



COMPANY PROFILE

Our Story

We started our journey from February 11th of 2014 with a dream of being the largest

Name of Company: i-HelpBD

Date of Establishment : 11-02-2014

Business Category : IT Enabled Services (ITES)

Business Function : Contact Center Solution, IP-PBX Software Solution, CRM System, Ticket Management System,
Social Media Integration, Omni Channel Communication

Corporate Office : House# 01, Road# 15 (New), 28 (Old), Dhanmondi, Dhaka 1205, Bangladesh

Total Employees : 19

Departments :

>Customized Software Development Team

>Website Design & Development Team

>Contact Center Software Research and Development Team

>Business Development Team

>Technical Support Team

>Sales Team

> Management

Sister Concern : iSolutions.com.bd

Website Address : www.ihelpbd.com

Company Email : kiron@ihelpbd.com

Company Phone : (+88) 01672063705

Areas of Expertise : Contact Center Solution, Software Development, Email Marketing, SMS Marketing, Unified
Communications System

To work for the improvement of various government, non-government and international ICT projects, successfully
implemented software in different Banking and non-Banking Sectors.

Market Coverage : Bangladesh

Motto : World Wide IT Solution

Message from the Leader

From humble beginnings, i-HelpBD was built on the principles of hard work, integrity and a strong desire to succeed – values which remain with us today.

Throughout this era, our ICT industry endured many changes that saw the industry evolve towards establishment of “Digital Bangladesh”; all changes that drove businesses to adapt. We, at i-HelpBD, found ways to embrace these changes while providing our customers with a first class service. Our values together with our vision helped us to confidently navigate through many changes that made us what we are today.

Today, i-HelpBD strives to be an integral part of our customers’ daily operations. Our decisions are centered on building lasting relationships and earning a level of trust that comes from years of industry experience. These are achieved through innovative technologies, consistent training, and finding improved efficiencies at every stage of our operations.

We not only credit our success to our global reach, technological superiority and quality of equipment and dedicated manpower; it is our performance and on- time delivery that spurred i-HelpBD’s evolution from a once modest IT company to one of Bangladesh’s renowned privately held ICT companies.

We thank you for visiting us. At i-HelpBD, we look forward to working with you.

Sincerely
Team Leader iHelpBD

Company Overview

iHelpBD is a software company that generally deals with contact center software. The name of our software is iContact. We provide a complete Contact Center Solution which includes: IVR broadcast, ticketing, CRM, customer database integration, workforce management system, CSAT, workcode management, complete agent QC module, SMS and email integration, social media integration, omni channel communication. We actually provide a unified communication system. The iContact software is easily customizable so we can make software for small, medium and large size firms. Our system is integrated with Qcash, Finastra, Misys. i-HelpBD follows a solutions methodology that allows us to build Partnerships for life with our customers. We have clients in different sectors such as: Bank, Ride Share, Hospital, E-Commerce, Government organization etc.

Mission

To offer excellent service in each of our professional disciplines, in accordance with statutory practices, codes of conduct and integrity, thereby developing our team and providing a leading platform from which to service the built environment and in particular, our valued Clients.



Vision

To be a global force in innovative solutions, quality excellence and redefine creative thoughts. We are able to offer an extremely wide and deep technical skill-set that rivals (and often surpasses) many larger agencies.



Service Offering

Our wide variety of flexible Services include- Contact Center Solution, Cloud Contact Center, Customer Relationship Management (CRM), Complain Management via Ticket System, Social Media Integration, SMS & Email Integration, Omni Channel Contact Center System, Smart IVR, Visual IVR, Workforce Management (WFM), AI Assistance, IP-PBX Solution



Service Features

Contact Center Solution: iContact offers expanded capabilities to help companies deliver exceptional experiences to its customers. iContact provides a complete Contact Center Solution which includes: IVR broadcast, ticketing, CRM, customer database integration, workforce management system, CSAT, workcode management, complete agent QC module, SMS and email integration. iContact is easily customizable so we can make software for small, medium and large size firms. The solution has different modules to implement different features. Following are the key features of iContact:

Automatic Call Distributor

Call Routing and Queuing

Call Monitoring

Agent Reporting

Interactive Voice Response System

Unified Messaging

Call Barging

Predictive Dialer

Service Features

IP-PBX Solution: IP-PBX Solution is a customer premises business phone system that manages telephones throughout the enterprise and acts as a gateway to both voice and data networks. Telephones can be connected to the IP-PBX via the network and calls can be routed via the network instead of the standard public switched telephone network.

Communication is the key to business success and it is just as important for smaller companies as it is for larger ones. IP- PBX Software Solution is often perceived as a communication tool meant only for larger enterprises. Following are features of IP-PBX Software solution:

Interactive voice response

Call forward on busy

Call Monitoring

Call Routing

Call Snooping

Blind Transfer

Call forward on no answer

Call Parking

Voice Messaging

Call Recording

Service Features

CRM System: CRM software allows businesses to focus on their company's relationships with customers, colleagues, suppliers, etc. With iCRM in place, it becomes much easier to find new customers, win their trust, provide qualified support, and provide additional services throughout the relationship. CRM system provides sales and marketing teams with a set of tools to manage the entire sales and marketing funnel, from lead qualification to opportunity management, forecasting, and deal closure. It enables customer service teams to manage customer requests and automate service operations by following pre- defined processes for customer care excellence. Following are basic features of iCRM:

Unlimited Records

Free Custom Fields

E-mail & SMS integration

Free quotes & invoices

Service Features

Ticket Management System: A ticket management system is a software that helps you manage customers' support tickets. iTicket is easy to set up and simple to use. with this software it is quite easy to keep track cases and history of tickets. The system indicates ticket status as open, closed and pending ticket, which further helps you resolve customer's queries in an efficient manner. . iTicket is flexible to use. That means, you can assign a particular task to any individual, and divide the tasks into different departments. Following are the basic features of iTicket:

Department wise ticket issue

Ticket dashboard

Old data migration

Ticket Escalation

Ticket user management

E-mail & SMS integration

Service Features

iSocial: iSocial is a software suite module that facilitates an organization's ability to successfully engage in social media across different communication channels. iSocial is used to monitor inbound and outbound conversations, document social marketing initiatives and evaluate the usefulness of a social media presence. At its most basic, iSocial allows an organization to connect multiple Facebook accounts and manage, monitor and analyze interactions from a single dashboard. Following are the benefits of iSocial:

Agent can give a reply to customer comments on Facebook

Agent can chat with customers on Facebook Messenger

Agent can assign a task to another agent by generating ticket

Report analysis

Agents can see the visitors of their respective company's Facebook page

Customer track record

Service Features

Smart IVR: Our Smart IVR system can provide a wide range of service. With the help of AI nowadays IVR can recognise voice and provide verification services to customers. Our IVR system has following Advanced features-

Customized welcome greetings

Smart call distribution according to caller's need

Voice recognition for customer verification

Order and information check

Integration with client's database

Service Features

Visual IVR: Visual interactive voice response (visual IVR) is an IVR system that adds a multichannel visual interface to the traditional IVR experience. These systems utilize communications channels like smartphones and computers to make the information gathering process about a caller more streamlined and comprehensive. Features of Visual IVR-

Personalized customer interaction

Self service options

Convert to omnichannel

Improve security

Eliminate wait times

Access via sms or email link

Easy accessibility for speech impaired customers

Service Features

AI Smart Systems: Artificial intelligence isn't just a science fiction concept anymore. You can find it everywhere, from helping medical teams analyze results to personalized advertisements on social media. It has a ton of benefits for your contact center agents, too, and here are some great ways to use it in your contact center.

ChatBots

Automating routine tasks

Improved interactions routing

Large data sets analysis

Monitoring enquiries in real time

Voice recognition in IVR

Service Features

Workforce Management (WFM): At its most basic, workforce management is the process contact centers use to ensure that they have the right people and skill sets available to successfully handle customer interactions in a timely manner and at a minimal cost to the organization. Contact centers frequently use a metric called “service-level” as the basis for their workforce management. This is a goal set by the organization establishing how quickly they want to respond to customer needs and resolve them. Call centers base their service levels on desired cost efficiencies and expectations for the customer experience.

Forecasting schedule and reschedule of human resource

App notifications or SMS alerts in case of schedule change

Perform “what-if” analysis and review alternative options

Integration with HR system

Real-time, visual reporting capabilities that reveal trends in volumes, staffing levels and adherence

Scalability

Service Features

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Inbound & outbound calls

Social media & instant messaging

SMS

Unified interface

Email

Live Chat

Web forms

Media blending

Realtime supervision across all channels

Service Features

AI VoiceBots: AI voice bots is an important feature to have in contact center solutions. It can assist customer service agents and increase efficiency. With AI voice bots in place, frequently asked questions can be answered easily without a human agent.



Why Choose Us?

We have highly skilled engineers with excellent technical knowledge and experience in using latest software standards, tools, platforms, frameworks and technologies and we invest continuously in training and education, to be able to respond to any new technology challenges and demands from our clients. We have a proven track of great success stories, we work with clients ranging various sectors and we can offer excellent software development opportunities for your business. iHelpBD is probably the best place in Bangladesh to start a Contact Center project – we share the values and culture, we have a great IT infrastructure, we have a very good pool of IT engineers and we are easy to reach from any place in the world.

8 YEARS OF IT COMPETENCE

In more than 8 years of IT competence, we have gained experience in a wide spectrum of technologies, industries, and application types.

WE LIKE PARTNERSHIPS

We are a reliable partner, managing dedicated teams for software development. This experience is illustrated by a large portfolio of successfully delivered projects. Our clients range from Banking Sector, Government Organization, Non-banking Financial Institution, E-commerce, FMCG, Startups, Hospital & Diagnostics etc

Why Choose Us?

WE MOLD ON OUR PARTNERS NEEDS

We are agile and ready to align based on project specificity, so our partners needs are always met with quality and best resources. We know both the art of matching people and the science of technology.

SPECIALIZED PROGRAMMERS

Our programmers are specialized in most of the latest software technologies: from Microsoft .NET frameworks to Java, from cloud technologies to mobile development tools and frameworks, from database management systems to web technologies.

Our Clients

2014

MetlifeAlico, IFIC Bank, Labaid Hospital, Walton, Pran RFL, Square Hospitals, Mars Solutions, HackHouse(USA),EasternHousingLimited

2015

Apollo Hospitals Dhaka,Ministry of Laborand Employment, International Labor Organization

2016

Rajshahiam.com, FascoFilterCompany Limited,Sagar JuteMills,JMS Composite KnitwareLimited,JMS Apparels and WashingLimited,Zapco Limited

2017-2018

NRB Global Bank, Apex Tannery Limited, Zakir Hossain Tannery Limited, Petrobangla (Bangladesh Gas,OilandMineralsCorporations),IBNSina, Asgar Ali Hospital

2019-2020

Shohoz.com, Shopup, BILD, Priyoshop, Eastland Insurance Company LTD, Union Bank, Common Health Bangladesh, UNHCR, Haji Ahmad Brothers securities Ltd, Shebaxyz, Petromax LPG, Evaly, LifeSpring Ltd.

2021

Agami, Edorji ,Virtual Shoppers,Bashundhora Eye Hospital, E Orange, ZAVELY, Royel Food, Pranisheba

Our Clients



Our Client

Thank You