SURESOFT
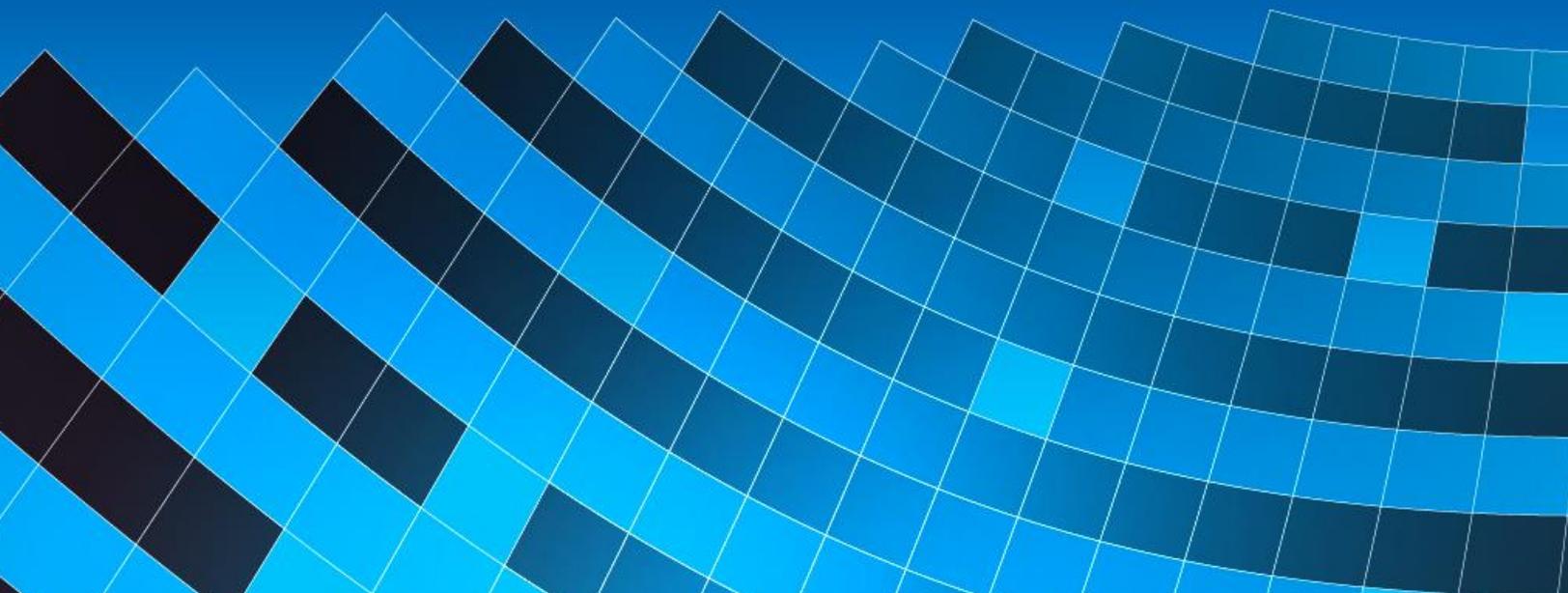# TECHNOLOGIES LIMITED

ABOUT US

At Suresoft, software is our craft and passion. We create user-friendly applications to solve business problems. Over the past few years of our journey, we have created a loyal relationship with our clients. As much as we love building the best of applications, it us our people and culture that are our most valuable assets. Our workforce spends years mastering the craft. In an industry where technology changes at a relentless and dizzying pace, we value persistence and endurance as highly as adaptability.

When you choose SureSoft for your organization or as an individual, you don't just get the product. You get our enduring commitment to keep improving your experience. You get our relentless devotion to customer satisfaction.

SureSoft is committed to spending your money wisely. We invest more in product development and customer support than in sales and marketing. It always struck us as pointless to charge customer more for the privilege of marketing to that customer. By keeping our cost of attracting customers low, we keep our prices affordable. This allows us to be gentle and not pushy in our sales pitch. Our model has worked very well, with growth that is consistently ahead of our major competitors.

SureSoft is a privately-owned company; it operates as SureSoft Inc. in the United States and its Bangladesh Counter-part as SureSoft Technology Limited. Both parts are owned by the same share-holders. That commitment is helped by the fact that we are a private company and we intend to stay private. We have no outside investors in the company, which makes it easy for us to make this commitment. We are private, small but confident; SureSoft has the resources to invest in R&D and customer support, two strong pillars of our organization. And we constantly update our applications to stay in competition with our competitors to provide the best product for our valued clients.

General Information

Company Name	: **SureSoft Technology Limited**
Trading Name	: SureSoft Technology Limited
Slogan	: "Excellence in Innovation"
Year Established	: 2010
Major Industry	: Information Technology & Communications
Address	: **Corporate Office:**
	137, Tejgaon Industrial Area, Love Road
	Dhaka – 1208, Bangladesh
	USA Office:
	13785 Research Blvd #150,
	Austin, Texas, Zip Code: 78750
	Back Office:
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	Dhaka – 1230, Bangladesh
Telephone	: +880 2 887 8034-7
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Email	: info@suresoft.co
Web	: **www.suresoft.co**
Contact Person	: **Surid Ashraf Khan**
	Managing Director
	Cell +880 1840 540788
Total employee	: 45

Our Services

- ❖ **Software Development**
  - ➢ **Customized**
  - ➢ **Off the Shelf**
- ❖ **Healthcare Solutions**
- ❖ **Human Resource (HR) Management**
- ❖ **Educare Solutions**
- ❖ **MIS Management & Paperless Office**

- ❖ **Enterprise Resource Planning (ERP)**
- ❖ **Point of Sale (PoS)**
- ❖ **Website Development**
- ❖ **Network Solutions**
- ❖ **Security Solutions**
- ❖ **Hospitality Industry Solution**
- ❖ **Android/iOS App Development**

Our Clients Benefit from:

- ➢ An Established Team of Staffs
- ➢ A proven Client Service Model; locally owned and operated
- ➢ Considerable range of combined technical knowledge and experience
- ➢ Timely response to any issues
- ➢ Cost effective services
- ➢ Fixed costs for easier budgeting

We are committed to ensuring that our often very busy technical team is resourced appropriately for the ultimate benefit of our clients.

Corporate Philosophy:

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.

Corporate Values:

SureSoft Technology Limited commits to:

- adopting high standard of ethics in all its business actions and practices;
- providing its clients with high quality services; tailor-made to their needs and expectations;
- guaranteeing highly competitive services to its clients;
- engaging highly skilled personnel supported by an effective organizational structure;
- and implementing an "equal opportunities" & "environmentally friendly" policy.

Defined by our People:

The quality of our people is the cornerstone of our ability to serve our clients. For this reason, we invest tremendous resources in identifying exceptional people, developing their skills, and creating an environment that fosters their growth as leaders. SureSoft professionals use systems engineering and domain expertise to solve difficult problems of national significance. We are energized by hard work and commitment to the mission of our government clients.

SureSoft includes engineers, managers, contract management specialists, and financial experts with core competencies in process management and analysis, software engineering services and information technology. Many of our employees have experience above 10/15 years and civil servants who understand the complexities, sensitivities, and specialized security procedures associated with performing various kind of contract work.

Customized Application & Software:

The temptation to develop custom software for one's business can be great. There's a certain prestige that comes with being able to say, "We're investing in custom software development. Our company needs it." Saying you need custom business application development for internal use or custom web application development for your clients is like announcing to the world, "We have arrived! We're growing! We're special!"

Many businesses also think custom application development is going to be the magic pill that solves all their operational pain points. But that myth isn't always realized – or it may come at too high of a price when a commercial off-the-shelf solution would have worked just as well.

It may be worth looking into customized software development. Industries such as finance, real estate, healthcare, education, e-commerce, and retail, to name some of the most notable examples, deal with personal and financial data on a regular basis. If this information got into the wrong hands, it could turn people's lives (or at least their credit scores) upside down. If you are subject to special regulations and to a higher-than-usual expectation of security and privacy from your clients, then custom software development services could be right for your company. Many of the security breaches that happen are the result of hackers taking advantage of known weaknesses in off-the-shelf software. Customized software development can help address your security concerns – if you choose the right developers to create your software.

Whether you are a start-up or an established business, we will be happy to assist you at any and every stage of the software development life cycle: from conceptualization, business analysis and prototyping to the development and deployment of a complete solution.

Website Development:

We Create Premium Quality Website which is responsive. Your Thinking and Our Idea Gives the more help to build up your Business. Now a Days You Can't Think your business Without a Website. We Made Website in very Competitive Price. We have a great range of web design packages suitable for all types of businesses, every client gets the same level of attention no matter how big or small the project. Our in-house designers can build your website to exact specifications, or let us get creative with a totally unique design.

Android & iOS Application:

Apps come in all sort of forms and shapes. As a company, you can hardly do without your own app in any form these days. SureSoft has the creativity and technical knowledge to realize these apps. With a team of designers, programmers and marketers we can translate your idea into an app and give on the implementation. We have experts in both Android and iOS platforms who are more than happy to discuss new ideas and possible course of implementation.

IT Services:

SureSoft Technology Limited is an end to end technology solutions provider, a highly-qualified IT company that combines expertise, creativity and versatility for your success. Our solutions help businesses migrate to the cloud, improve operations on-premise through managed IT services and nationwide 24/7 onsite IT support. Here is what you should expect:

Full IT support – We deliver both remote and on-site support all across USA.

Proactive IT support services – Our staff has the necessary experience and knowledge to eliminate IT related threats before they become problems.

Dedicated IT solutions – We analyze your needs and provide you with a customized solution: fast and reliable.

eCommerce Solution:

Choosing SureSoft's eCommerce for your online shop application means you are gaining access to a comprehensive online store management system, providing you with the tools to solve common complex even the most complex eCommerce challenge.

Our eCommerce system and high-calibrate design work together to empower businesses. With access to a sophisticated cloud based system, their work will be streamlined and elevated to the next level. Whether they're located in Bangladesh, USA, Hong Kong, China or internationally, they'll love the advanced features and competitive prices. This enables our clients to remain competitive and relevant, more than capable of managing the demands of the modern industry. Your customers will love our tailored shopping cart and online shopping solutions.

MULTI CHANNEL

ERP INTEGRATION

CONTENT TARGETING

WAREHOUSE MANAGEMENT

ORDER OPTIMIZATION

EMAIL MARKETING

REAL TIME MONITORING

CLOUD HOSTING

ADMINISTRATIVE PERMITS

INTEGRATED BLOG

Enterprise Resource Planning (ERP):

We have developed an ERP solution for the Garment Sector which is efficient enough to run the entire industry. A team of developers worked on this project for nearly 8 years before it was implemented for the first time. It generates all the necessary reports and keeps track of every step of the process.

The financial module in the ERP provides financial functionality and analysis reports for different departments and cost centers. It also works as Human Resource Management (HRM) of any big enterprise. Keeping track of the manufacturing process from buying raw materials to SMV everything can be done with ERP. Tracking the supplier and purchase order management is just clicks away. We have also included an inventory & material management module to ensure our clients get to learn anything and everything with just a few clicks.

FEATURES:

1. Manufacturing
   a. Cost reductions through efficient inventory management
   b. Detailed reports on business-critical inventory information
   c. Streamline the production process with established goals
   d. Accelerate production cycles
2. Financial Management
3. Human Capital Management (HCM)
4. Supply Chain Management (SCM)
5. Project Management
6. Customer Relation Management (CRM)
7. Delivery Methods
8. Ease of Integration
9. Third-party interoperability

Human Resource Management (HRM):

Suresoft Technologies Limited is providing a Human Resource Management & Information System (HRMIS) which will provide the best solution to support our business processes, streamline current processes, minimize manual activity and improve reporting and analytics.

FEATURES:

1. Suitable Interface for Proximity/ Biometric Time Recorder with the Application for Attendance Data.
2. Staff Employment History Management with Staff Promotions, Demotions, Salary revisions, Staff Termination, Resignation and Retirement Management.
3. Staff Attendance Management (Ramadan & Normal Days) with Real-time attendance and Manual Attendance recording.
4. Over Time & Leave (all types of leave must be included and related reports are able to generate) - such as Leave management & Leave Balance Report.
5. Staff Training Management (Local & International) & Staff Duty roster management.
6. Managers and Staff are able to access information such as Personal information & Payroll related details and so on.
7. Dynamic Earning and Deduction head configuration allows the management to include any type of deduction or earning, specific to a single employee, or group based (department-wise / designation-wise), including but not limited to late fines, pension, or other deduction, as well as house rents, perks or other earnings.
8. Monthly Attendance, Over time, Late fine, Leave, Attendance & Shift Reports, Staff reports by designation, department, basic pay, Staff performance, job, training etc.
9. Promotion, demotion, performance appraisal, late fine deduction and over time is provided for the Members.
10. Secure Role Based and Task-Based Access.
11. Maintaining the Audit Trail & Automatic Database Backup.
12. Employee IN/OUT Status is viewed through the application at any given point of time.
13. Personal File Management and Attendance, over time report & Late Fine reports can be generated for any employee.
14. The Software & Biometric reader is supported at least 200 staffs (Limited by hardware only).
15. Acceptable speed for data retrieval and processing of reports is 2-30 seconds.

Retail Contracting Service (RCS):

Retail Contracting Service (RCS) is an application which will help a customer to find vendors to work on a specific project or small home of office works like electrical, automotive, plumbing etc. A customer can meet vendors who offers various services with estimated charges and specifications.

FEATURES:

1. Dashboard – Project Status and Tracking

2. Initializations – Setup and Configuration Forms (CRUD Functions)

3. Job Management – All forms pertaining to job creation and mapping with specific Customer and Vendor. This module includes documentation, invoicing, estimate and sign off modules.

4. Job Tracking – a flexible MIS status selection, whereby project tracking and status can be updated and determined.

5. Vendor Management – Overall administrative tasks pertaining to Vendor registration and management within the system

6. Customer Management – Overall administrative tasks pertaining to Customer registration and management within the system

7. Email Integration – Mail and documentation integration

8. Reports – Customized reports generated from the system

9. Employees Management – Register and manage employees within RCS with basic HR data

10. User Management & Access Rights (Security Module) – Deals with defining customized user-groups and assigning users to specified user groups for form-level access control within admin modules.

Healthcare Solution:

HealthLab is the first online public EMR (Electronic Medical Records) in Bangladesh. Equipped with state of the art technology, that takes ample data support system using real-time artificial intelligence, HealthLab is by far the most sophisticated healthcare system developed in Bangladesh till date, which is available in public domain. HealthLab takes into account the ground-reality of medical practioners in Bangladesh and digitizes the task, so that doctors can easily integrate their own practice into this data warehouse using simplified e-prescription module.

FOR DOCTORS

HealthLab brings the following benefits to the doctors:

HEALTH LAB is created to give more knowledge and power to the doctors to record, update, and keep track of all reports of the patients. Most doctors, for example in Bangladesh, other emerging or under-developed countries do not keep track of patient histories. They normally write a prescription on a pad and give it to the patient. When the patient visits again, records are usually lost.

We want to give doctors more control by enabling them to enter prescription on the computer, posted, saved and printed through online facilities in the HEALTH LAB. Doctors can also avail compiled treatment data to generate their own research on Disease, Medicines and Diagnosis, that would eventually drastically enhance the healthcare situation of Bangladesh.

Doc2Doc Community: Doctors can avail an internal online community feature using HealthLab portal, where they can share specific updates (textual/pictorial), important events, and specific cases privately with their choice of doctors within the community. It's like having an online doctors board where they can privately share specific cases information for better treatment. And best of all, the doctors within the board doesn't need to be in single room… they can be anywhere in the world, as long as they are connected to the internet!

Run-Time artificial intelligence System: HealthLab comes with integrated and intelligent apps such as Drug to Drug, Diagnoses and Treatment conflicts based on individual patient's medical history. ICD-10

Based Treatment Plans: W.H.O. recognized ICD-10 based treatment plans would shortly be made available on run-time, which would assist doctors with suggestive treatment path. The doctors would also benefit by accumulating the medical records and exporting it as statistics based analytical data for research based on his or her treatments provided. Doctors can also create and save their own custom treatment plans, based on their experience on particular cases, which they can share for general benefits, if they want.

FOR PATIENTS

The patient can login to the website of HEALTH LAB and can search prescription or other related medical history of his or her life. We link this information to the patient's personal mobile numbers, and have option to create multiple profiles for dependent family members. When next time the patient visits, the doctor will have accurate access to all the prescriptions prescribed to the patient. If the patient visits another doctor, the new doctor can view the whole history online with simple login to the system. The system saves all the records including Lab tests and X-rays. All the information of the patient is together at one location online. No matter where you travel, medical practicers like doctors should be able to access your whole medical information and health record to give the right diagnosis and give you more precise medication as well.

HEAL – Hospital Enterprise Analytical Logics (Hospital Management) System

Following specialized modules are provided to hospitals/clinics to automate their entire system at an affordable rate by utilizing rental system of our service based software. Following modules are incorporated within nHMS, integrated with HealthLab e-prescription systems.
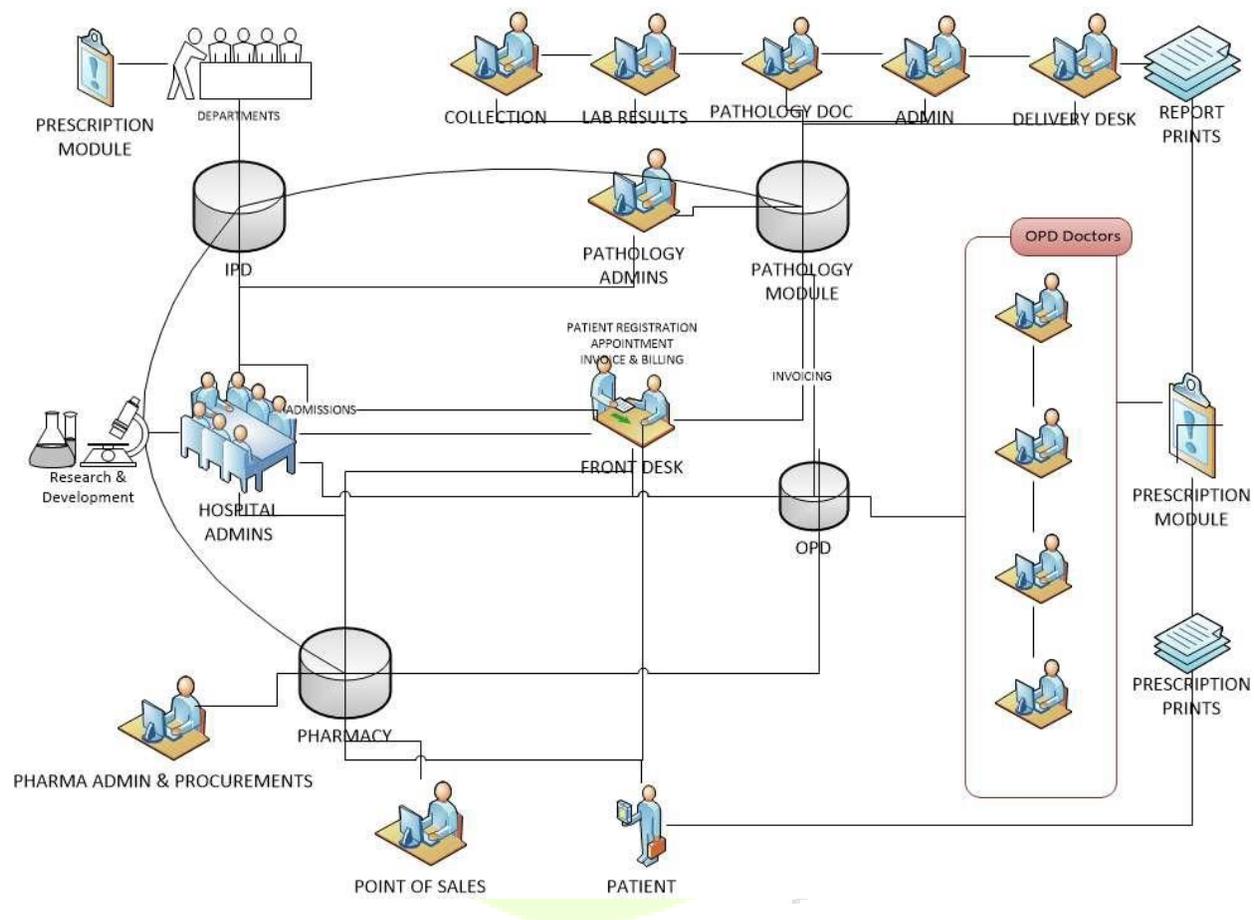
OPD With Front Desk Integration: This app covers front desk operations for OPD patients, including patient registration, medical history (if required), appointment and invoicing

Pharmacy: With medicine procurement, sales (integrated with barcode and POS features), stock control and integrated payment modules.

Pathology & Radiology: A comprehensive Pathology / Radiology module that can be integrated with hospitals having OPD/IPD or can also be implemented as stand-alone feature for Diagnostic Centers. Comes with Front-Desk (invoicing), Collection room with uniquely identifiable sample IDs (automated sticker labels), test result interface with normal-range check, remote doctors report access and finally report compilation, printing and delivery modules.

Billing & Invoicing: Corresponds to all service, procedures, accommodation and facilities bills generated throughout the stay of a patient. Directly connected with hospital accounts system.

IPD (Internal Patient Department): This module corresponds to a set of customized e-Prescription module, based on department the patient is admitted in.

Dietary Management: Individual patient based dietary and nutrition charts with option to integrate inhouse catering (reports only)

Housekeeping: General maintenance of all cabins, wards and units with direct tracking of inventory. Each type of accommodations (cabins, wards, special treatment accommodations) are checked with scheduled housekeeping tasks along with regular perishable inventory records.

Accounts: Complete accounts management system of a hospital with customized chart of accounts, debit & credit voucher, journal, and all generic accounts reports including trial balance, balance sheet, cash book, bank book etc.

Inventory Management: Internal supply stores inventory with procurement and issuance module and track reports

Asset Management: All hospital assets tracked from procurement with custodian track, maintenance and depreciation adjustment, to compile gross worth of all assets – whether medical or non-medical.

Tourism and Hotel Management:

Hotels and resorts can now automate their services through our online hotel management system. Deployment also features service rental (online internet server based) or self-hosted local server system as per preference. Modules include:

Online Reservation & Front Desk Booking System: Clients can book choice of their room checking for availability. Each reserved room shall be reflected as such for a pre-defined period of time. Front desk officers can book available rooms either for on-call guests or walk-in guests, registering guests with details.

Accommodations Management: All rooms are initiated with specific features and searchable indexes, so that clients from online or front desk officers can easily retrieve specific rooms that satisfies requirements of specific clients. Each accommodation can be categorized with complete tracking and statistical reports that suggests which type of rooms are more sought after and / or for what features.

Guest Database: Each guest's details are stored in guest database, which includes self-learning options for recurring guests, providing service providers with guest's preferences from their previous visits.

Front Desk Management: Integrate booking, reservation, billing, invoicing, information directories and services options from single interface.

Billing & Invoicing: Compiling accommodations and services billing along with partial payment tracking system.

Pricing Management: Each accommodation and services can individually set with Seasons Management in order to adjust for high and lean seasons. Each service can be individually set.

Services Management: Each individual service along with rates (swimming pool, sauna, laundry, etc.) along with integration with billing and room tracking.

Package Management: Special offers that combine accommodation and services, and overwrite individual bills with selected rate for the complete package.

Accounts Management: Integrated Accounting System with five layer charts of accounts, internal account headers set for specific resort/hotel accommodation and services along with free-load journal vouchers, credit vouchers and debit vouchers, each with second layer cash voucher and credit voucher options. Multiple accounting reports such as Charts of Account, General Ledger, Trial Balance etc, are available.

Inventory Management: Office and Housekeeping supplies are tracked with categorized items, commencing from procurement and receiving stock, warehousing (store tracking) and issuance based on requisition. Integrated stock control and low-running alert based on individual item's re-order levels.

Asset Management: Procurement, maintenance and custodian tracking of each capital asset of the hotel is tracked, along with depreciations to provide net-worth at any time adjusting for maintenance expenses.

Housekeeping Module: General maintenance of all rooms, with direct tracking of inventory. Each type of accommodations (rooms, cottages, resorts) are checked with scheduled housekeeping tasks along with regular perishable inventory records.

Restaurant Management: Integrated restaurant management with separate billing track for internal guests and walk-in clients.

Our Capabilities:

Our dedicated software development teams are experienced in managing both complex and small-scale projects, producing results within tight deadlines with a focus on high quality and brand consistency. The people within SureSoft's custom software development teams are professional, friendly and approachable individuals, who provide a consistent and excellent service daily to clients across the globe.

Our software development engineers are highly skilled, trained and educated in their own fields of interest. Combined experience of our development team is 215 years.

We excel in developing software solutions based on the exact needs of the client. The normal phase of such development is to get initial solution requirements from clients, which is than translated into Requirements Analysis which is included in a financial & technical proposal. If agreed, we proceed to full-fledged system analysis and design followed by database implementation. At this stage, we provide System Analysis documentation and require clients to closely correspond and correct any discrepancies at this stage.

Then the coding stage begins, and throughout this stage, we maintain close contact with clients and at times deploying beta versions to ensure proper implementation. After completion of coding stage each module are comprehensively tested with internationally accepted standards that satisfies TS-IEEE 29119 standards. Finally, the solution is deployed on site (or uploaded on internet – based on clients' requirements).

Our customized developments for software are all done in Microsoft.Net platform using either MVC (Model View Controller) for Browser and Internet based environment and WPF (Windows Presentation Foundation) for Desktop or Rich Client platforms.

In case of dynamic websites, we follow open source environments using PHP and also have expertise in using popular CMS such as Wordpress, Joomla or Mageneto/OsCommerce.

For Back end database, we use Microsoft SQL SERVER for customized application development using Microsoft Platform, while for open source solution, we use MySQL.

Application Security:

SureSoft has developed various enterprise-class applications that require strict security protocols. Security is assured at several levels, including authentication and authorization capabilities, communication and data security. Security risk is mitigated by an established application and Data Access Control policy:

- All employees are under NDA and undergo security training.
- Access to the infrastructure is strictly governed by the role of the person.
- No people outside of the core development team have access to production servers.
- Access to the application is by invitation of the customer, with appropriate permissions, and only for Support purposes.

Client applications are written utilizing secure coding practices, as well as secure architecture principles, such as principle of least privilege, of fail-safe, of economy of mechanism, of complete mediation, of open design, of separation of privilege, etc. The code is audited in house for SQL injection and cross-site scripting attacks. Input is normally taint-checked by the application before being processed.

IT Support and Network Administration:

We have a team of IT network professionals familiar with all types of heterogeneous networks. Clients have utilized our services to design, install, and manage their network systems. Some clients have even outsourced the IT support for their entire office to SureSoft.

Complete Turnkey Systems:

Complete, integrated systems are no problem for us. Integrating hardware and software to form a new automated system is a classic utilization of Suresoft's resources. We have negotiated discount hardware reseller agreements with Network Appliance, Network Systems, and other Computer Services to help provide our clients with a low-cost source for their hardware needs. No matter what your hardware needs are, from massive file servers down to desktop PCs, we can get it for you, and often for less than buying it direct!

Testing and Quality Assurance:

With our experience in the software development field, we can provide an extremely valuable third-party perspective, when brought in to test/QA another vendor's software. System testing is fundamental to the quality of any software. Although many developers take short-cuts and settle for only testing their software during development (Alpha-Testing), we at SureSoft always encourage our clients to include a distinct testing phase to any software project. This testing phase allows the system to be tested as a completed unit, and is usually done by someone other than the developer. In this manner, additional user feedback on the functionality and usability of the software can be integrated prior to initial release. Completion of the testing phase is accomplished through preliminary use by actual end users of the software in the real-world conditions of the client's site (Beta-Testing).

Feasibility Studies:

Prior to committing substantial resources to a given project, often clients want to obtain more data on the obstacles related to successfully completing the project. SureSoft team members have experience serving in this "recon" type role. They can quickly and efficiently identify the primary and secondary "hot spots", then prepare a Feasibility Report for the client. This report contains a ranked list of all the technical, logistical, and managerial problems associated with the proposed project. In addition, it provides preliminary estimates for cost and time.

Technical Documentation and Training Services:

SureSoft consultants have developed numerous user manuals, reference guides, and introductory training materials to accompany our custom software over the years. This experience has provided us with the ability to quickly generate production quality documents. Rather than hiring technical writers (who are often unfamiliar with the underlying technology) to extract information from developers, many of our clients simply have SureSoft develop the supporting materials. SureSoft consultants have become so good at this in fact, that many clients have engaged SureSoft for the sole purpose of creating technical documentation and complete training programs.

Maximize Value:

SureSoft Software's rates are structured to maximize the value for our clients. Rates are scaled according to the type of work done and the experience of the individual doing the work. SureSoft staffs' projects with the proper combination of team members to maximize the return for the customer thus saving them time and money.

The Core Team

The following people are responsible for running the entire SureSoft Technology Limited and SureSoft Inc. workforce to its limits each and every day.

Kazi Shah Arfin
Chairman

Surid Ashraf Khan
Managing Director

Mustafa Zuhair
Chief Operating Officer
(Bangladesh)

Nahid Mustafa
Sr. Programmer &
Ananlyst

Atiour Islam
Sr. Software Engineer

M. Manzurur Rahman
Senior Advisor (USA)

Charles Ashley
Director of Business
Development
(South Asia)

Nateq Be- Nazir
Director
Research & Development

Ashif Mahmud
Director, Marketing (USA)

Amirul Islam
Advisor

Taufique Uddin
Senior Manager

Rabiul Hasan
Senior Manager

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