



" Company Profile 2016 "

DataSoft Systems Bangladesh Limited

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Company Profile of DataSoft Systems Bangladesh Limited

1. AT A GLANCE

DataSoft is a private limited company established in 1998. The company is located in Dhaka.

Name of the Company	:	DataSoft Systems Bangladesh Limited
Nature of Business	:	Software Solution and Consultancy
Year of Establishment	:	March 1999
Registration No.	:	C-37423 (1723)/99
Registration with	:	Joint Stock Companies
Member	:	A. Bangladesh Association of Software and Information Service (BASIS)
		B. The Dhaka Chamber of Commerce and Industry (DCCI)
		C. American Chamber of Commerce (AMCHAM)
		D. Bangladesh Computer Samity (BCS)
		E. INCU (International Network of Custom Universities)
Quality (QMS)	:	CMMI Level 5 Appraised Company ISO 9001:2008 QMS The 1st IT Superbrand in Bangladesh

2. COMPANY OVERVIEW

DataSoft has been a CMMi level 5 appraised; ISO 9001:2008 certified leading software Company in Bangladesh. Founded in 1998, DataSoft has successful track records for delivering most innovative and cost-effective technical service to customers in both commercial and Government sectors. Since its inception back 1998, DataSoft stepped into the core field of ICT to cater to the needs of enterprise, governance and economy. Strengthened by strong team of experienced professionals, DataSoft has a unique approach towards continuous training and development of human resources to adapt to the market demands for the national and international venues. DataSoft is incorporating new technology to further expand its client base and continue to serve clients with a little more than utmost satisfaction.

Our customer includes number of Fortune 500 companies and offering mission critical public services IT services like e-Payment, Customs House Automation, Port IT operation (CTMS), automation of commercial banks and more than 3100 microfinance banks in SaaS model on a private cloud. We have track record in web application, Mobility, Bio-informatics, Big Data, Simulation-Gaming and these days Internet of Thing Technology adaptation. For making Automation project DataSoft has been long association with many International Companies like:

- Chevron
- UNDP
- IFC, World Bank Group
- Li & Fung Limited
- YKK
- KIABI
- Hop Lun Ltd.
- Oxalis Softwaresysteme GmbH etc.

DataSoft's Projects has received many national and international awards, to list a few:

- Awarded as first IT SUPERBRANDS in Bangladesh
- Code Warrior Challenge Champion 2015
- The 6th mBillionth Award in 2015
- Winner of National Hackathon 2014
- National Mobile Application Award 2014
- Champion Award in E-Content and ICT For Development Award 2010
- Digital Innovation Fair 2010, Chittagong ' 1st Prize'
- Digital Innovation Fair 2010 'Best e-Governance'
- BASIS 'Best IT Use Award 2009' and 2005'

Company Profile of DataSoft Systems Bangladesh Limited

We have worked with the Government and Private Agencies in SaaS (Software as a Service), BOOT (Build Own Operate Transfer), Collaborative and Consulting modes. Many of our offerings are delivered in the popular Cloud Delivery Model and IaaS (Infrastructure as a Service) Models.

3. OUR EXPERTISE

<ul style="list-style-type: none"> - Banking and Finance Solutions - Customhouse Automation - Port and Terminal Operations Automation - Microfinance Management Solution - Solar Business Automation - E-Commerce Solutions - MIS Solutions 	<ul style="list-style-type: none"> - Applications for Mobile Platform - Web Development - Offshore Development - IT Consultancy - QA / Testing Services - Bioinformatics Offshore Development - Big Data and Social Media Analytics
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4. STAFF

- Total IT Staff: 295
- Project/Operation Manager: 36
- Analyst: 3
- Administrators: 10
- Software Programmers/Engineers: 179
- University IT Graduates: 128
- Vendor-certified Programmers: 30
- Marketing and Sales Manger: 6
- Other Staff: 22



TOTAL STAFF: 317

5. OFFSHORING VALUE PROPOSITION

- We are a 18 years old software products and services company with process oriented approach (CMMI Level 5) within competitive price
- Expertise in Three major Business Domain:
 - Smart Enterprise (ERP Solution)
 - Banking (Core Banking System: Temenos, AML, Microfin360, Cash Payment System and etc);
 - Port & Logistics (Customs House, Ports, Transportation, Logistics and etc)
- Collaborating customers business idea with our technical expertise. For example, we have immense expertise of working with global software products and services delivery companies in USA, UK and some European countries
- Provide services on product testing, prototyping
- Leading edge practices on Data Science (Big Data)
- Advance development in Mobile Apps (Apple, Android)

6. OUR RECENT ACHIEVEMENTS

- Implemented Core Banking Solutions (with Temenos T24 Solution) in various leading Banks
- One of the Top –global vendors of Microfinance Solutions space
- Automated Custom House Information Management Systems for the largest Sea Port and Airport of Bangladesh
- Implemented Ports and Terminal Information Management Systems in the largest sea port in County
- Implemented Back Office and Front Office Corporate Solutions
- Developed Web Portal facilitating Non-Resident Bangladesh Investments
- Completed Bioinformatics project: Draft Jute Genome
- Complex Project (R&D) in defense space focuses area like simulation, Cyber security

7. OUR PRODUCTS & SERVICES

- Smart Enterprise (ERP Solution)
- Banking and Finance Software Solutions
- Microfin360 (Microfinance Information Management System)
- Solar 360 (Supply Chain, MIS and FIS Mgmt. System)
- HRM System (HR, Payroll, Attendance and Leave Management)
- Benipack (PF/GF accounting system)
- Fixed Asset Management Solution
- MobioApp (Mobile Application Development Power House)
- TIMS (Terminal Information Mgmt. System)
- e-micromela (e-commerce portal for focusing microfinance beneficiaries)
- IT Consultancy in various areas (process improvement, operational excellence and IT assessment, etc.)
- Fully Customized Product Development
- Games (Riverine).

8. SKILLS MATRIX

Application Platforms	.NET (C#, ASP .NET, MVC, WF, VB.Net), PHP (CakePHP, CodeIgniter, Zend, Symfony), C++, Java (JSP,J2EE,Strut, Spring Hibernate), Python, Infobasic
Database Systems	Oracle, MS SQL Server, MySQL, MongoDB, Jbase
Web Technologies	HTML5, CSS3, JavaScript,Ajax,jQuery, knockout
Mobile Application	Android, iOS, Windows, Augmented reality, Pattern recognition, Near Field Communication (NFC), iBeacon, Location based service, Native and Cross Platform App development (Titanium , Phone Gap)
Document and Workflow Management Systems	MS SharePoint
Game Development	Unity Game Engine, 3D Studio Max, Delta 3D, XNA GameEngine, Graphics rendering engine (OGRE) , Java Monkey Engine(jME2)
Web/Application Servers	MS IIS, Apache, Web Sphere, Tomcat, IBM Web logic, ORACLE Fusion Middleware,
Visualization and Reporting	SAP Crystal report, HighCharts, R, JSON, Jasper
Source Control	Git hub, VSS, TFS, SVN

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Content Management Systems	Word press, Joomla, Drupal, Magento
Certification	PMP, CISA, CISM, OCJP,OCP,MCP, CCNA, ITIL Foundation, Scrum master
Big Data / Data Science	Data Mining, Devise appropriate Technologies, Statistical and Mathematical Analysis, Business Skills, Visualization, Innovative data presentation, Hadoop ecosystem (Mapreduce, Hadoop,pig, hive,hbase and cassandra)
Internet of Things	ArduinoYún , Raspberry pi , Python, C and other technology of the ecosystem.

9. GLOBAL PARTNERSHIP

- TEMENOS (T24 Banking Solution)
- NAVIS SPARCES N4 (Port, Terminal, Container Operation Solutions)
- ST Electronics (Info-Software Systems)
- Financial Software and Systems (P) Ltd (FSS)
- IT Solution Services (ITSS)
- Alacer Group
- Deloitte

10. OFFICE ADDRESS

<p><u>Head Office:</u> 73-d, New Airport Road, Manipuripara, Dhaka-1215, Bangladesh, Phone: +880-2-9110136, Fax : +880-2-9114747, Email : info@datasoft-bd.com</p>
<p><u>Chittagong Office:</u> Finlay House (4th Floor), 11-Agrabad C/A, Chittagong – 4100, Bangladesh Phone: +880-31-727557, Fax : +880-31-710200</p>
<p><u>Banking and Financial Services Office:</u> Akram Tower, Suit # 904 (9th Floor), 199 Syed Nazrul Islam Sarani, Dhaka-1000</p>
<p><u>USA Office:</u> 505 Nan Circle, Suite 101, Littlerock, Arkansas 72211, Tel: 501-476-0766, Fax: 866.964.6388, Email: info@datasoft-usa.com</p>
<p><u>Japan Office:</u> Takano Higashi Hirakicho 1-7, Higashioji Takano Dai 2 Jutaku 6- 301, Sakyo-Ku, Kyoto-shi, Kyoto-Fu, Japan 606 - 8107</p>

11. CERTIFICATION

S.N.	Name of Certification	No. of Certified Personnel
1	PMP	7
2	CISA	5
3	CISM	3
4	Lean Six Sigma Black Belt Certification	3
5	Information Systems Audit	2
6	ITIL/Information Security	2
7	OCJP	3
8	OCP	7
9	MCP	17
10	CCNA	21
11	Scrum master	3

12. TRAINING

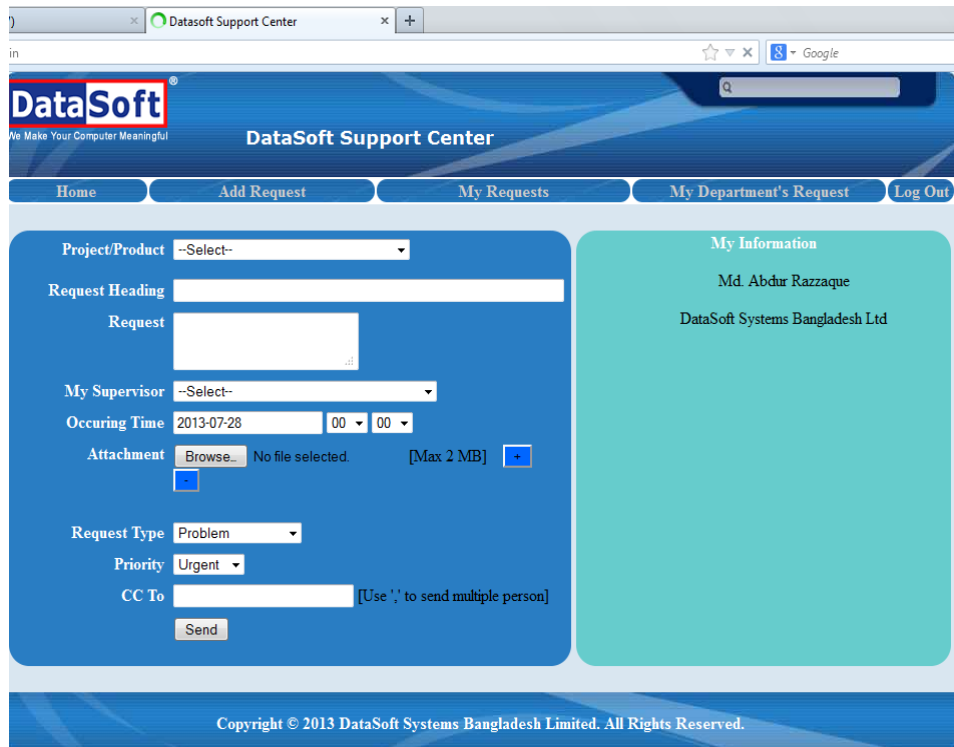
S.N.	Name of Provided Training	No. of Trained Personnel
1	PMP	17
2	Six Sigma black belt Certification preparation course	9
3	Data Science/Big Data	13
4	IT Service Management	9
5	Agile Project Management	13
6	Information Systems Audit	7
7	ITIL/Information Security	7
8	Certified ethical hacking (web & data security))	5
9	ISO 27001- Introduction & Certification Process	5
10	MongoDb	3
11	Share Point Server	17
12	Applied ASP.NET MVC	11
13	iphone Application	5
14	iOS Application	7
15	Android Application Development	19
16	Cloud Computing	9

13. CUSTOMER COMPLAINT HANDLING PROCEDURE

DataSoft Has an Online Customer Support Tools. By using the customer support tools client can handle their support request to us. We have a dedicate 24/7 Support center for our customer. We have project wise support center to serve the client at best fashion. We maintain: care@datasoft-bd.com, support@datasoft-bd.com, we have also many hot line for customer support center. We maintain for all support:

http://202.84.44.38/support/front/my_department

In the support tools a user can write any understandable language, our support executive handle them with best possible time. Our Support tolls features are as follows;



Any user can see his/her claiming status even his supervisor or any higher level. This can be seen both side management. So the solution will take least time

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Hi ds00198 of your request has been resolved. You need to accept for closing

Total Request: 8

Resolved 1 Queued 1 In Progress 5

Project/Product Wise Requests:
All

All Requests

Status	Count
In Progress	5
Resolved	1
Queued	1
Pending	0

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All Requests of My Department

Employee Name: All From: To: Search Status: Open

SL.	ID	Raised By	Title	Raising Date	Status	Comments	Resolving Date
1.	PRO-DataSoft-012	Abdullah-AI-Mamun	Headphone needed	2013-06-19	In Progress		
2.	SR-DataSoft-076	Abdullah-AI-Mamun	Internet cable rewiring	2013-06-11	Closed		
3.	CR-DataSoft-015	Abdullah-AI-Mamun	Damaged Multiplug	2013-06-11	Closed		

Resolved In Progress Pending

Status Report of total 3 submitted requests

- Resolved Request: 0
- Closed Request: 2
- Pending Request: 0
- In Progress Request: 1
- Postponed Request: 0
- Rejected Request: 0

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14. DATASOFT SUPPORT FLOW

End level user request for a support at online tool where they describe their problem scenario in any understandable way. English writing capability is not a barrier here to express their problem or request. They write Bangla using English font.

User gets a unique ID for each of their requests. Mail generates to all concern persons of the project team and the requesting organization.

Once received by a business support specialist, apart from new requirements/application enhancement he resolves issues from his level. Once resolved a notification is sent again to keep concern persons updated.

For new requirement/application enhancement business support specialists pass request to developer team using an issue tracking tool which generates a unique ID again. Assigned software engineer work on that providing a due date.

Software development progress is monitored via issue ID and users get to know the updates that keep them motivated.

Once development phase is done and tested by professionals, software engineer passes that issue back to business support specialist as resolved in issue tracking tool.

Getting reference from issue tracking tool where user's request ID resides, business support specialist writes a document for clients on how to use the new integrated features/changes.

Along with documentations business support specialist resolves issues in support tool.

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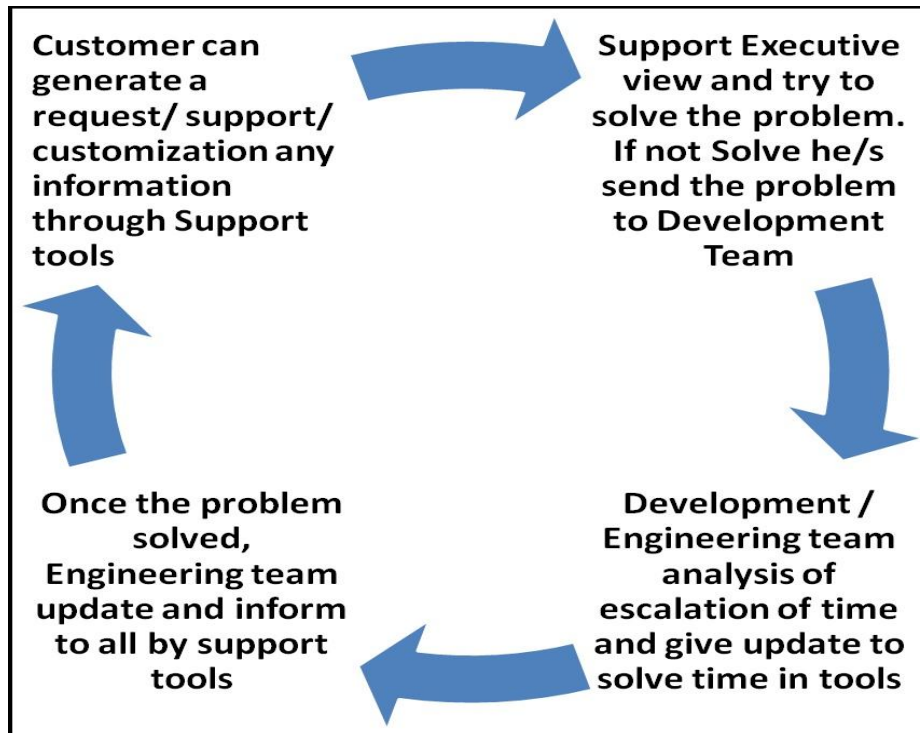


Diagram: Support Escalation and handling

-----Thank you-----