



bits

Corporate
PROFILE

BRAC IT SERVICES LIMITED



www.bracits.com

a  **BRAC BANK** company



Sir Fazle Hasan Abed
PHILANTHROPIST
Founder & Chairman, BRAC

ABOUT US

BRAC IT Services Limited, biTS in short, is a proud member of the eminent BRAC family and is one of the leading IT solution & service providers in Bangladesh specializing in providing a wide range of software solutions & end to end technology service management. Initially it was founded as Documenta™ Ltd., a digital archiving company owned by BRAC back in 1999. Documenta™ Limited started its journey into the realm with a couple of overseas software development projects and executed them with great success & customer satisfaction. Later in 2013 BRAC Bank Limited took over 51% of the company and merged it with its IT Division renaming it as BRAC IT Services Limited. The Idea was to consolidate and outsource most of the IT functions of the group bringing in synergy and efficiency while making it a profitable venture serving external customers as well.

Since the inception, biTS has been providing quality IT solutions to various organizations and solving their problems of aligning IT with business directions. We offer Software Solution Development & Deployment Services, Technology Outsourcing Services, Consultancy Services, and Managed IT Services which include Infrastructure Management, Deployment, and System Integration services to the clients. We currently focus on Financial Sector, Education Sector, Development Sector, RMG Sector, Manufacturing & Service sectors of Bangladesh.

biTS is one of the largest IT based service providing organizations in Bangladesh having more than 350 talented, highly qualified, efficient and innovative employees hand-picked by the management of the organization. We are committed to help our clients to achieve operational efficiency through transforming their existing operations by using our best valued solutions and services. We deliver world class solutions and services to our customers. We are committed to Quality Management as per ISO/IEC 9001 QMS guideline. Our international quality IT solutions and service are available at the most convenient way so that large, medium & even small enterprises can improve their productivity and day to day operational activities.

VISION

- We exist to make our customers perform their business more efficiently and effectively by providing innovative technology based solutions

MISSION

- To create flexible, easy, secured and affordable solutions locally and globally
- To be known for understanding its customers' business
- To remain as the dream destination for IT professionals

VALUES

Caring
Reliable
Innovative
Simple
POSITIVE

We will be Professional, Optimistic, Solutional, Interactive, Thankful, Indulgent, Valuer & Enjoy our work at our workplace.

BOARD OF DIRECTORS



Muhammad A. (Rumee) Ali
Chairman

Mr. Muhammad A. (Rumee) Ali was appointed as a Chairman of BRAC IT Services Limited in 2013. He was the Chairman of BRAC Bank from 2008 to 2013. He is the Managing Director, Enterprises at BRAC and also a Director of BRAC Bank, BRAC BDMail Network Limited, Delta BRAC Housing Finance Corporation Limited, BRAC Karnofuli Tea Company Ltd., BRAC Kayachora Tea Company Ltd., BRAC Bashkhali Tea Company Ltd., BRAC Kodala Tea Estate, BRAC Services Limited (BRAC Centre Inn), Bangladesh Netting Factory Limited. He is also the Chairman of BRAC EPL Investments Limited, BRAC EPL Stock Brokerage Limited, BRAC Saajan Exchange and bKash.

Prior to joining BRAC in 2007, Mr. Muhammad A. (Rumee) Ali served at different levels in local and international banking sectors. He served as the Deputy Governor of Bangladesh Bank from 2002 to 2006 and was responsible for Supervision, Anti Money Laundering and Information Technology. With his appointment as Country Head and General Manager of ANZ Grindlays in March 1997, Mr. Ali became the first Bangladeshi to head a major international bank in Bangladesh. In July 2000, following the takeover of ANZ Grindlays by Standard Chartered Bank, he was appointed as the CEO of the Standard Chartered Group in Bangladesh, heading both Standard Chartered Bank and Standard Chartered Grindlays Bank. He was elected as a Fellow of the Institute of Bankers, Bangladesh, in 2001.

Mr. Muhammad A. (Rumee) Ali served as a member of the Better Business Forum and a member of the National Advisory Committee on Small & Medium Enterprises (2005/6). He is also associated with the Small & Medium Enterprises Foundation as a member of the General Body.

At present, Mr. Rumee Ali is the Vice President of Bangladesh Employers Federation and a member of the Technical Advisory Committee of the Bangladesh Investment Climate Fund. He is also a Director on the boards of several organizations including The CSR Institute, International Centre for Study of Bengal Art, Sub-Committee for Taxation of the Metropolitan Chamber of Commerce & Industries (MCCI), a council member of The Institute of Bankers, and also a member of the Global Steering Committee of the "Performance Based Grants Initiative" of the International Finance Corporation, Washington DC.

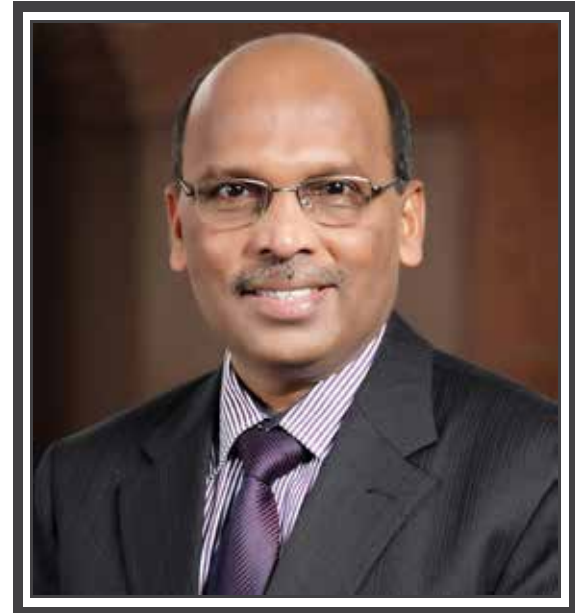
Mr. Muhammad A. (Rumee) Ali was born in Dhaka, Bangladesh, in 1951. He has a Masters in Economics from Dhaka University.

BOARD OF DIRECTORS

Mr. Shib Narayan Kairy was nominated as a Director to the Board of Directors of BRAC IT Services Limited in 2013. In addition, he is the Chairman of Board Audit Committee.

Besides being the Director Finance & CFO of BRAC, Mr. Kairy is also Director of BRAC Bank Limited, Bangladesh Netting Factory Ltd., BRAC Industries Limited, BRAC Service Limited, BRAC Karnafuli Tea Co. Ltd., BRAC Kaiyachera Tea Co. Ltd., BRAC Banshali Tea Co. Ltd. and BRAC Kodala Tea Co. Ltd. He has altogether more than 26 years of working experience in ensuring effective financial control, transparency and accuracy of internal and external financial operation.

Mr. Shib Narayan Kairy completed his M. Com. in Accounting from Dhaka University.



Shib Narayan Kairy
Director

BOARD OF DIRECTORS



Dr. Hafiz G.A. Siddiqi
Director

Dr. Hafiz G.A. Siddiqi was appointed as Director to the board of BRAC IT Services Limited in 2013. He is also a Director of BRAC Bank Limited. Dr. Siddiqi is the former vice chancellor of North South University and currently acting as a Professor Emeritus, BRAC Business School of BRAC University, Bangladesh. He is the president of the Hyderabad based Association of Management Development Institution in South Asia (AMDISA), A SAARC affiliated association of the top business schools of South Asia. He is the member of Steering Committee, Bangladesh Commission for UNESCO, founder Chairman of Institute of Management Consultants, Bangladesh Member and founder Chairman in the Board of Directors of MIDAS. He also worked as international consultant to many renowned organizations including the World Bank.

Dr. Siddiqi advised many agencies of the Government of Bangladesh on various aspects relating to management development, marketing, performance evaluation, human resources development, globalization & technology transfer. He is the author/co-author and editor of 14 books and has published many articles. His latest book is "The Readymade Garment Industry of Bangladesh" published by University Press Ltd., Dhaka in 2004. Dr. Siddiqi has more than 40 years of experience as an educationist, researcher, international consultant and business executive.

Dr. Siddiqi obtained his Ph.D from Manchester Business School, University of Manchester, UK his MBA from Graduate School of Business, Indiana University, USA, his Master of Public and International Affairs (MPIA) from University of Pittsburgh, Pennsylvania, USA and his M.A. (Economics) from University of Dhaka, Dhaka, Bangladesh.

BOARD OF DIRECTORS

Mr. Syed Mahbubur Rahman was nominated as a Director to the Board of Directors of BRAC IT Services Limited in 2013. He has been working with BRAC Bank limited since November 2008. Prior to joining BRAC Bank Limited, he served at Prime Bank Limited as Deputy Managing Director. He also worked with IDLC, Standard Chartered, ANZ Grindlays Bank and Citibank, NA in different capacities. He started his career in Saudi Bangladesh Agricultural and Industrial Investment Co. (SABINCO).

Mr. Rahman has more than 22 years of experience in Banking & Financial Institutions. During his banking career, he attended numerous trainings, seminars and workshops on different aspects of banking in the country and abroad.

He received 'The Asian Banker Leadership Achievement Award 2011-2013' – arguably the most prestigious accolade for banking leaders in the Asia Pacific region – in recognition of his outstanding and futuristic leadership at BRAC Bank.

Mr. Rahman obtained MBA from the Institution of Business Administration (IBA), Dhaka University.



Mr. Syed Mahbubur Rahman
Director

BOARD OF DIRECTORS



Nawed Iqbal
CEO

Mr. Nawed Iqbal was appointed as the CEO since the inception of BRAC IT Services Limited. Prior to his appointment here, he served with BRAC Bank Limited as the Chief Technology Officer. Before joining BRAC Bank he served at Cashlink as Deputy Managing Director.

Mr. Iqbal brings more than 23 years of technology expertise as one of the countries technology leader. He has worked with various national & international organizations like Cashlink Bangladesh, United Commercial Bank, Bangladesh Online, Gonophone, USAID, CARE International and Genetic Computer. He also worked as the Head of Technology in UCBL before moving to Cashlink.

He received Meritorious Honor Award for his exceptional professionalism and dedication in providing superior technology service in USAID. He received on job exposure and formal training on IT and Management practice including IS Audit, Advance Banyan Vines Administration, Electronic Certification System, Database concept, Programming, Trouble shooting etc. in home and abroad.

Mr. Iqbal is one of the founder member and Vice President of CTO Forum Bangladesh. He is a contributing writer in different technology magazines.

Mr. Nawed Iqbal completed his graduation in commerce and International Diploma in Computer Studies from Singapore.

We are committed to make a difference in our client's business operation by delivering quality products and services aligning with their business objectives. Our automated prescribed process ensures the following quality guidelines:

1. Understand client's business & operation process
2. Conduct reliable study to measure client's business performance
3. Quickly identify client's operational problems systematically
4. Provide flexible, secured & affordable solution for increasing sustainability
5. Increase customer satisfaction and other performance outcomes

A highly professional level of communication is ensured between us and our valued clients.



BUSINESS COMMITMENT

Our corporate philosophy establishes the fundamental principles of our management system. Our operational and performance standards translate the corporate values into specific management expectations. We preserve a high level of business ethics characterized by integrity and honesty in all our business actions. Our corporate philosophy is summarized to the following principles:

1. Adopting high standards of ethics in our business practices
2. Guaranteeing highly competitive & best quality services to clients
3. Promising to achieve reliability, efficiency and performance of our products & services
4. Engaging a highly skilled human resources supported by an effective organizational structure
5. Implementing an 'equal opportunities' and 'eco-friendly' work environment for all the employees



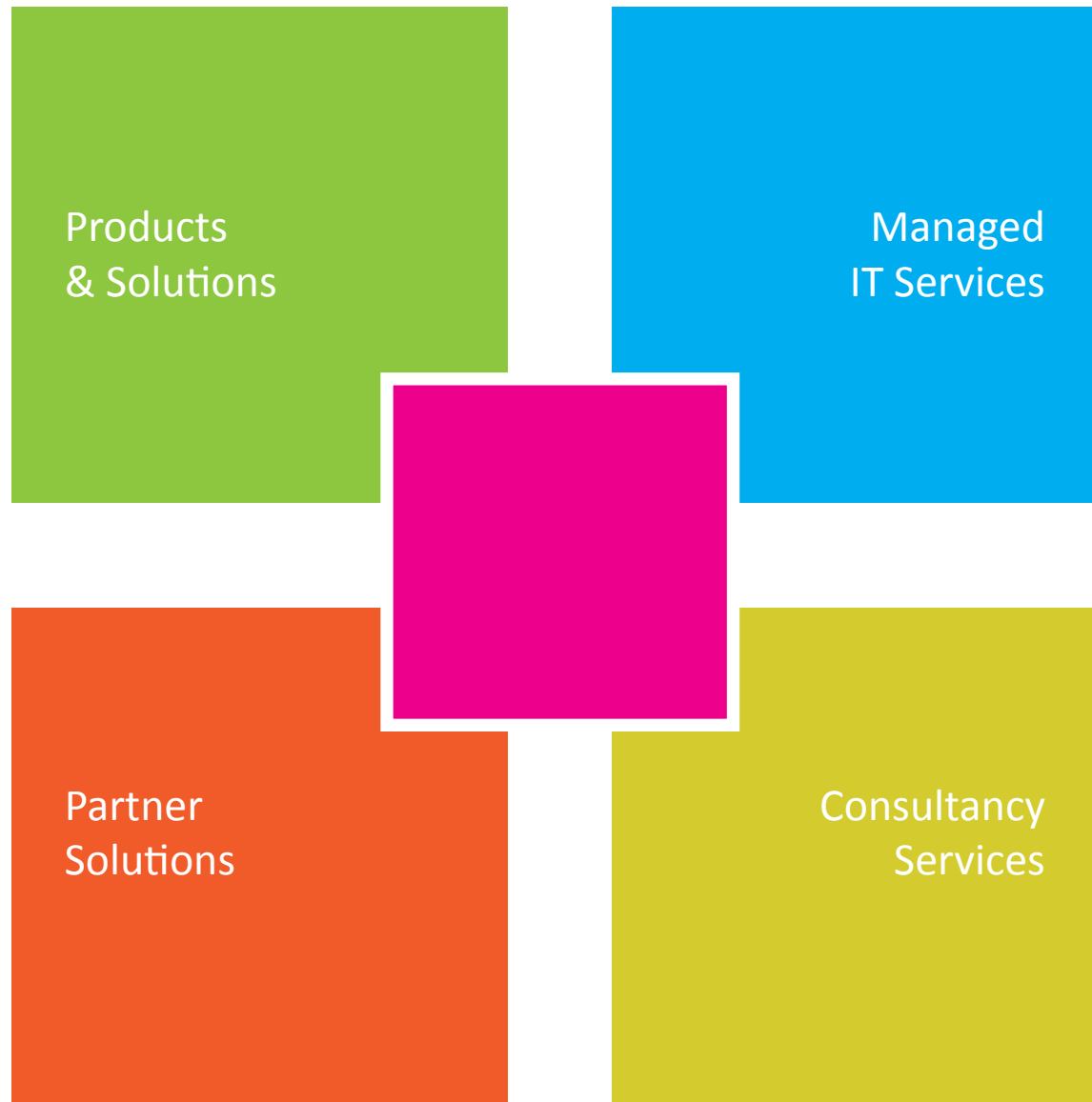


WHY BRAC IT SERVICES ?

We are a standalone organization that provides high end quality products & services with endurable commitment with the following corporate key features:

- Corporate reputation and industry experience
- Expert operation management team
- Affordable product & service assurance
- Quality of project work & hassle free execution
- On time project delivery & after sales support
- Maintain project security & privacy
- Guaranteed user-friendly solution
- Single point communication
- Professional certification
- 24x7 customer service

EXPERTISE DOMAINS





Products & Solutions

Our expert resources provide services for the design, development and deployment of any customized software or application. Their activities include the services related to any application that is used by the clients starting from Core Banking System, Card System, ERP, Internet Banking, Remittance Solution, Capital Market Solution to any customized software application. The major products & solutions are as follows:

ENTERPRISE MANAGEMENT SOLUTIONS

RONGDHONU *Enterprise Resource Planning*
JONOBOL *Human Resource Management*
BETON *Payroll Management*
HISHAB *Accounts & Financial Management*
KROY *Procurement Management*
SHOMPOD *Fixed Asset Management*
TALIKA *Inventory Management*

EDUCATION MANAGEMENT SOLUTIONS

PORUA VMS *Varsity Management Solution*
PORUA CMS *College Management Solution*
PORUA SMS *School Management Solution*
PUTHIGHOR *Library Management*

FINANCIAL MANAGEMENT SOLUTIONS

PRONALI *Remittance Process Management*
PRERON *Online Remittance Transfer*
TOHOBIL *Brokerage House Back Office Management*
BINIYOG *Online Stock Share Management Portal*

EXPERTISE DOMAINS

360° Managed IT Services

- E-Mail Services
- MS Windows, File & Printing Services
- Managed Network Services
- Managed Database Administration Services
- Managed DC/DR Services
- Infrastructure Leasing Services
- Application Maintenance Services
- Managed IT Helpdesk Services
- Banking ADC Services
- Managed Server & Storage Services



Managed
IT Services

Managed IT Services focuses on end to end technology support and service to the end users. Our main objective is to automate manual processes to improve efficiency & expedite the services by the company in a cost effective manner. This covers from customer requirement management to implementation and maintenance of any IT service. The major services offered are as listed:

We manage our partners' services by offering and deploying their products in the local market as a sole partner. The service covers the following key areas:

- World class ERP Solution by IFS
- ATM Management Services by GRG Banking
- Solution Driven by ORACLE Technology
- Cloud Solution by Amazon Web Services (AWS)
- Assessment, Auditing and Certification by TUV SUD



Partner
Solutions

Assessment

GAP Analysis
Penetration Testing
Source Code Review
Cloud Security Review
Network Security Review
IT Risk Assessment
Business Continuity
Vulnerability Assessment
Disaster Recovery Planning Audit

Managed Security

Security Monitoring
Incident Response
Digital Forensics
Digital Watermarking
Malware Monitoring
Fraud Risk Management
SOC Design

Service Standardization

ISMS ISO 27001 Implementation
ITSMS ISO 20000 Implementation
PCI DSS / PA DSS Implementation
QMS ISO 9001 Implementation
COBIT Standardization
HIPAA – Health Insurance Portability and Accountability Act

EXPERTISE DOMAINS

ISO Consultation & Implementation

ISO 9001 Quality Management
ISO 27001 Information Security Management
ISO 20000 IT Service Management
ISO 14000 Environmental Management

Software & Payment Industry Standard Implementation

PCI DSS Implementation
PCI DSS Readiness Review
CMMI3 Consultation & Implementation

IT Governance & Service Management Consultation

Vulnerability Assessment (VA) of IT Systems
Penetration Testing (PT) of IT Systems
Information Security Audit
IT Service Management Plan & Review
Business Continuity Management (BCM) Review
Enterprise IT Governance Planning & Implementation
Enterprise IT Strategy Planning & Implementation

With the industry standard resources and hand-on experiences, we can assist the management in taking quality decisions. We perform perfect SWOT analysis based on clients' needs & demands. The services cover following key areas:

- System Evaluation & Technical Analysis
- Business Process Transformation
- Change Management
- Security Management Service
- Core Banking Solution (CBS) Consultancy



Consultancy
Services



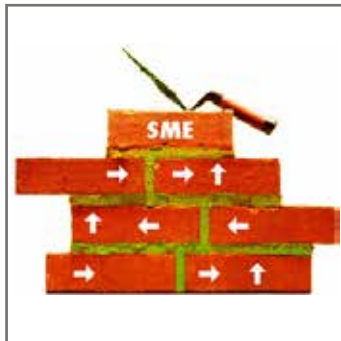
Financial Sector



Development Sector



Education Sector



SME'S



Manufacturing Industries



Service Industries

SOLUTIONS & SERVICES

Enterprise Resource Planning- ERP

RONGDHONU is one of the most powerful and efficient Enterprise Resource Planning (ERP) solutions available in our portfolio. This ERP solution is developed to benefit medium and large enterprises by its component-based business applications. This light weight heavy duty solution covers most of the required departments or sections of an organization, such as Human Resources, Accounting & Finance, Marketing and Sales, Project Management, Procurement, Supply Chain Management and many more. Organizations are vastly benefited by the solution as it is developed using state of the art technologies and fully cloud based computing facility. RONGDHONU provides customers with step-by-step evolution to the extended enterprise with e-business solutions that offer partner, customer, and supplier collaboration.



Enterprise Human Resource Management

JONOBOL is a small light weight off the shelf solution for Small and Medium Organizations. JONOBOL is tailor-made to help manage a human resource department needs and daily activities. Many of these activities deal with corporate benefits, vacation days, salary compensations, employee information, and performance. This software can reduce many of the unnecessary processes that are implemented, therefore decreasing overhead costs. It also provides the needed tools to make any human resource department more efficient and organized.



Payroll Management Software

BETON is a sophisticated solution to surpass the traditional payroll system that guides the customers into the future - an easy, user friendly, technologically advanced system. BETON provides an integrated approach to manage the payroll system of the organization and facilitates error free Payroll Management on an intuitive and easy-to-use platform. Necessary security parameters are integrated to ensure that all the employee payroll related data is safe. With BETON, the finance department can smartly manage employee salaries, paycheques, pay slips, expense reimbursements, retirement compensations etc. BETON is an ideal tool to handle the complex statutory taxation legislation to calculate the employee and organizational income taxes with maximum accuracy.



Accounts & Finance Management

HISHAB Accounts Management System is a custom-made solution that comprises of all the features and functionalities to aid any accounts department, irrespective of the size of the organization it belongs to, perform its responsibilities with utmost effectiveness and efficiency. HISHAB is designed to facilitate all sorts of regular accounting activities. Moreover, it has the capability to manage other issues like trade costing, time and billing, fixed assets, in-depth inventory, etc.



ENTERPRISE MANAGEMENT SOLUTIONS

Procurement Management

KROY is a perfect solution to automate the procurement processes, proactively ensure compliance, and cut costs for large, medium and small businesses. KROY can help the clients achieve a quick return on their investment (ROI) – whether they choose to deploy on-premises, on-demand, or via the cloud. Managerial Information preservation, Supplier & Requisition Register, Procurement Planning, Purchase Order Register and various types of report generation- are few of the highlighted characteristics of KROY.



Fixed Asset Management

SHOMPOD is designed to manage the fixed assets of an organization in an efficient manner. The application has a well-designed acquisition & maintenance functionality. This solution can work independently and it can also be interfaced easily with any front office system. Efficient process of recording, allocation, utilization and maintenance of new and existing assets- are a few of the highlighted features of SHOMPOD.



Inventory Management Solution

TALIKA assists the companies with end-to-end capabilities for managing inventory strategy, planning and execution, enabling them to achieve superior service levels, gaining market share and reducing operational costs. TALIKA maximizes supply chain performance by maintaining a profitable balance among speed, service levels, and the risk and cost of inventory deployment. This solution will enable the organization to track inventory levels and movements in the warehouse by item, serial number, or lot number etc. With full visibility into entire incoming and outbound inventory, managers can make better decisions to maintain dynamic stock levels that meet the demands of the customers.



Varsity Management Solution

PORUA VMS is a comprehensive solution for open credit universities. It is a highly customizable solution for students and academic activities. Student Admission Process Management, Admission Test Management, Registration Management, Advising Management, Course Schedule & Material Management and Accounts Management- are few of the key features of PORUA VMS.



College Management Solution

PORUA CMS is a student and academic activity management software for any college of the country. Students Admission Process Management, Students Section Management, Students Attendance Management, SMS Notifications, HR Management, College Management, Vehicle Management, Library Management, Inventory Management and Accounts Management- are few of the key features of PORUA CMS.



School Management Solution

PORUA SMS is a comprehensive solution for all the schools of the country who have access to the internet. Students Admission Process Management, Students Section Management, Students Attendance Management, SMS Notifications, HR Management, School Management, Vehicle Management, Library Management, Inventory Management and Accounts Management- are few of the key features of PORUA SMS.



Library Management Solution

PUTHIGHOR is a comprehensive library management solution to administer all the activities of the libraries of any size. It is designed to serve the purpose of both the librarians and the library users in a way that both groups can use the library effectively and efficiently.



FINANCIAL MANAGEMENT SOLUTIONS

Remittance Process Management

PRONALI is a financial solution that can be utilized for remittance benefit industries from retail to the Government, from financial institutions to utilities, from insurance to non-profits to transportation etc. PRONALI provides the client with the ability to receive payments, apply them to their payer's account, and deposit the checks in the bank. This remittance distribution system is targeted for bank to manage their remittances received from different exchange houses and to distribute it through different channels i.e exchange house, mobile banking, Bank branches or through the branches of different micro-finance organizations.



Online Remittance Transfer

PRERON solution provides online services to our foreign clients in which they can go online (using online banking) and transfer funds from foreign countries to Bangladesh. PRERON provides intuitive remittance and lockbox processing ranging from a single user scanning one check a day, to large lockboxes processing up to 350,000+ items a day.



Brokerage House Back Office Management

TOHOBIL is a web based centralized back office solution for brokerage houses. It has offline communication with DSE, CSE, CDBL & merchant banks and assists the brokerage houses in performing their in-house back-office activities flawlessly. TOHOBIL provides full solution as Back Office with its ready products to enable the brokerage firms to implement their operations in alignment with their business model and compliance manual.



Online Share Management Portal

BINIYOG is a secure and intuitive portal for Share Management experience for foreign customers of a Bank. It makes client's portfolio and investment management process in share market smoother and more efficient. Customer can buy or sell share through the portal at any time and get update via email. BINIYOG is a platform where expatriates can directly invest into country's stock market while residing abroad by maintaining a NITA account with a custodian bank.



360° Managed Infrastructure Services

We offer end-to-end Managed Infrastructure Services that enables enterprises to transform their businesses seamlessly, leveraging the emerging technologies. Our Managed Infrastructure Services enable clients maintaining desired service levels, meeting business change needs while bringing down Total Cost of Ownership (TCO) significantly.

E-Mail Services

biTS offers flexible e-mail services to various business organizations. biTS provides premium e-mail solutions hosted on dedicated custom email platforms. We can propose various email services of different technologies and different offerings as per the requirements of the clients. biTS can manage the users' own domain name, including any email authentication scheme that the domain owner wishes to enforce in order to convey the meaning that using a specific domain name identifies and qualifies email senders.

Managed Network Services

We offer Enterprise network management and 24/7 monitoring for our customers using industry standard Network Monitoring System (NMS) tools. We provide rapid & remote troubleshooting, notification & escalation resulting faster resolution time for network faults and desired level of availability for core applications.

We have strategic alliances with leading technology suppliers and proven skills in Wireless technologies and we offer Wireless LAN Management Solution. Wireless Network Services include wireless infrastructure design, management of resulting resources and monitoring. By analyzing capability of access points, placement and data collection capability, we ensure maximum throughput of Wireless LAN with redundant options. We also ensure secured monitoring and traffic analysis of WiFi installations through this service.

Network infrastructure is the foundation of system operations that support business processes. Proper design and maintenance of the network infrastructure is the key to a stable application management environment which eventually delivers changing business requirements. We have technical expertise and experience of building high performance networks using world's leading systems in order to meet the evolving networking needs of today's organizations.

Managed Database Administration Services

biTS can manage the database system administration of an organization with precision and expertise. We deliver high quality, professional database monitoring and support solutions through our highly experienced team of DBA experts. With our Managed DBA services, your system is monitored and managed by renowned experts during business hours or around the clock, depending on your needs.

SERVICES

Managed DC/DR Services

We offer state-of-the-art monitoring and management for datacenters. We help our customers to have firm control over their data center resources, reducing complexity and improving data center performance while assuring desired service levels. We have our most advanced and powerful datacenter set up which ensures the eradication of their anxiety about their own data center. We have data recovery centre located outside Dhaka for data backup and data retrieval incase of any failure at data centre.

MS Windows, File & Printing Services

File and printer sharing along with data storage is one of the most used network services in any organization. BRAC IT Services Limited meets wide-spread customer needs through Microsoft's specific file and print features which helps to reduce cost, makes file and data storage easier and increases availability and reliability of the print services within the network.

Infrastructure Leasing Services

Developing own Infrastructure enforces companies to consider substantial amount of costs which usually become expensive to build, maintain and upgrade. If high quality service is a requirement, infrastructure leasing facilities can be the most cost-effective alternative since the providers directly address many of the compliance and audit problems that companies face. Leased infrastructures can be an easy but cost effective solution for companies who are not willing to invest upfront on hardware/infrastructures or looking for temporary solution.

Application Maintenance Services

We have relentlessly developed, engineered, customized and maintained a portfolio of hundreds of applications supporting business needs of different industry customers e.g. banking, micro finance, education etc. throughout the last twelve years. Supporting the largest SME bank and world's largest NGO organization, with all these custom developed applications, we now have a roster of proven and efficient applications in the form of School Management System, Education Management System, Micro Finance ERP etc. to name a few. All these custom developed applications and solutions are essential for any large organization in commencing daily work, help the ever changing environment, respond quickly to changing requirements, maintaining efficiency and last but not the least- improve productivity. Our solutions enable true business agility and to make a smooth transition towards a paper-less office

Managed Server & Storage Services

We provides deployment services for server and storage systems to customers. Our offerings include virtualization, consolidation, high availability management, data migration, upgradation, performance management, backup/recovery and resources optimization. We have trained and experienced technical experts managing this service for our customers for years..

Banking ADC Services

Alternate Delivery Channels (ADC) are channels and methods for providing banking services directly to the customers. Customers can perform banking transactions through their ATM, CDM, POS, contact the bank's Call Center for any inquiry, access the digital Interactive Voice Response (IVR), perform transactions through internet banking and even on smart phones through mobile banking etc. These channels have enabled banks to reach a wide consumer base across geographical areas. We are one of the leading service providers in the banking industry.

Managed IT Helpdesk Services

We offer end-to-end enterprise service desk solution for the client organization. Our dynamic enterprise service desk drives the highest levels of first contact resolution, request fulfillment and customer satisfaction in the industry. Our IT helpdesk management service is a one stop solution for managing IT helpdesk through hotline services, remote desktop support as well as onsite support. Our helpdesk service is based on industry standard ITIL practices.

IT Helpdesk Management Service

Our IT helpdesk management service is a one stop solution for managing IT helpdesk through hotline services, remote desktop support as well as onsite support. Our helpdesk service is based on industry standard ITIL practices.

IT Asset Management Services

We offer IT asset management for businesses. This includes hardware, software, licenses management with tracking and conducting periodic audit to ensure optimum use of all IT assets. We also assist customers forecasting IT requirements to align with future business growth through consultancy. We have expert teams managing this service for years and serving for 10K+ end-users nationwide.

Exclusive Onsite Support Services

We also provide special onsite support for our customers, served by highly experienced, capable and expert helpdesk analysts. This support is exclusive and dedicated for customers for a limited period of time.

TECHNOLOGY USED

| | |
|------------------------------------------|-------------------------------------------------------------------------------------------------------|
| CMS, LMS, E-Commerce, Blog, Forum & Wiki | Joomla, Drupal, WordPress, WordPress MU, OpenCart, PrestaShop, osCommerce, Magento |
| Web Technologies | HTML5, CSS3, JavaScript, AJAX, XHTML, XML, Flash ActionScript, jQuery, Adobe Flex |
| JVM Technologies | JEE, JSE, JME, JSP, Servlets JSP, Struts, Hibernate, EJB, POJO, Spring, Jboss, Groovy |
| Microsoft Technologies | C#, ASP.NET, ADO.NET, Visual C++, Visual Basic.NET |
| Frameworks | Entiry, MVC, QT++, MFC, dot NET, Kendo, Ext JS, Codeigniter, Play!, Grails |
| Languages | Java, C#, ASP.NET, Visual Basic.NET, PHP, Visual C++ |
| Mobile & Wireless | Android, Embedded VC++, Windows Mobile, iPhone, J2ME, BlackBerry, Appcelerator, PhoneGap |
| EAI Technologies | JMS, SOAP, WSDL, REST, TCP, ISO8583, AS2 |
| Database Technologies | Oracle, SQL Server, MySql, PostgreSQL, SQLite |
| Reporting Tools | Jasper Report, Crystal Reports, Jfree Report, RDLC, Active Data Report, BIRT |
| Project Management Tools | Target Process, Source ForgeEE, VersionOne, CollabNet, Rallydev, Confluence (Jira), Microsoft Project |
| Version Control | Subversion, Visual SourceSafe, Team Foundation, CVS, GitHub |
| OOAD | UML, Agile Modeling, Rational Rose, Visio, SmartDraw |
| Quality Assurance Tools | MantisBT, Selenium, BugZilla, Jira |
| Document Management System | Share Point |
| BPM | Activiti |
| Middleware | OSB |
| BI | ORACLE, Palo |



CLIENTS



CLIENTS



The Daily Star

BRAC SAAJAN
Monthly Saver's Savings, a subsidiary of BRAC Bank Limited



BRAC BANK

RUPALI BANK LIMITED
Assure Better Service

মার্কাণ্টাইল ব্যাংক লিমিটেড
Mercantile Bank Limited



CLIENTS

BiGH
BRAC INSTITUTE
of GLOBAL HEALTH

 **brac**
INTERNATIONAL

 **CSA
for
SUN**

 **PEDROLLO**
... the spout of life

Red Brick

School

bKash 

 **brac**

 **BRAC EPL**
STOCK BROKERAGE LTD

...and more

Right People in Right Place

We are determined to hire dynamic, flexible, ambitious, customer focused and enterprising people, who thrive on changes and challenges by taking initiative and adapting to a stimulating working environment. We seek out leadership traits, excellent communication skills, strong academic performance and relevant professional experiences while on boarding new talents.

Standard Working Environment

We ensure inspiring environment espoused by high level of Team Spirit, Motivation, Empowerment and Recognition. We offer a fun place to work with a team of colleagues charged up by collaboration, compassion and commitment towards success.

Individual Learning & Development

We believe that, knowledge and skills development is vital to the health of any organization and learning is one of the chief methods of maintaining and improving our intellectual capital. Therefore, we instrument continuous learning and development interventions for our people. Employees' careers are nourished regularly through technical training programs and soft skills development programs. Our people get ample opportunities to build a successful and rewarding career here. We facilitate to streamline their career lane in line with their individual core competencies and personal aspirations.

Performance Management & Compensation

We encompass structured and constructive Performance Management System. Outstanding performers are put on a fast track growth and entrusted with challenging responsibilities. Our compensation & benefit package is purely performance driven. These are compelled by the scope of each role, responsibility and individual result. We reward the achievement of our employees, particularly where they demonstrate commitment to serving customers effectively and maximizing value for the stakeholders.

People Engagement

Having engaged employees is one of the ultimate desires of our Management. People, who have commitment, pride, loyalty, sense of responsibility and portray an attitude to be a team player, are right fit for us. We take different initiatives to encourage people engagement in shaping BRAC IT SERVICES LIMITED into a winning organization.

HEALTH SAFETY AND ENVIRONMENT STANDARDS



BRAC IT Services ensures that, all parts of the business have the favorable effect on the environment by applying an environmental management system and by following the principles of eco-friendly green environment. We are committed to protect any pollution wherever possible in our premises. Whilst improving new products, services and processes to facilitate this stoppage, existing systems and processes are also evaluated in order to identify areas for pollution prevention. The following approaches are followed to accomplish any product, service, system or process:

1. Adhering to a healthful workplace by ensuring properly trained and safety conscious employees
2. Responsible use of energy and giving priority to use renewable energy source wherever possible
3. Engaging all employees in reclining program of paper, plastic, and other e-waste
4. Promoting the prevention of pollution to avoid any employee health imbalance
5. Striving to continually improve environmental management system and performance

We convey every employee and contractor to follow the above principles and report to Health, Safety, and Environment (HSE) Team for any favors.

Quality Standard

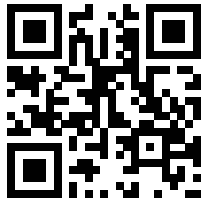
BRAC IT Services Limited is strongly committed to providing products and services that meet or exceed customer expectations. To accomplish this, Quality has been incorporated into all aspects of our business assuring the highest value and satisfaction for our customers and employees.

We design, produce and deliver products that provide the optimal benefit for customers with a passionate focus on their needs and desires. These products are safe, effective and reliable for their intended purposes and will comply with all requirements and regulations for any locale in which we distribute. Representation of our products and services will always be fair and understandable. Our commitment to Quality is our Commitment to success. We are committed to our Quality Management System as per ISO/IEC 9001 QMS guideline.

Security Standard




We provide a security statement with a promise to protect client's data and adhere to industry standards. Data security is very important to us. Many of our clients demand the highest levels of data security and have tested our system ensure the standards. In each case, we have surpassed expectations and received high praise from elite companies. Our most important concern is the protection and reliability of customer data.

Our servers are protected by high-end firewall systems, and vulnerability scans are performed regularly. Complete penetration tests are performed yearly. All services have quick failover points and redundant hardware, and complete backups are performed nightly. By using secure and certified data centers, we ensure the highest protection and testing as per ISO/IEC 27001 ISMS guideline. Rest assured, your data is safe with us.



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