

## Company Profile

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### Address:

128/3 East Tejtury Bazar, Kawran Bazar, Dhaka-1215

Tel: +88 02 9141821, E-mail: [info@bitbirds.com](mailto:info@bitbirds.com)

Web: [www.bitbirds.com](http://www.bitbirds.com)

### Contact:

Khondoker Ali Asgor Pavel

Tel: +88 02 9141821, Mobile: +880 171 1873008

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## Company Profile

Established in 2012, bitBirds Solutions is a Dhaka based IT solution provider that offers flexible IT Support Services and ITES services.

bitBirds Solutions is a leading IT solution provider company in Bangladesh. Our primary objective is to facilitate the leading organization like yours to mobilize the current infrastructure and improve corporate performance by reducing costs, increasing profitability, and driving workers' productivity through superior IT & ITES solution.

We aim to provide IT services of the highest standards to businesses across all industries, our services range from fully managed IT support services to contractor placing services. Our team of experienced engineers ensures you will receive a first class service from people that are proficient, friendly and flexible.

Our goal is to grow our business through long-standing relationships with satisfied clients, by building a brand based on trust. We strive to be the only IT organization that will offer you 100% reliability.

bitBirds practices a high code of ethics, with customer centric goals. We understand that in order to establish ourselves as a quality IT services provider, our customers must always come first. We see ourselves as partners to our clients, striving to provide them with the best advice possible, so they can optimize their own opportunities for growth.

All bitBirds consultants undergo continual training to keep them updated with the latest technologies and all support engineers are trained to communicate effectively with individuals at all levels of technical understanding.

## What We Do

We are your IT department.

bitBirds Solutions is the leading IT support provider in Bangladesh. We're a team of friendly expert IT engineers based in Dhaka, Bangladesh and we love technology. We realize that you might have difficulties here, and that's why we're here to help. We are available on phone and email 24/7. We provide both on-site and off-site support according to our contract.

Technology should make small businesses more productive, not waste their time. Whether it's a crashed computer that's holding you up, you're in need of a whole new network or some staff training, we offer you that peace of mind.

We work with your existing system to make sure that it performs well and keeps your business running. Whether it's PCs, Macs, Servers, mobile devices or databases, we know our stuff. We will also advise you when it's time to consider updating your systems to maximize their efficiency, and give you fair, expert advice on selecting new technology. It's up to you whether you pay-as-you-go for our support on a one-off problem that needs to be fixed, or sign up to a monthly contract for permanent unlimited support and peace of mind.

## Products & Services

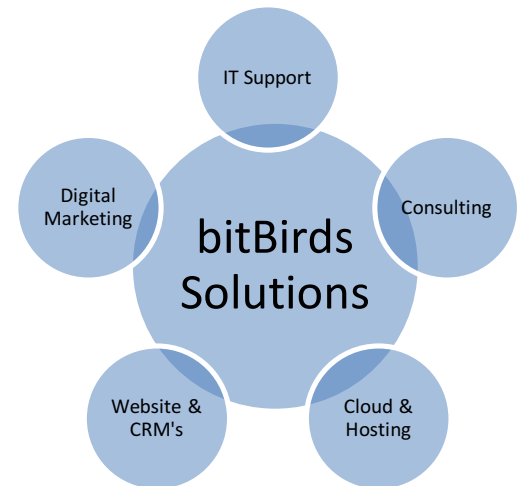
bitBirds Solutions is the first IT support company in Bangladesh. We are your IT department. We're a team of friendly expert IT engineers based in Dhaka, Bangladesh and we love technology. We realize that you might have difficulties here, and that's why we're here to help.

Technology should make businesses more productive, not waste their time. Whether it's a crashed computer that's holding you up, you're in need of a whole new network or some staff training, we offer you that peace of mind.

## Services

The main areas of technology we cover include:

- IT Support (On-Site & Off-Site)
- Consulting
- Cloud & Hosting
- Websites & CRM's
- Digital Marketing
- Reseller



## Our IT Support Service includes:

- Hardware Installation and Systems Relocation
- Software & System Configuration Services
- Configuration of Desktop and/or Laptop
- Software Installation and Documentation
- Printer Configuration Management (USB and/or Network)
- Wireless Router Configuration
- Bandwidth Management
- System Administration
- Server Installation, Configuration & Management
- Data Management
- Backup and Disaster Recovery Management Configuration and Testing
- Setup Network Services
- Support to IT projects
- Implementing new software and technologies
- Training IT staff
- Providing guidance for problems and questions
- And many more to complete your IT environment

## Industry

- Government
- Manufacturing
- Export Import
- Garments
- Telecommunication
- Sales and Marketing
- Service based industry

## Quality: A key strength

BITBIRDS SOLUTIONS, in addition to being a Service Provider company. The IT support service department operates in accordance to advanced and professional methodologies and standards. Furthermore, BITBIRDS SOLUTIONS'S Quality and Assurance Department monitors and controls the Company's expansion in order to ensure that business development is intact with the corporate goals.

## Company's General Information

Company Details		
A	Name of the company/ Firm	bitBirds Solutions
B	Mailing Address	128/3 East Tejturi Bazar, Kawran Bazar, Dhaka 1215
C	Telephone	+88 02 9141821
D	E-mail Address	<a href="mailto:info@bitbirds.com">info@bitbirds.com</a>
E	Name and designation of the person authorized to make commitment to client	Khondoker Ali Asgor Pavel Chief Executive Officer Cell: +880 1711873008 Telephone: +88 02 9141821 E-mail: <a href="mailto:pavel@bitbirds.com">pavel@bitbirds.com</a>
	Year of establishment	2012
F	Value Added Tax Registration Number	19151083186
G	Income Tax Identification Number (TIN)	539608203270
H	The details of the top management with their professional qualification and experience	Khondoker Ali Asgor Pavel Chief Executive Officer  Brief Profile: He is successful IT entrepreneur and has established many IT venture and has experience of over 6 years of managing and leading successful enterprises.

I	Service Profile & Client Profile	<p>Some of our major clients:</p> <ul style="list-style-type: none"> <li>▪ Access To Information (a2i), PMO Office</li> <li>▪ Market Access Provider Limited (MAPL)</li> <li>▪ OLX.COM.BD</li> <li>▪ Kafil Uddin Group</li> <li>▪ SpectraLangka Management Solutions Ltd.</li> <li>▪ SpectraLangka Technology Solutions Ltd.</li> <li>▪ SQ Group</li> <li>▪ E-Zone Technology LLC</li> <li>▪ RAMS Group</li> <li>▪ Direct Express LLC</li> <li>▪ Nerd Castle</li> <li>▪ Technobd Web Solutions (Pvt.) Ltd.</li> <li>▪ Akhoni.com</li> <li>▪ BASIS</li> <li>▪ SUJON</li> <li>▪ RAI Store</li> <li>▪ Give and Take Shop</li> <li>▪ Dream71 Bangladesh Ltd.</li> <li>▪ BITM</li> <li>▪ Spider Tech</li> <li>▪ Bangla IT</li> <li>▪ Frame Marketing &amp; Communication</li> <li>▪ Amarbag.com</li> <li>▪ RK Global (Pvt.) Limited bhe</li> <li>▪ Shiri Prokashon</li> <li>▪ eRangpur Chitra (Online News Portal)</li> <li>▪ Youth Ending Hunger</li> <li>▪ Insurance Plan Agency</li> <li>▪ Reflection &amp; Perfection</li> <li>▪ Pixel-12 Limited</li> <li>▪ Shomogro.Com</li> <li>▪ Falah Enterprise</li> <li>▪ SoftLink Systems Limited</li> <li>▪ Clippingpath AJ Asia</li> <li>▪ Xebec Corporation</li> <li>▪ Blessing School Dhaka</li> <li>▪ Northern Education Group</li> <li>▪ Bayoscop</li> <li>▪ Integrated Marketing Service Ltd.</li> <li>▪ And many more.</li> </ul>
J	International Market Presence	<ul style="list-style-type: none"> <li>▪ United States of America (USA)</li> <li>▪ United Arab Emirates (UAE)</li> <li>▪ Malaysia</li> <li>▪ India</li> <li>▪ Singapore</li> <li>▪ UK</li> </ul>

## Technical Expertise (IT Support)

Our range of skills is diverse and it covers all the significant technologies that add value to every project. The skill matrix depicts the most popular of these technologies:

Platforms	Environment
Desktop Operating Systems	Windows, Linux, Mac OSX.
Servers	Windows Server, RedHat, CentOS.
Applications	All kind of application on Windows, Linux & Mac Platforms.
Databases	MySQL, Oracle, SQL Server.
Support Tools (Applications)	Acronics, Norton Ghost, Norton Commander, Mini Tool Partition, Super Copier, Disk Clone, Deep Freeze, PDF Editor, FarStone, Nero, WinRar, Driver Magician, Driver Pack Solution, CCCleaner, Advance System Care, Revo Uninstaller, MemTest, Get IP, IP Changer, IP Tools, Zenmap, npp Tools, and many other application support tools.
Hardware Tools	All kind of Troubleshooting Tools.

## Technical Expertise (Development)

Our range of skills is diverse and it covers all the significant technologies that add value to every project. The skill matrix depicts the most popular of these technologies:

Platforms	Environment
Development Languages/ Tools	C#.Net, VB.Net, Visual Basic, Crystal Report
Web Development Script/Tools	ASP. Net, ASP, PHP, JSP, VB Script, Java Script, CMS – WordPress, Joomla, Drupal and other frameworks.
RDBMS	Oracle, MS SQL Server, MySql
Web Servers	Microsoft IIS, Lotus Domino Server, Apache Web Server
Groupware and Document Management	Microsoft SharePoint Services, Lotus Notes & Domino
Operating System	Windows, Linux, Unix
Case Tools	Rational Rose, Microsoft Visio, Microsoft Project, ERWin
Design Methodologies	UML, RUP, XP

## Development

bitBirds Solutions has years of experience in writing tailor-made applications that are efficient, reliable and scalable. Ensuring reduce development costs, retaining a competitive advantage, efficient and effective service to clients. Quality assurance are ensured from the phase of inception of application concept, understanding business needs, documenting concept paper, need analysis, system design, development and delivery to meet both professional and practical need to fit intended purpose.

## The custom application development process includes:

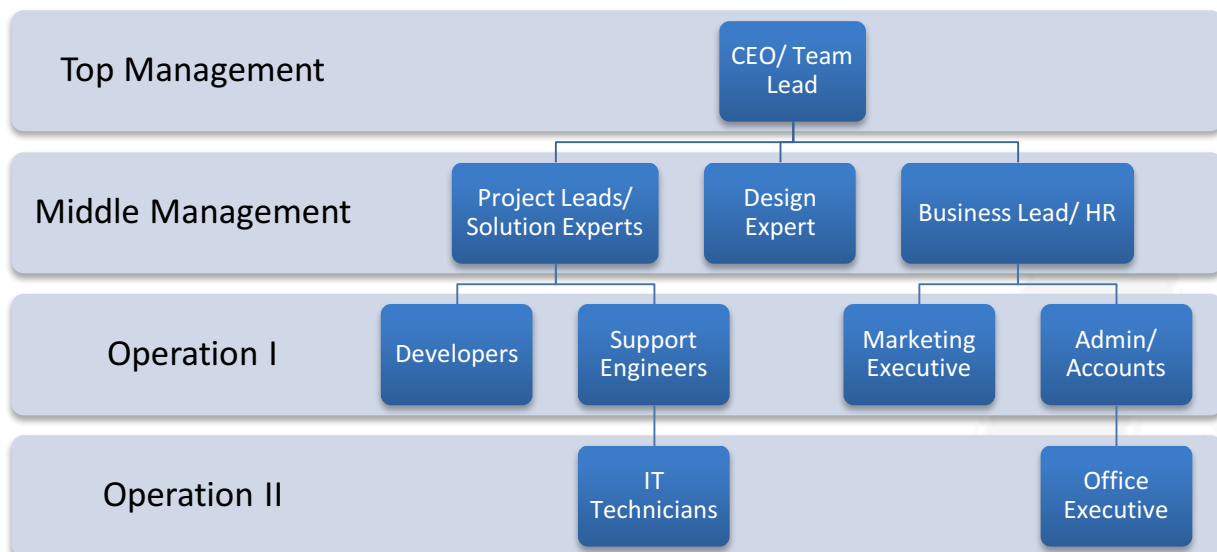
- Comprehensive and detailed analysis of the business needs
- Preparation of the requirement specification
- Preparation of functional specification
- Initial design concept
- Preparation of the design specification
- Development
- Testing
- Implementation
- Hardware and production resource sizing
- Client support (Training & support material provided)
- Ongoing Development and Maintenance

## Other Solutions

Our solutions resolve business challenges moreover; we ensure that we are connecting all disparate systems in an enterprise into an integrated system. Our solutions are planned, architected, built, integrated and managed to ensure they are extendable and the availability of information to all parties directly or indirectly involved in business process. Our Solutions:

- Task Management System
- Customize Accounting Software
- Inventory Management Online Software
- Tenant Management System
- School Management Software
- E-Newspaper

## Company Hierarchy



## Professionals of bitBirds Solutions

We have total 10 (Ten) professionals in several departments. These personnel are working as a Team to any project completion.

Sl. No.	Name	Designation
1	Khondoker Ali Asgor Pavel	Chief Executive Officer
2	Md. Nur E Alom Siddique	Chief Operating Officer
3	Nahida Akhter Shemu	Client Relationship Manager
4	Ashutosh Sarker	Lead Solution Expert
5	Md. Mahadi Hasan	Project Manager
6	Md. Rubel Hossain	Solution Expert
7	Ekramul Hossain	Solution Expert
8	Md. Anisur Rahman Soyab	Sr. System Support Engineer
9	Imran Rashed	System Support Engineer
10	Masud Rahman	Executive

## Infrastructure List

Sl. No.	Particulars	Unit
1	MAC Book Air	1
2	MAC Book Pro	1
3	Laptop	8
4	Printer	1
5	Table	1
6	AC	1
7	Executive Table	15
8	Chair	1
9	Executive Chair	17
10	Router	1
11	Fiber Connection	1