Company **Profile**

CMMISVC/**3**℠
Exp. 2020-05-19 / Appraisal #29422

devnet

Changing
The way we work

w w w . d e v n e t l i m i t e d . c o m

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Introduction

Devnet is the leading service provider dedicated in helping organizations seeking to drive efficiency by transforming the way they work.

By changing the way they work,

our customers experience new cost efficiencies, faster and efficient workflows, enhanced revenue opportunities, rapid responses to change and advanced customer service and satisfaction. Our business philosophy is based on building long-term, collaborative relationships and consistently providing business value to our clients and driving opportunity for our employees.

Today, Devnet has evolved into Bangladesh's one of the leading solutions & service provider by providing comprehensive, powerful, and scalable Solutions to aid organizations in their journey towards digital transformation.

Mission

- Satisfied and efficient employees will bring satisfied and valued customers.
- Become the dominant player in e-Governance and Fintech solution.

Vision

- Changing the way we work.
- Be the best chosen brand in Bangladesh with international exposure in solution & services through having satisfied customers.
- We will earn satisfied customers through innovative products and services with assurance of accuracy, efficiency and reliability.

Values

My company	Customer first	Hard work
My family	Integrity	

Quality Practices

CMMISVC/3	ISO 27001:2005	ISO 9001:2008
Certified	Certified	Certified

Facts about Devnet:

Devnet Limited (A CMMISVC/3, ISO 9001:2008 and ISO 27001 certified company) is Bangladesh's first ECM (Enterprise Content Management) Company established in 1997 and incorporated in 2000. We are the leading service provider dedicated in helping organizations seeking to drive efficiency by transforming the way they work.

Devnet has successful solution implementation in diversified industries for both private and public sector automation. Devnet's customers and partners experience new cost efficiencies, enhanced revenue opportunities, rapid response to change and advanced customer service and satisfaction.

▶ Name of the Company: Devnet Limited

▶ Registered Address:

BDBL Bhaban (Level 9, East), 12 Karwan Bazar, Dhaka-1215

▶ Head Office:

BDBL Bhaban (Level 9, East), Karwan Bazar, Dhaka-1215

Phone:	(+88) 02 8189349-50.
Fax:	(+88) 02 8189339
Hotlines:	+8801713 044055, +8801713001881
E-mail:	info@devnetlimited.com
Web:	www.devnetlimited.com

Chittagong office:

430/467, Rafique Chowdhury Building, CDA Avenue, Sholoshar, Chittagong

Service Bureaus:	1	2	3 (Specialized)
Address	363/1, Barua, Lonjoni Para, ward No-07, P.S: Khilkhet, Dhaka-1229	Lutfur Plaza, Dakkhin Khan Bazar, Dakkhin Khan, Uttara, Dhaka 1230	BDBL Bhaban, 9th floor (West side), 12, Karwan Bazar, Dhaka
Floor space	**17500 sqft**	**2500 sqft**	**2331 sqft**
DPO Capacity	**75,000** documents per day/shift	**50,000** documents per day/shift	**60,000** documents per day Also equipped with MAP and book scanners

Company Structure: Private Limited Company. Incorporated in 2000 under Registrar of Joint Stock Companies, Dhaka.
Chief Functionary: Syed Abu Md. Jafor, Managing Director

Years of functioning and previous experience: 21 Years
Number of Installation: 55+ Web based application
Total HR: Full time employees: 62, Part time employees: 44
Days of operation: 5 days a week

Geographical Areas of Operation: Bangladesh
Time zone: +6:00 GMT
Language: English, Bangla

Our Journey

Building skills on technology and tools	Acquiring domain knowledge	Gathering industry experience
Imaging Technologies	Document Imaging	Document management system
ICR/COR/OMR/OBR Tools	Archiving Service	Process automation
Imaging Tools	Form Processing Services	e-Governance solutions
Web Technologies	Document Management	Web & Mobile based applications
Application Development	Process Automation	

2000-2004　　2005-2009　　2010-2021

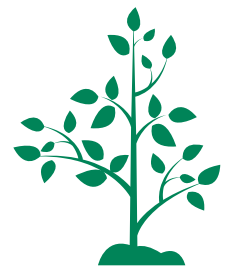|		
Understanding Information Organizations and Access Enterprise Architecture e-Publishing	Processing of structure and semi structured documents Designing and implementing large data Collection/Surveys forms Processing Services	User friendly application development User experience management Ai, Machine learning and mobile application

Standard Practices:

| Service delivery:	Quality:	Security:	Project Management:
ITIL V3.0 Framework (ISO/IEC 20000-1)	ISO 9001:2008 certified	ISO 27001:2005 certified	PM Guide V3.0 from PMI

Our specialization

We combine our domain knowledge and industry experience with core capabilities and technologies to customize our products and services for our clients.

When it comes to turning paper documents into powerful information that can speed up response time, improve productivity, enhance revenues, and give the organization a competitive edge, nobody has more experience than us.

We take our customers beyond the formal, fine print on contracts and statements of work to higher-value outcomes. Working with our client as partners and applying ISO and ITIL disciplines to our processes, we continuously improve quality and service levels while reducing costs. We are also constantly investing in innovation, infrastructure, hiring of technical expertise and in skills development, thereby ensuring our services and solutions to remain at state-of-art and world class.
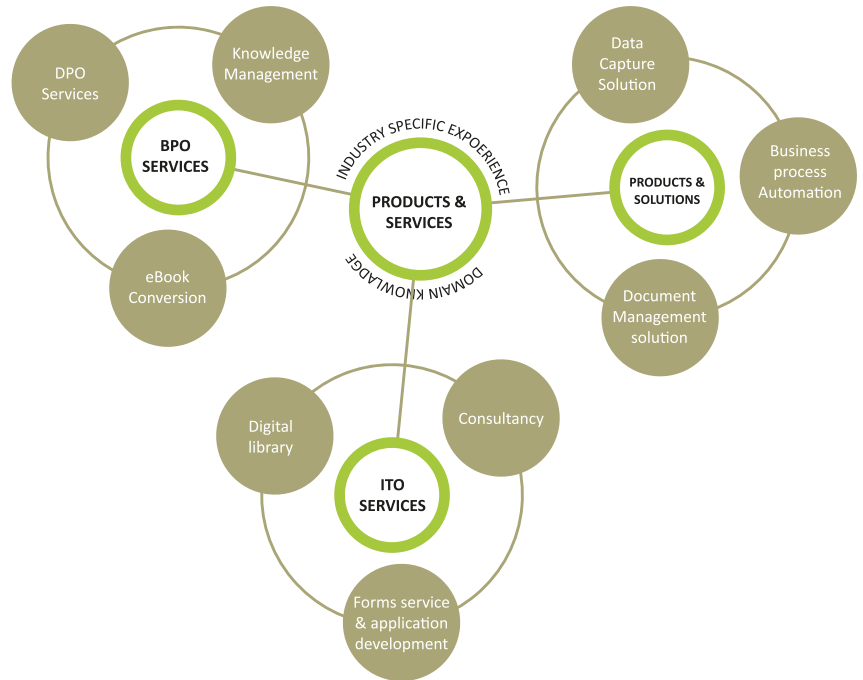
Our clients also experience cost efficiencies in backlog processing or achieve higher efficiencies in process outsourcing by utilizing our specialized service bureaus which also enables our client's to focus on their core competencies without straining their inbuilt resources. Provide specialist advice for ECM planning and implementation for clients facing specific challenges.
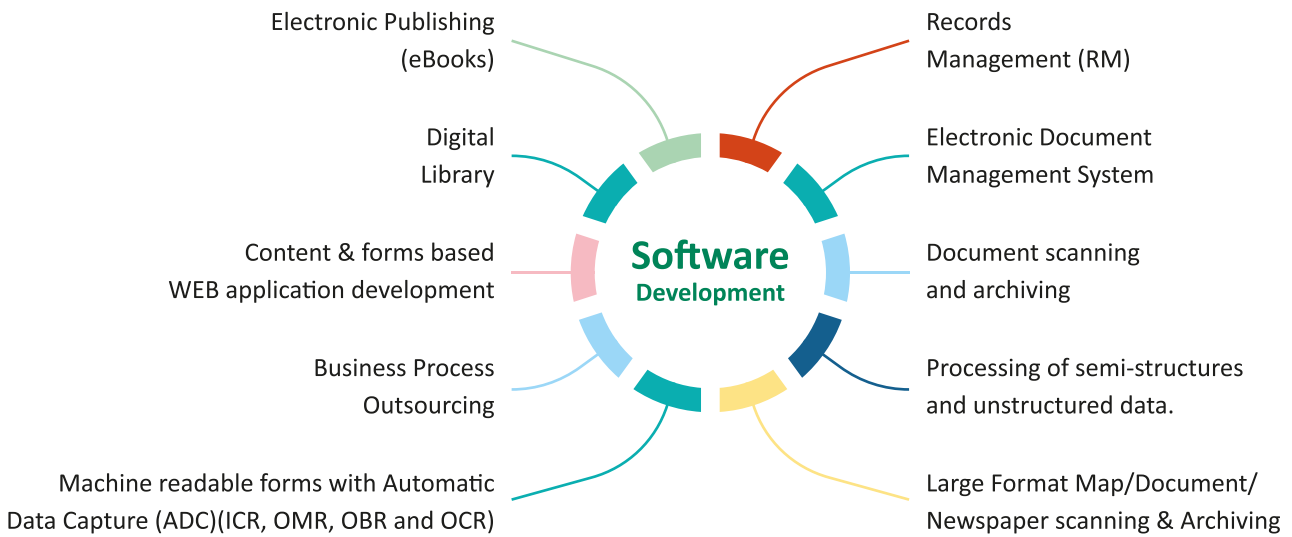
Industry Experience

We add value to our clients by bringing a great deal of industry knowledge to the table.
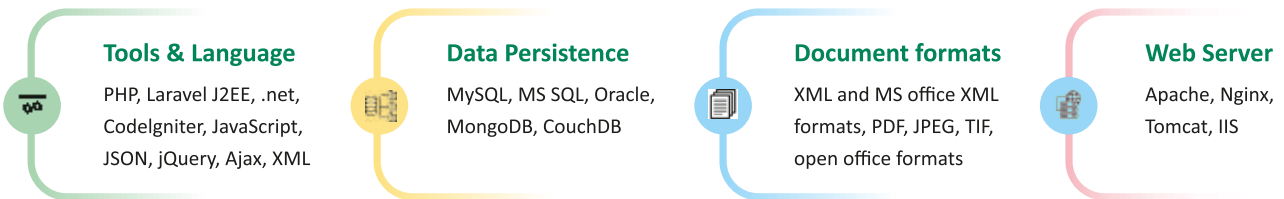

Our expertise covers Education, Telecommunications, Healthcare, Banking, Insurance, Government, NGO, Pharmaceuticals and legal services industry ensuring that, the solutions that is delivered meets clients' business requirements and regulations not just for the present but also for the future.

Our specialization includes the following:

Electronic Publishing (eBooks)

Records Management (RM)

Digital Library

Electronic Document Management System

Content & forms based WEB application development

Software Development

Document scanning and archiving

Business Process Outsourcing

Processing of semi-structures and unstructured data.

Machine readable forms with Automatic Data Capture (ADC)(ICR, OMR, OBR and OCR)

Large Format Map/Document/ Newspaper scanning & Archiving

Web based application development

Tools & Language
PHP, Laravel J2EE, .net, Codelgniter, JavaScript, JSON, jQuery, Ajax, XML

Data Persistence
MySQL, MS SQL, Oracle, MongoDB, CouchDB

Document formats
XML and MS office XML formats, PDF, JPEG, TIF, open office formats

Web Server
Apache, Nginx, Tomcat, IIS

Architecture: SOA
DMS API's: Open Document Management API (ODMA1) and Google Earth and Docs.
Reverse Proxy: Varnish, HAProxy
Session storage: Redis, Memcached
Specialized Search: Apache Solr
Message Queuing: RabbitMQ, Gearman
Caching: Varnish, HTTP
Workflow Framework: XPDL 2.12

Platform Windows Linux

[1]The Open Document Management API is an API that simplifies the communication of desktop applications with document management systems (DMS). ODMA standardizes the access to the DMS, which makes getting to these files as easy as if the files were in the actual local file system.

[2]The XML Process Definition Language (XPDL) is a format standardized by the Workflow Management Coalition (WfMC) to interchange business process definitions between different workflow products, i.e. between different modeling tools and management suites. XPDL defines an XML schema for specifying the declarative part of workflow / business process.

Products we sale

E-Governance Solution

- Digital Land Record Management
- Integrated Service Delivery Platform
- On-line Application Processing (E-Service)
- Digital Doptor
- Digital Archiving
- Library Automation

Document Management

- DocuDEX Archive
- DocuDEX EDMS
- Document Lifecycle Management Solution

Human Resource Management System

- Job Portal
- Exam Management
- E-Proctoring (AI Based & Manual)
- Employee On-boarding
- Complete HR Management System

Customer On-boarding

- E-KYC and Customer Information Management
- KYC Management Solution
- Identity Management System
- Account Opening Process Automation

Digital Library

- Integrated Library Management Solution
- Books, Newspaper, Manuscript and Microfilm /Microfiche scanning & archiving

Business Process Automation & FinTech Solution

- E-KYC
- KYC Management Solution
- Channel KYC Automation & On-boarding
- DocuDEX Workflow
- L/C Process Automation
- Bank Guarantee Process Automation
- Credit Card Approval Process Automation
- Loan Document Process Automation
- Procurement Process Automation
- Agile Audit (Audit Process Automation)
  Many more….

Scanners

- Kodak Alaris Document scanners
- Avision Document Scanners
- ATIZ Book Scanners
- I2S Digibook and large format flatbed Scanners
- Kirtas Robotic Scanners
- SMA Large format flatbed, Book and Robotic Scanners

Service we offer

Devnet offers IT services and BPO services based on the core capabilities. Based on our core capabilities we offer the following services
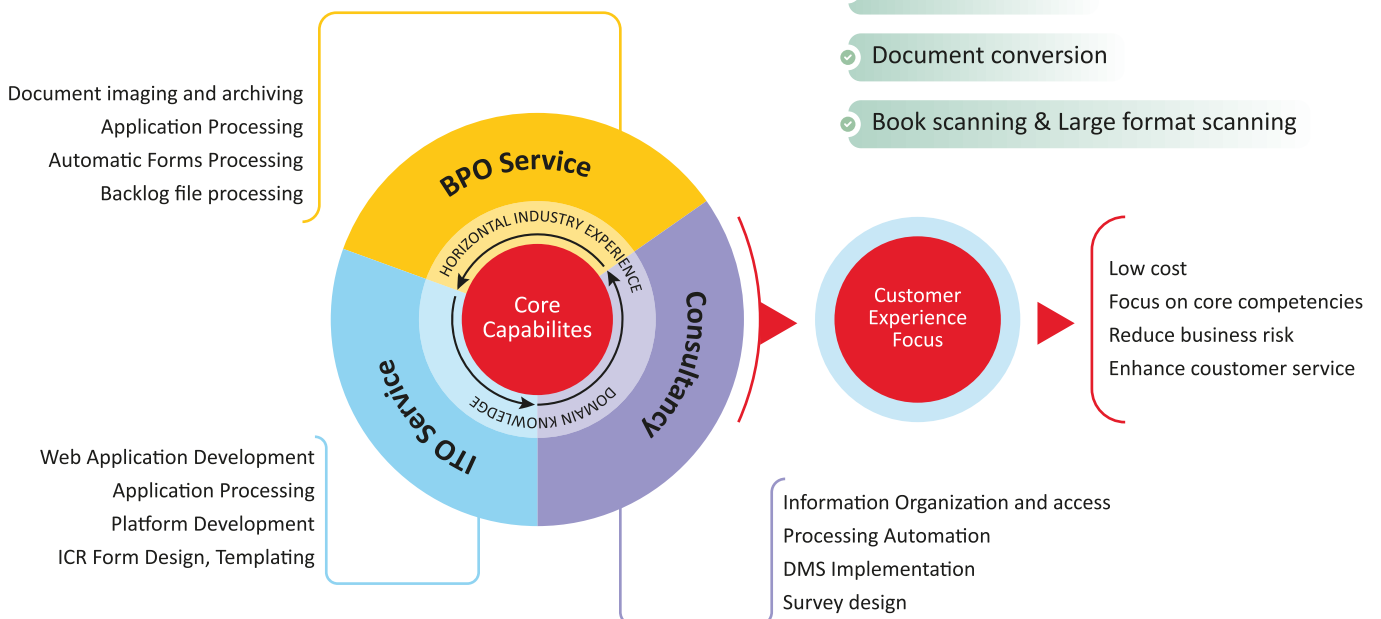
Web based Application and e-Governance Solution

Content and process-based WEB Application

Application processing platform development

Machine readable form design, development and printing

Consulting services for EDMS and workflow implementations

Survey processing design and implantations

Devnet BPO Services

In today's hyper-competitive business environment, focusing on core competencies and depending on experts for other critical capabilities is the smart choice. When it comes to turning paper documents into powerful information that can speed up your response time, improve productivity, enhance your revenues, and give your company a competitive edge, nobody has more experience than Devnet.

Devnet offers BPO services for a wide variety of business applications, including, document imaging and archiving, invoice processing, inbound mail automation, application forms, data capture etc.—with Service Level Agreements (SLAs) as standard. We also constantly update clients with executive dashboard information, and complete analysis and reporting of key performance indicator (KPI) metrics.

- Digital Preservation
- Document imaging and archiving
- Application processing
- Automatic forms processing
- Business process outsourcing
- Backlog file processing and archiving
- Document management
- E-form filing service
- Print to mail service
- Document conversion
- Book scanning & Large format scanning

Document imaging and archiving
Application Processing
Automatic Forms Processing
Backlog file processing

Web Application Development
Application Processing
Platform Development
ICR Form Design, Templating

BPO Service

HORIZONTAL INDUSTRY EXPERIENCE

Core Capabilities

DOMAIN KNOWLEDGE

ITO Service

Consultancy

Customer Experience Focus

Low cost
Focus on core competencies
Reduce business risk
Enhance coustomer service

Information Organization and access
Processing Automation
DMS Implementation
Survey design

Fulfilling our corporate social responsibility

🐾 Helping to preserve National Treasure

We are working with libraries and providing them with free digitization services so that they can digitally preserve their manuscripts for many years to come.

Community

We employ autistic adults for data verification where the autistic has to verify the written letter with recognized letters. We are currently employing 4 such adults. We have also donated a complete setup which includes ICR engine, document canner and capture solution to a specialized school where 6 autistic adults can be train at a time. They are being trained with scanning and verification processes.

Employees

We communicate and reinforce company goals and priorities continuously and report on our progress so teams can align their efforts appropriately. We will continue to invest in our Managers Who Lead program to empower managers with the skills they need to inspire their teams for success, and we are expanding
our efforts to develop talent and build our bench throughout the company. We affirm our commitment to treating employees fairly and consistently, and we seek to hire and retain superior employees through excellent employment standards.

We recruit, hire, train, promote and compensate without regard to race, color, age, religion, gender, national origin, disability or sexual orientation.

Key management

We the innovative thinkers backed up by a team of experienced and highly skilled professionals are vast experience in IT, corporate services and process outsourcing.

We promise to provide the best in terms of service because of our team's combination of profound skill, knowledge and expertise.

A. K. Sabbir Mahbub
Co-founder and Chairman

More than 20 years of experience. A leader and meticulous in everything he does. His articulation skill has become the greatest asset for accurate transformation of technology ideas into a workable and profitable business product or services.

Syed Abu Md. Jafor
Managing Director

Mr. Jafor is a perfect blend of education and experience with international exposure having more than 18 years of experience in running IT and ITES organization; he has built the organization from the scratch.

Mohammad Emran Hasan
Chief Technology officer (CTO)

More than 15 years of experience in IT project management with vast experience in architecting and developing scalable, enterprise ready web applications.

Mohammad Golam Faruk
Head of Sales & CustomerDelight

More than 12 years of experience and his specialization in Business Sales & Service, Enterprise Solutions and Business Partnering.

Key management

Mohammad Syful Islam Noman
Head of Engineering &Software Architect

More than 15 years experience in software development and engineering

Rakib Islam
Head of Project Management

More than 10 years of experience Project management

Engr. Md. Lokman Al Hakim
Chief Consultant, Business Development

More than 18 years of experiences in versatile business domains of corporate as well as Government sectors.

Habib Ullah Bhuiyan
AGM, Project & Service Management

More than 20 years of experience and his specialization ducoment archiving field.

Our collaboration

International partnership

ABBYY
www.abbyy.com

ATIZ
www.atiz.com

Avision
www.avision.com

Kodak alaris
www.kodakalaris.com

piql
www.ibm.com

i2S
www.i2s-digibook.com

GONSIN®
www.gonsin.com

SMA
www.sma-edocument.com

Memberships

BASIS©
Bangladesh Association of
Software & Information Services

BACCO
Bangladesh Association of Call Center & Outsourcing

বাংলাদেশ কম্পিউটার সমিতি
Bangladesh Computer Samity

aiim®
The Global Community of
Information Professionals

Bangladesh
Association
of software and IT
enabled and
services.
Membership no:
G146

Association of call
center and
outsourcing

Bangladesh computer
samity.
Membership no: 453

Association for
Enterprise Content
Managers

Certification

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ISO 27001:2005
Certified

ISO 9001:2008
Certified