



Profile : Raiqa Info Tech

About Raiqa Info Tech

Raiqa Info Tech is a reputed ICT solutions and consulting company operating in Bangladesh for over a decade. Our customers typically engage us to analyze their business processes and thereafter assist them in their technology-driven business transformations.

Raiqa Info Tech does possess the vision to evolve into a globally competent software house offering quality ERP (Enterprise Resource Planning) software solution and services to Customers around the world with Dynamic Resource Extended Application Management technology.

We have proven domain knowledge in areas of enterprise resource planning, web-based application development, retail and wholesale management, human resources management, Point of Sale, Property Management etc.

Raiqa Info Tech has been supporting clients nationwide in managing the evolving role of information technology in business. As a strategic business partner, we provide diversified IT solutions and services that support attainment of our clients' business objectives. Our services and solutions include, **ERP Implementation, Software development, Total Business IT Solutions, customized application software development, Web Application Development, Database Implementation and Adequate solutions** for the clients.

Raiqa Info Tech provides quality and cost-competitive services and solutions to maximize return on IT investments. Our domain knowledge, industry experience and IT project implementation capacity and capability enable us to address our clients' requirements exclusively.

We combine the best of technologies, processes, strategies, and our extensive industry experience to enable our clients to succeed. We 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.

Why Raiqa Info Tech?

As an information system solution provider and system integrator, Raiqa Info Tech has been providing valued customer service since its inception. It has changed itself to be adopted with the consumer at the best possible level. It has brought new product line and customized solution to serve better customer proposition:

- Entrepreneurs of Raiqa Info Tech have 15 years of experience in system design, development, customization, implementation and maintenance ERP solutions in different vertical industry
- IT consultancy services in the following business verticals: Telecommunications, Financial Service Industry, e-Governance
- Project management (Scope analysis, time, cost, quality, HR, Communication, Risk and Procurement management)
- Be-spoke/customized application solutions using 3rd party products (Microsoft and Oracle)
- System integration
- Oracle core technology products (Database, Applications Server and Development Suite)
- Support Services on Bespoke applications, Data Warehouse Business Intelligence, IT Infrastructure



Vision of Raiqa Info Tech

Vision Statement:

To evolve into a globally competent software house offering quality software and services to Customers around the world as well as in Bangladesh and Canada . The guiding principle in operating the business has always been: Providing excellent enterprise IT products at the most competitive prices with excellent customer support.

Raiqa Info Tech is able to achieve this objective by possessing the three most valuable assets:

- a. Excellent Team
- b. State-Of-The-Art Products
- c. Satisfied Customers

Excellent Team

Raiqa Info Tech founding team comprises people with average experience exceeding 19 years in Enterprise Software arena. The experience gained by the team in technology, marketing, customer support, implementation, finance and management, while running software businesses in several countries, is invaluable.

Our skilled professionals have implemented ERP systems across a wide range of vertical industry sectors. We have developed core competencies with leading ERP applications. Our experience in related application areas ranging from CRM to business intelligence and supply chain management can help your organization derive maximum value from its ERP projects.

State-Of-The-Art Products

Raiqa Info Tech offerings are based on Java and XML-based proprietary technology that allows automatic generation of applications from specifications, at runtime. This makes it possible to configure applications at every level without affecting the core code-base.

The Technologies: The Cutting Edge of Software Engineering

Based on Java and XML, Raiqa Info Tech products are designed on Dynamic Resource Extended Application Management that generates application at runtime from specifications. This not only frees the user from any platform-based restrictions; but also allows users with the domain knowledge to be able to tailor or even create new applications based on their own definitions. Furthermore, completely new functions or even modules can be created with relative ease.

Raiqa Info Tech is the ICT solutions and consulting house . Our customers typically engage us to analyze their business processes and thereafter assist them in their technology-driven business transformations. We have proven domain knowledge in areas of banking and finance, enterprise resource planning, web-based application development, retail and wholesale management, human resources management, hospital management and restaurant management for the Software Development .

Application Development Tools

Raiqa Info Tech has come into sight into a foremost ICT company in Bangladesh. Raiqa Info Tech provides outsourcing services in the software application development sector primarily using JAVA and Oracle technologies on the Microsoft and LINUX / UNIX platforms.



Raiqa Info Tech has leveraged a wide array of software platforms and languages in expertise solutions, including:

Technology Skill Matrix	
Analysis & Design	OOAD using UML
Architecture/Framework	Web based, n-Tier
Operating System	Windows & Linux / UNIX
Application Servers	MS IIS, Oracle AIS, Apache, Tomcat
Database Servers	PostgreSQL, SQLServer, Oracle, MySQL, DB2
Languages/ Development Tools	Web XML, Java, J2EE, AJAX
Web Technologies	HTML, DHTML, PHP, ASP, ASP.NET, VBScript, JavaScript, AJAX, JSP & XML
Component Technologies	COM, DCOM, COM+, WINAPI, J2EE & EJB
Other Tools	Crystal Reports, Visual UML, Jasper, i-Report

Technology

Raiqa Info Tech service offerings span across the entire product life cycle management, on demand services and professional services The company's spectrum of services includes:

Product Realization: Explore new product ideas, prototype and collaborative engineering using current technologies.	Quality Assurance & Testing: Unit, Systems, Performance and Stress Testing leveraging our industry proven product quality processes.	Support & Maintenance: Continuing support and Maintenance for new, expanding, and retiring product lines.
Migration & Porting: Range of migration software services for Operating Systems, Databases and Application Servers.	Product Extension: Increasing the life of a product by adding features to keep it current.	Professional Services A range of product implementation and support services including Installation, customization, Integration and 7/24/365 support.

Application Development Life Cycle



Raiqa Info Tech follow a scientific **SDLC** for executing the entire **software development** project here at our facility. Following Graphical presentation shows the summary of steps which we follow at our development Process



Phase 1 Planning

Planning is the first phase of **software development**. In this phase the client gives the details and concepts of his/her software and we plan the requirement of resources, time & budget of the proposed development.

Phase 2 - Requirements Analysis

The requirements analysis phase is concerned with capturing the requirements of the package. The requirements review is a meeting with the aim of discussing these requirements. The final output of this phase is a formal requirements document (Software Requirement Specification), which aims to freeze the requirements at this point and will serve as input to the design phase.

Phase 3 - Design & Development

The design phase is concerned with design of the software. Things to keep in mind are things like quality, flexibility (code reuse, future addition of features/functionality) etc. The final output of this phase is a formal design document (Software Design Document), which aims to freeze the design at this point and will serve as input to the coding phase. It serves as secondary function as a reference document for the code and can be particularly useful for developers that should work on the code in the future.

Phase 4 - Implementation

The implementation phase involves the actual coding/programming of the software. The output of this phase is typically the library, executables and User Manuals and additional **software documentation**.

Phase 5 - Testing and Integration

The testing phase is concerned with the validation and verification of the software Unit testing is done on units and integration testing is done by including this package/unit together with other packages/units and testing them all together.

Phase 6 - Evaluation

Release the pilot of the product and client evaluates the product. If he /she require modification in the product he suggests it and we do it within a very short span of time.



Phase 7 - Release

The Release phase involves the packaging of all sub-packages, together with all relevant documentation in a suitable format for distribution.

Phase 8 - Recycle

In case of long term projects, the release phase is the starting point of recycling of the project, but in short term projects release phase is the point of sign off too.

Enterprise Resource Planning (ERP) Solutions

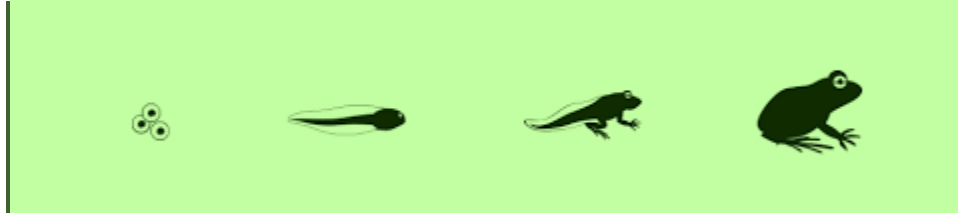


The enterprise part of ERP is the true ambition. It attempts to integrate all departments and functions across a company onto a single computer system that can serve all those different departments' particular needs. ERP software becomes a centralized software program that serves the needs of people in finance as well as it does the people in human resources and in the warehouse. Each of those departments typically has its own computer system optimized for the particular ways that the department does its work. But ERP combines them all together into a single, integrated software program that runs off a single database so that the various departments can more easily share information and communicate with each other. This integrated approach can have a tremendous payback once an ERP software is implemented.

ERP vanquishes the old standalone computer systems in finance, HR, manufacturing and the warehouse, and replaces them with a single unified software program divided into software modules that roughly approximate the old standalone systems. Finance, manufacturing and the warehouse all still get their own software, except now the software is linked together so that someone in finance can look into the warehouse software to see if an order has been shipped. Most vendors' ERP software is flexible enough that you can install some modules without buying the whole package. Many companies, for example, will just install an ERP finance or HR module and leave the rest of the functions for another day.



Management Process we Follow:



Project management is the area Raiqa Info Tech has mastery over. A project is considered successful if it is completed on time, within budget and exceeds clients' expectations. Our project management methodology ensures involvement of key stakeholders from beginning to end so that final deliverables are being built in accordance with defined specifications and expectations. Any deviation from planned activities is brought to stakeholders' attention for guidance. Our Application development team work based on the following processes: Raiqa Info Tech is proud to extend its helping hands in project management for our clients in managing their ICT related tasks and for a successful completion.

- Project Initiation
- Requirement Analysis and Specification
- Project Planning & Management
- Risk Analysis & Risk management
- Issue Analysis
- Software Design, Software Coding & Software Testing
- Project Implementation & Acceptance
- Configuration Management
- Time Management
- HR management
- Cost management

Software Customization

We also provide customization facility to our valued clients which are more fit with their Business needs.

Documentation and Development

RAIQA INFO TECH provides Documentation services for all parts of its software development life cycle which includes documentation of system analysis and design, coding, testing, quality assurance etc. This experience permits offshore software development houses to outsource any documentation jobs to RAIQA INFO TECH.

RDBMS Design and Development

RAIQA INFO TECH has over the years acquired and retained a good number of software engineers who are well trained and experienced in the areas of data modeling. Having in-depth knowledge in relevant business areas helps them to model a clear, comprehensive statement of the business problem that the model addresses of Relational Data base Management System. When



dealing with more complex technical items like cardinality, entity relationship (ER) and consolidation, attention is placed on data integrity and efficiency.

Web Site / Web based Application Design and Development

We are developing dynamic web site and web based applications for our valued clients for automating their business.

We follow standard steps / process for the development of web site, Web Applications during the whole life cycle of the projects.

This can help to format the team effectively, and the standards and procedures can be adopted to achieve maximum quality.

We follow a number of standard or company specific frameworks, methodologies, modeling tools and languages for web based Applications development.

Vendor Software Solutions & System Integration Services:

Raiqa Info Tech Consultants understand both Business & Information Technology. Our Team has years of experience addressing business needs and managing all aspects of turnkey projects. With effective enterprise-wide implementation of best Practices, Standards, Toolkits and Methodologies we are able to help our clients implement the best business solutions using the appropriate technology.

Raiqa Info Tech provides services in System Integration Work where we take the challenge to build solutions for our clients with countless technology choices in a constant change of business environment.

Our system integration capabilities enable us to leverage our clients' IT investments, minimize risk and deliver complete system integration services and solutions addressed to the specific business needs. We combine complex technologies together with our proven processes to maximize compatibility, interoperability and enterprise wide information integration.

System Integration Services at Raiqa Info Tech:

- System Architecture
- Software, Database and Hardware Components Integration
- Network Integration
- Enterprise Application Integration
- Web integration

Maintenance Service

We Raiqa Info Tech would like to provide maintenance and upgrading service services for our valued clients to fix their existing software's bugs and improvements.

Hardware & Network Solutions

We have a team with the expertise of Computer and network hardware, Network operating system (like: Microsoft, Linux, UNIX, Novel etc...) and any kind of database and systems solutions for our valued clients for smooth running of their business.



Customer Satisfaction Survey

A Log format and e-mail communication has been developed by Raiqa Info Tech to evaluate the performances of the services and the professionals of Raiqa Info Tech. The evaluation is carried out secretly by the Coordinator so that the teacher professionals concerned do not know anything about these activities.

Software Documentation

Raiqa Info Tech has developed documentation for each and every modules of the project which help the clients to get the details on documented and make it easy software become operable and customization, modification and up gradation become easy scientific and also save times and budget.

Resources - HR

Raiqa Info Tech has certified IT professionals with internationally recognized certifications from Sun Microsystems, Oracle, Microsoft, Red-Hat, Cisco and other well reputed international vendors.

Developer:	5
Database Administrator:	2
Analyst/Designer:	2
OS/Linux Expert:	2
Sr. Analyst & PM:	2
Network Engineer:	1
Support/Testing:	2
Business Development	2
Admin. & Others	2
Part Time Programmer:	sufficient (up to 20 or as required)

Resources-Infrastructure

1. High-end work stations and servers for application & database.
2. Including 2 Online office space equipped with DG power backup and modern amenities.
3. Connected with high speed internet link from country's submarine cable
4. App based customer support services and help desk.

Product Line:

SAP Business One

SAP Business One is a single, integrated solution that provides clear visibility into an entire business and complete control over every aspect of any operations. It captures all critical business information for immediate access and use company-wide. Unlike accounting packages and spreadsheets, it delivers what customer needs to manage your key business areas, including:

- Accounting and finance



- Sales and customer management
- Purchasing and operations
- Inventory and distribution
- Reporting and administration

Because every business is different, SAP Business One is designed with flexibility in mind. Whether it's deployed in an office or in the cloud, users can access it from the road using our SAP Business One mobile app. And because SAP Business One runs on both the SAP HANA® and Microsoft SQL Server platforms, clients can choose the one that's best for your business. What's more, employees can start using it from day one. Then, as any business grows, there is scope for customization and extend SAP Business One to meet clients' evolving needs. It is proven by 50,000+ customer across the world.

Elegant Business Intelligence Suite

A unique business intelligence suit that connects and extracts data from existing ERP systems, other business transaction applications, and relational databases and data files and then empowers users with Online Analytical Processing (OLAP) tools to perform highly flexible slice-n- dice, drill-down and drill-through operations on corporate data repository to explore and analyze information from all angles. It is being used in an array of countries with diverse user segments.

Raiqa Info Tech POS

A popular Point of Sale system that is built on state-of-the-art technology. It is designed as multi branch architecture. So, every business can run as standalone and sync data with its main business, no matter where the branch is located in the world without any dedicated connection. It can share its information with any third party software with its Web services. It is developed on C#.Net framework, the most elegant and type-safe object-oriented language that runs on .Net framework. Windows Communication Foundation (WCF) used for remote communication. WCF ensures 100% transaction safety of data with minimum internet bandwidth for remote communications. LINQ (Language-Integrated Query) is used which is powerful and faster.

Raiqa Info TechPRO

A comprehensive budget ERP solution that is ready to suit your needs. It is designed as multi branch architecture. So, every business can run as standalone and sync data with its main business, no matter where the branch is located in the world without any dedicated connection. It can share its information with any third party software with its Web services. It is developed on C#.Net framework, the most elegant and type-safe object-oriented language that runs on .Net framework. Windows Communication Foundation (WCF) used for remote communication. WCF ensures 100% transaction safety of data with minimum internet bandwidth for remote communications. LINQ (Language-Integrated Query) is used which is powerful and faster.

Training

Raiqa Info Tech has years of experience in IT and Soft Skills training across the country. Ability to conduct any sort of ICT training program as per need basis

