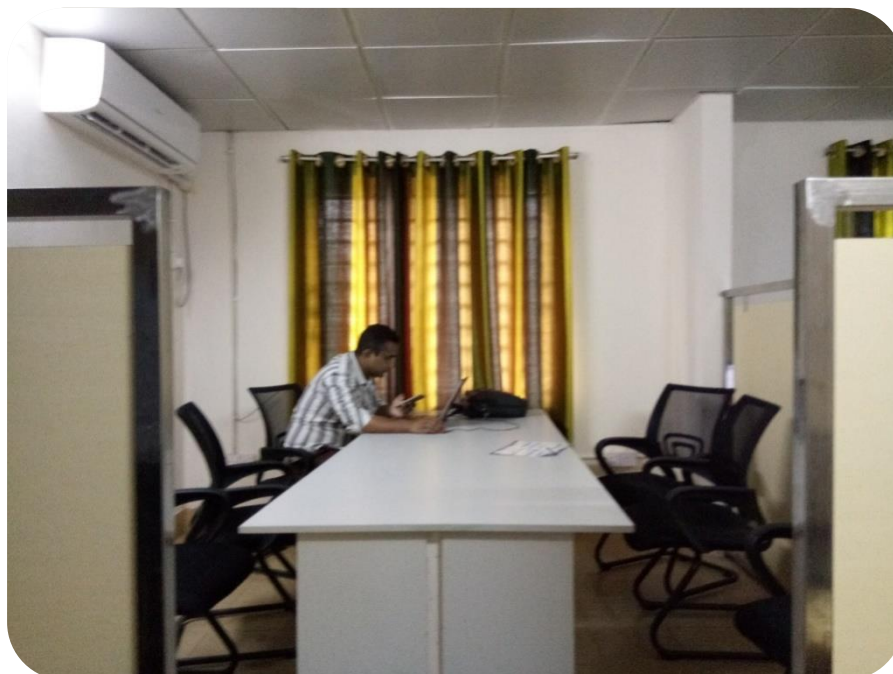
**Front Desk**



**Conference Room**



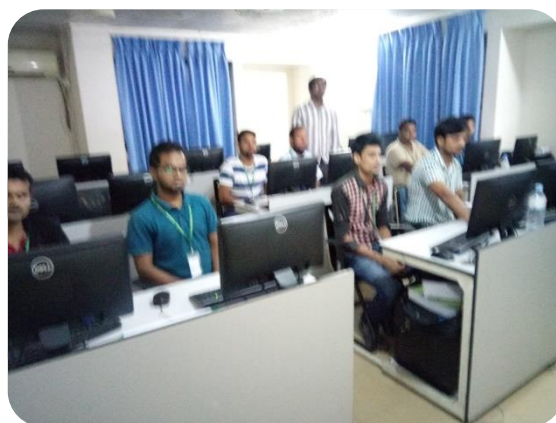
**Programming Students in Lab**



**Faculty Room**

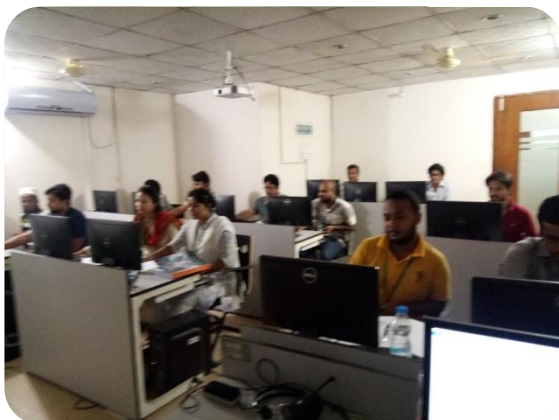


**PLC Lab**



**Networking Students in Lab**

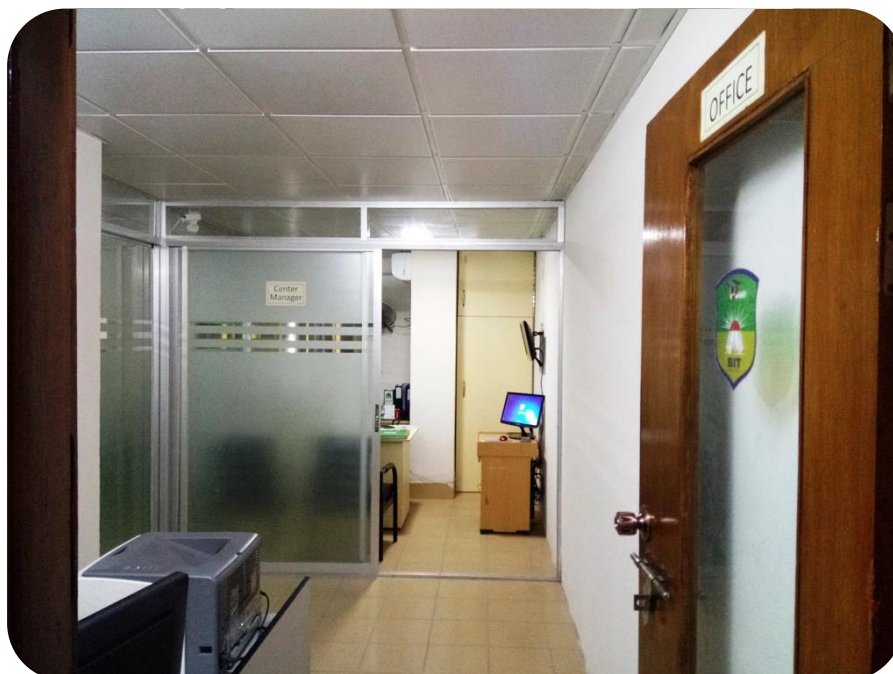




**Graphics Design Students in Lab**



**AutoCAD Students in LAB**



**Centre Manager's Room**



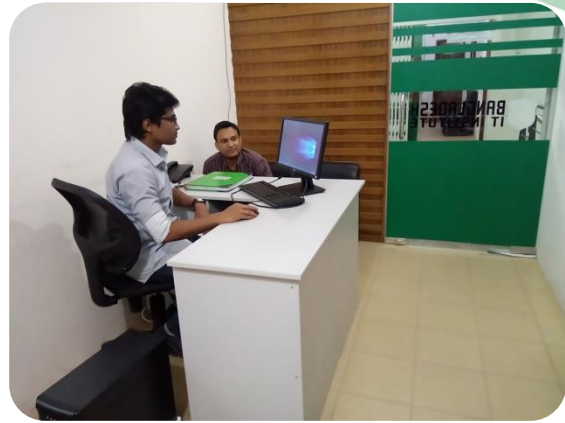
**Counseling Desk**



**VUE Test Centre**



**Call Centre**



**Support Team**



**Software Team**



**Software Training Lab**

## **CONCLUSION**

On the whole Bangladesh IT Institute is not only a service provider firm but also a family of highly educated and skilled trains, expert & efficient executives and organized management. BITI has a structured platform developed based on the feedback and observation of its clients through these 6 years. BITI has the capacity of adopting new changes and upgraded technologies for the fulfillment of the project.

## **Thank You**

