

Bangladesh BPO News

June
2021

The BACCO Newsletter

Introducing "BACCO Online Professional's Forum"

AI & RFID Based ERP Solution for Garments Industries

Exploring Opportunities in the Content Post-Production Industry

Frontier Technologies, Those will Shape our BPO Industry

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MEMBERSHIP PRIVILEGES



HOSPITAL & HEALTH SERVICE



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Wahid Sharif

President

Bangladesh Association of Call Center and Outsourcing (BACCO)

FROM PRESIDENT'S DESK

Business process outsourcing (BPO) paced quite well in the footsteps of the IT services industry, garnering attention as an imminent growth instrument for both pure-play BPO providers and IT providers offering BPO services. BPO industry has drawn attention to its recent growth and further potential that greatly includes the latest technology and automation. Introducing a focus group to tap global market, BPO's integration into curriculum and use of latest information technologies can create jobs and diversify the export basket.

Therefore, in this latest version of BACCO yearly newsletter, we have tried to assemble news about latest technologies as far as BPO is concerned and the other accomplishments during the recent years as the pandemic unfolded were also taken with great observation. Technology is continuously moving and also transforming many industries around us. Artificial Intelligence, Big Data, Cloud Computing, Social Media and Mobile Technology are the key trends in making any industry augment its business process. BPO sector is no different than others and constantly embracing new revolutions, while many other industries round the globe depend on BPO to keep their enterprise running efficiently. Nonetheless, as we all know BPO industry is highly tech-savvy, the transformation rate is significantly high. So as to ensure that you are responding the standards and expectations on time, it is essential to scale up your business processes under the present technology trends.

Earlier, BPO sector was limited to offer solutions towards cost decrease and profit optimization. But later technology has played a very significant role in changing the evolution of the BPO sector in recent years. At this instant, the sector has appeared as a value addition to industry like post content production as graphics, creative design, image processing are the ones evolving and growing rapidly in current years. In today's business landscape, businesses which have a competitive assistance are the ones that leverage the power of technology and innovations.

Global IT/ITES companies are gradually expanding their service line and developing new business models in response to technological trends as well as our local companies are following

the expansion too. The evolutions have powered BPO sector in a great manner. Many other emerging analytics firms are focusing more on rather than just BPO. Worldwide IT/ITES companies have started using cloud platform to expand their services to the other side of the geographical location and many of them are moving their data storage and business applications to the cloud. It's high time for us to keep pace with the latest trends in order to develop our overall industry to transform our country as Digital Bangladesh.

We are always keen to work for the advancement of the industry and look ahead to get full support from the Ministry of Commerce, Ministry of Post, Telecommunication & Information Technology, Ministry of Foreign Affairs, NBR, BTRC, NSDA, BPC, Ministry of Labour and Employment as their continued support is essential to make BPO Industry better together with our bundle of services blended with new technologies. I firmly believe to get further support as we have received in earlier years especially from our ICT Division and all the respective leaders; without their humble support this progress was impossible to be achieved. BACCO is also privileged to have remarkable support from all the ICT leaders; we acknowledge all of them for their constant assistance and guidance in every sphere of industry growth which also allowed us to arrange various effective online events in the year 2020.

I would like to conclude with the hope to provide you an informative BPO newsletter that will convey our industry insight to all the BPO readers with a fresh perspective.



Towhid Hossain Secretary General

Bangladesh Association of Call Center
and Outsourcing (BACCO)

FROM SECRETARY GENERAL'S DESK

Contrary to many other sectors in the service industry, the total value of the global Business Process Outsourcing (BPO) market has been consistently trending for past few years. BPO enables companies to concentrate and focus on core competitive business activity which is the ultimate reason of becoming a preferred service solution. Bangladesh Association of Call Center and Outsourcing (BACCO), as the central trade body for the country's BPO industry has been constantly working with the BPO companies to ensure desired progression of our IT/ITES industry. So, I'm delighted to be furthering the mission of Digital Bangladesh as a part of this BPO industry and BACCO.

Driven by efficiency and a growing IT industry, the BPO industry has grown into a multi-billion dollar industry which has also unlocked a huge number of employment opportunities and generating further. Though this growth speed was slightly interrupted as the pandemic has created havoc for businesses across the globe but adopting the new normal has eased to overcome the situation. The BPO industry here in Bangladesh has played a vital role in transforming all the processes into digital as a part of adopting the technological revolution happened to combat with the pandemic crisis. Some companies are already re-shoring BPO activities, taking advantage of newly unemployed personnel in places with a wider penetration of broadband and home office equipment.

More recently, the rise of digital platforms has facilitated the online professionals with a huge number of service opportunities which has guided us to unite them with the association and so 'BACCO Online Professionals' Forum' was launched in the year 2020 affiliating top online professionals of the country. This endeavor will ultimately help the online professional community to expand their opportunities and contribute in the development of the overall growth of BPO industry.

We have tried to highlight the demand of online professionals as well as image processing market all over the globe in this version of BACCO Newsletter. We genuinely believe to blend technology and latest trends and demands with all our BPO services and therefore as a BPO association willing to contribute in the advancement of this thriving sector.

Until now, the pandemic has been an unexpected catalyst for rapid transformation of the traditional BPO model; it is high time of concentrating more into artificial intelligence and all other high-tech technologies. BPO is nothing new, but with automation, AI, Big Data and other technologies constantly improving, the landscape of the BPO industry is changing. So the coming years can be the best time to adopt new technologies and in general, outsourcing companies have to become better-rounded in both their technology and in the services they provide to maintain an edge in the market. And while BPOs have embraced some tech-based solutions, leaders need to incorporate more solutions to their business model to remain competitive and drive efficient. Alongside as a new dimension image processing, graphic designing and post production services have been emerging in the BPO industry worldwide.

From the beginning of the evolution, the Information and Communication Technology Division and other related authorities have been supporting us tremendously. We would like to thank Honorable Adviser to Honorable Prime Minister of ICT Affairs, Mr. Sajeeb Wazed for his mentorship throughout our journey. We are also grateful to our Honorable State Minister Mr. Zunaid Ahmed Palak, MP for his continuous observation and contribution in every Information and Communication Technology projects. Honorable Minister of Posts and Telecommunications Division, Mr. Mustafa Jabbar has also been supporting our initiatives in every segments of the change and we are pleased to have him as our mentor and industry leader. The journey of our flourishing BPO industry could not been possible without the encouragement from our government and we look forward to take this sector to the most desired one.



Tanvir Ibrahim

Vice President

Bangladesh Association of Call Center
and Outsourcing (BACCO)

FROM EDITOR'S DESK

The stream of Globalization is impelling Bangladesh to adopt the technologies of the Fourth Industrial Revolution which in one hand creating huge opportunities and on the other hand may create few difficulties while adopting those. Professional development training for human resources, job-based educational system, sensitive labor policies, alternative employment sector with updated technologies and investment are the initiatives expected to tackle the challenges. The government of Bangladesh has already drawn their kind attention to the factor and various development projects are taken under consideration.

Bangladesh Association of Call Center and Outsourcing (BACCO) as the solitary and central trade body for country's BPO/Outsourcing industry is constantly working to achieve the Digital Bangladesh Vision as one of the front-line soldiers from ICT Sector. The BPO industry not only provides economically viable solutions to businesses, but also provides expertise in particular field. This expertise can also be attributed to adaption of latest technologies, evolving market conditions, and increasing competition leading to increased client expectations.

In last few years various areas are leading the market in which a fresh upswing has happened in creative services. Amongst them Graphic Designing, Image Processing, Content Post-Production etc. have become very prominent and emerging segments of the overall BPO industry within a very short span of time. Starting from ad designs for businesses to making a motion graphics video to explain science to school children, almost every field needs their help, so the career opportunities are endless here. The visual design industry is growing in Bangladesh at a faster phase, and it is safe to assume that there will be more opportunities in this field in the near future. However from fledgling startups to massive fortune companies, businesses of all sizes outsource processes and the demand is in continuous growth.

Moreover, in the era of digital information technologies, 3D modeling and computer graphics techniques not only apply to the expansion of virtual models for computer simulation, artificial intelligence (AI), big data analytics, etc., but also they can be applied in many different applications in virtual reality (VR). The compound annual growth rate for VR revenue is expected to grow more than fifty percent from 2018 to 2023. The techniques not only apply to the development of virtual models for computer simulation, virtual reality (VR), augmented reality (AR), mixed

reality (MR), etc., but also it can be applied to many various application which also includes the use of Computer Graphics to augment or create images in art and media.

Then again as work moves into digital workplaces, outsourcing is no longer considered to be a risky business as companies are engaging in remote work to help staff find a work/life balance and to access top talent. The rapid digitalization of our country including easy internet access in rural areas and government and non-government initiatives to promote freelancing has contributed to the recent growth of this way of working. The freelancers or Online Professionals are now in a promising state through serving the international clients. They have achieved immense popularity in recent three to four years. In this marketplace, an online professional can independently work for the clients based on their proficiency.

'BACCO Online Professional's Forum (BOPF)' is a fresh initiative by BACCO to support this emerging community. It is evident that this thriving sector is going to be a major opportunist for the talented youth of our country by crafting employment for many. Taking along the demand of creative services and freelancing, Bangladesh can certainly thrive more into these sectors in coming years. The "Bangladesh BPO News 2021" will hopefully assist you to get an overview of these evolving segments.



Skills for Employment Investment Program (SEIP) - BACCO Project

BACCO has successfully trained 17040 trainees through Skills for Employment Investment Program (SEIP) project with the help of 20 Training Institute of which 10654 trainees have been placed with employment.

The Bangladesh Skills for Employment Investment Program (SEIP) has been drawn up by the Government of Bangladesh headed for skill improvement among the technical workforce of various occupations. SEIP envisions improvement of job focused skills and up-skilling of the existing workforce toward ensuring availability of 'required skills to industry standards'. The program has been designed to provide for market responsive inclusive skills training activities among the selected training providers in the country. These training providers will thus be able to work with industry and help facilitate industry growth and increased employment of skilled workforce. While pursuing its assigned skill enhancement activities, SEIP also envisages engaging in the process through the apex policy making body, the National Skills Development Council (NSDC), various local industry associations and internationally recognized employer associations with substantial membership coverage of priority economic sectors and formally recognized by the government.

BACCO has taken a dynamic initiative among others to train thousands of unemployed graduates/diploma holders of the country of ages 18 to 40 in Business Process Outsourcing (BPO) such as; Call Centers, Data Entry, Accounting, HR, Healthcare, Legal Process, etc. and place them on jobs under this program. This special project is run jointly by Skills Development Coordination and Monitoring Unit (SDCMU) of Finance Division under Ministry of Finance, Government of the People's Republic of Bangladesh and BACCO. SDCMU is providing necessary financial support to BACCO which is basically provided by the Asian Development Bank (ADB) as loan to the Government of Bangladesh to provide assistance to 1.25 million youth by 2024 in the focus sectors.

Skills development is much needed in this 21st century and the skills that mostly required are-

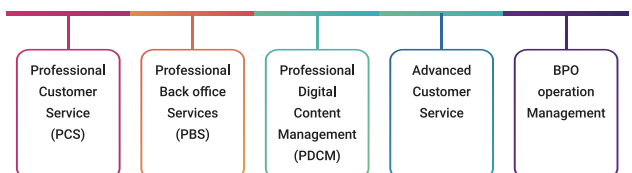
- Different skills to overcome experience requirement
- Presenting yourself efficiently to the potential employers
- Good Communication Skills
- Great Computing Skills
- Making a good CV and preparing for the interview board

Objectives of SEIP-BACCO Skills Development Program:

Train 1.25 million people by 2014-2024

To ensure required skills for industry

SEIP-BACCO Offered Courses:



In BPO, there's no qualification more powerful than a BACCO credential as we are the country's first & most preferred pan-domain qualification benchmarks for BPO roles and positions. BACCO certified professionals enjoy "preferred talent" status because of knowledge and professional competence tested on BACCO's rigorous standards and assessment systems. A graduate/diploma qualified jobless person who is interested to join in SEIP training can receive detailed information regarding the project, benefits of training under this project, admission procedure in details and employment related information by calling the nearest BACCO Institute.

Bangladesh Government Initiative
SEIP-BACCO
Skills Development Program

For Contact:
www.seip-fd.gov.bd
www.bacco.org.bd

www.bacco.org.bd



Introducing “BACCO Online Professional’s Forum”

Bangladesh Association of Call Center and Outsourcing (BACCO) and the talented online professional community of the country have recently decided to work together, combine their effort to work for the development of the IT/ITES industry in the country. They have announced the formation of the “BACCO Online Professionals’ Forum (BOPF)” on October, 2020. The online professional’s community and BACCO will work together to eventually develop the overall BPO industry as outsourcing has been a major functional part of this large IT/ITES community. Government initiatives to develop the ICT service sector, such as creating a high-tech park in every district, coupled with the low-cost workforce, have made Bangladesh a key player in the global outsourcing market. Honorable Minister of State for the ICT Division, Mr. Zunaid Ahmed Palak, MP inaugurated the forum through a virtual launching ceremony with the presence of BACCO Executive Committee, top freelancers and BPO stakeholders.

Mission: Development of the online professionals’ community of Bangladesh by assisting the established and potential freelancers in the journey to entrepreneurship from solopreneurship.

Vision: To make a core platform where proficient freelancers will come together to share knowledge and skills to create jobs, earn foreign remittance and work together for a viable journey.

Objectives: In spite of being a significant contributor of the society, online professionals are still unfortunately suffering from identity crisis. In broader scenario, people in general do not see freelancing as a proper job and ignorance is often visible. This forum will coordinate the individuals in changing this approach and establish online professionals’ self-esteem as truly valuable citizens in the society.

The forum will always work along with both potential and established freelancers to come together for sharing facts and expertise to gain larger portion of share from the globally available work opportunities. Another aim is to focus proportionately outside of the capital and help regional freelancers to thrive in their freelancing career.

As a rising country, Bangladesh is still dealing with a lot of modern challenges, some of which also affect the online professionals to make their entrepreneurial drive smooth. The forum will work together with the government and policymakers to reform regulations whenever required to protect the interests of the freelancers and make their work easy and trouble free.

www.bacco.org.bd



To make freelancing a worthwhile career option for the youth of Bangladesh, we must account the future welfare of all online professionals. The forum will work towards building an ecosystem where freelancers in any crisis will be able to get help and support.

The forum along with the members of local online professional community, have excellent connections with other freelancing associations, outsourcing firms and other business associations. With them they will be able examine policy and technical issues and advocate the interests of independent concerns. Through a supply and demand of information, it will work to gain insights and add value by nurturing the professionals aligning with other trade bodies.

Committee: The internal committee head has been nominated by the forum members and chosen from the top most online professionals of the country by the Executive Committee unanimously. As the community has variety of freelancers coming from different industries, selected representative from each sector will lead the particular industry’s team.

The forum is willing to welcome and value members of all backgrounds; it will be an platform where all can feel they belong to. It is nothing without its members and encourages everyone to volunteer and participate in this emerging online professional community to subsidize the growth of the outsourcing industry. BOPF gladly desires to get to the bottom of the glitches they face and to solve them. Moreover our society should be more open and compliant of this new form of work and technologies.



AKM Ahmedul Islam Babu
Managing Director & CEO
TechKnowGram Limited

AI & RFID BASED ERP SOLUTION FOR GARMENTS INDUSTRIES

It is a big challenge for the Management of Garments Industries to monitor their production with the very common and traditional way. Most of the time they are facing challenges in maintaining quality of received raw materials, design, forecasting of production, production stages, quantity and quality of productions and their monitoring system, warehouse management and supply chain. In this solution we are proposing here some AI based integrated solutions for the total management of production from raw material to the end user's supply chain management for Garments Industries. Primarily the following modules are designed and proposed for the implementation of ERP system for Garment Industries.

AI Based Automated Quality Testing of Raw Materials Module

AI based fabric inspection machine will scan the textile raw products according the given pattern recognition system. In this case the system can identify error based raw materials thousands times faster than manual system. This prior quality testing can minimize huge amount production loss during or after production. Central database will be notified and the management will fix the defected raw material before submitted for production.



AI Based Design Module

To approve the design operators don't need to schedule for any models. The AI based System will be applied for design finalization, size and other requirements.



AI Based Cutting Module

AI based cutting module will manage the cutting system automatically based to given sizes. It can reduce massive number of cutting masters required by the manual system.



RFID based storage management system Module

Before storage of the raw materials the RFID chip will be added to the product package. So that the operator don't need to read every tag or every item level or every case level tag. Storage location will be identified by the RFID location. Even the raw material movement logs will be identified by the system automatically.

RFID based quality assurance module



Factory workers can report the real time QA issues. So the supervisors can access data export reports and take corrective actions immediately.

RFID based in line production management Module

RFID Monitoring system can adopt very simple and easy process to monitor each hour's working progress. It will help to identify the reason of slow production. So that the supervisors can adjust the performance of production by fixing the reason of slow production to meet the targeted delivery time. It will also help to track the quality and productivity of workers for final assessment. RFID chip and its smart tracker helps to improve all the way of production output.



RFID & Robotic based packaging management module

In this system the Robot will identify the products according to RFID and complete the packaging for delivery. It is more faster than manual system and can reduce human effort.



RFID based warehouse management module



Before supply warehouse will be managed by the location of storage, automatic scanning system and movement location of the packages.

RFID & AI based Supply Chain Module

The total tracking and managing of supply chain, storage location, transport location will be supported by this module.



Human Resource Management Module

Dynamic Human Resource Management system will be implemented to manage the total Human Resources of the Garments Industry.



Share Management Module

This module will provide smart solution for stock market. Security Regulatory Commission Can Easily Audit this section.



Finance & Accounts Management Module



This module will provide dynamic solution for Accounting and Finance Management.

Attendance Module

Automated Attendance Management Module will identify in and out, overtime, dynamic scheduling and adjustment of all other payroll management decisions.



Dashboard on Production, Sales Target & Business Forecasting Module



This module will help the management for monitoring Production Level, Sales Target and Business Trends of Forecasting.

Control Settings Module

This module will be technically managed by the technical team of the company to manage user privileges, crystal reporting and for all other technical necessities.





Kowser Ahmed
Managing Director
The KOW Company Limited

EXPLORING OPPORTUNITIES IN THE CONTENT POST-PRODUCTION INDUSTRY

The Content Post-Production Services industry deals with the various processes that come into action after shooting is completed. These involve video editing, photo editing, TV Commercials and movies etc. The industry is estimated to grow by \$10.07 billion in 5 years from 2020 to 2024, with an average CAGR of 7%. The market is dispersed in various regions, such as North America, Europe, Asia Pacific, etc. and vendors are vying for a share of this market.

Opportunities for Bangladesh:

Bangladesh has tapped into a very small share of this huge market through Business Process Outsourcing (BPO). Currently, Bangladesh ranks as the second most preferred outsourcing destination in Asia, especially for English-speaking clients, because of its large IT skilled manpower who are also adept at the language. Cost of infrastructure (such as office rent, internet infrastructure cost) is significantly lower compared to other outsourcing destinations.

Through BPOs, Bangladesh is experiencing a massive growth of 20% per annum, with the promise of a huge opportunity to capitalize on in the coming years. From its entry in 2008, when the

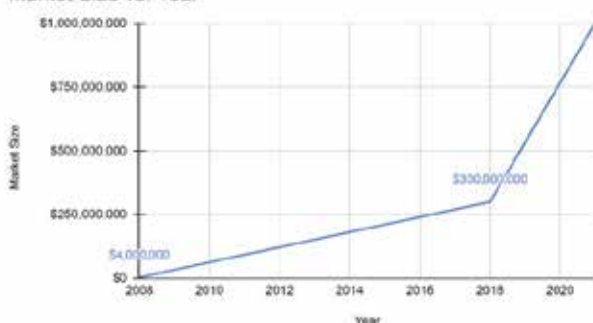
BPO sector made revenue of only \$4 million, it is now estimated to reach the target of \$1 billion by the end of 2025. The employment in this sector is predicted to double from 50,000 in 2018, to 100,000 by 2025.

The global BPO market is also expanding at a compound annual growth rate (CAGR) of 8% each year from 2020 to 2027. If Bangladesh can devote resources to utilize its scope in the growing BPO market, it will see continuous economic growth in the coming years. Several Bangladeshi companies have capitalized on these advantages to gain the trust of international clients through their continued high-quality services and professionalism. These companies are pioneers in the road to establish a strong foothold in the global market.

CutOutWiz, an image processing company, started its journey in the BPO sector in 2015 and within a couple of years it has become one of the largest companies in the industry. Currently we operate in South East Asia, Europe, and US markets, with plans to conquer new foreign markets such as the Middle East and Australia.

CutOutWiz began in 2015 with a commitment to both internal growth and external development of the sector and, in effect, the country and 6 years down the line, it has been a promising venture. With the vision to transform the nation's manpower into human capital, we are creating employment for both skilled and unskilled

Market Size vs. Year





people with little to no experience through year-round training that focus on functional skills such as Graphics Designing, software training such as Adobe Photoshop and Adobe Lightroom and soft skill training such as management skill, leadership training and language coaching. We strive to achieve higher service quality than the industry average to build a reputation of quality and professionalism for Bangladesh.

Entering 2020, CutOutWiz realized a 110% growth from the previous year. To sustain our growth, we have increased employment from less than a hundred employees in 2018 to 400 at the end of 2020. Even with global markets taking a hit during the Covid-19 pandemic in 2020, we remained steadfast and did not have to lay off any employees or impose any salary cuts.

A testament to our excellence is the numerous awards we have received. We have had the opportunity to attend many global events and have received accolades as a forerunner in the BPO sector of Bangladesh. We were recognized for sponsoring the BASIS SoftExpo Outsourcing conference. We are the three-time winner of the BASIS Outsourcing Award and the proud holder of Daffodil International Academy Freelancers Meet Award. Even during the dismal past year, we managed to bag the BASIS Award for National Export Excellence, an honour for the entire industry.

In the final quarter of 2019, we entered a Studio Network Partnership with multiple studios in Germany (Budapest, Berlin, Hamburg), USA (Portland) and Hong Kong with a view to accelerating the growth through symbiotic relationships. We are responsible for handling all the post-production processes of the images produced by these studios.

Our Future Endeavours:

A unique aspect of the Content Post-Production Industry is the integrated use of human capital and technology. At CutOutWiz, we believe in keeping ourselves updated with new industry trends at all times; and the industry is moving towards a world of automation. We have also started to incorporate Artificial Intelligence and Machine Learning into our systems to increase accuracy multifold. This revolutionary trend will demand new skills and a more competent labour force.

We have embarked on an ambitious journey to diversify our service pool and enter the untapped arenas of Video Editing, Desktop Publishing and 3D images. In everything it does, CutOutWiz strives to be an example of success in this market of great potential.

The rapid progress of the global Content Post-Production Industry aided by the rise of the BPO industry of Bangladesh will work to the advantage of ventures like CutOutWiz, which are striving to make the BPO industry a second strong source of foreign remittance for the country, after the RMG sector.



Engr. Md. Mamunur Rahman
CEO
Net Bangla Limited

FRONTIER TECHNOLOGIES, THOSE WILL SHAPE OUR BPO INDUSTRY

When technology is coupled with BPO (Business Process Outsourcing), industries get a great combination that makes customer satisfaction an easy goal to achieve.

The top 9 technology trends that help the BPO industry.

1. Artificial Intelligence (AI)

With the evolution of technology and with the emergence of artificial intelligence, managers at BPOs are able to ensure 24X7 customer services. Business owners are in favor of using **chatbots** that work on the basis of artificial intelligence. Chatbots can easily trace through customers' issues and can answer them even if there is no live agent to attend the customers. Artificial intelligence can be used for practical training of the agents for an optimized performance of the call center. The technology acts as a helping hand for the agents and eases their tasks by taking prompt automated actions.

2. UCaaS Solutions : Rise of Omni-channel

The unified communication service enables streamlined communication between businesses. This system makes use of various channels to exchange data with each other. The data can be of any form as it aims at notifying the personnel on the other end. Information to be passed to another point can be of any sort; **voicemail, email, chat**, etc. Today, BPO companies are migrating from **multi-channels to omni-channel** platform and are building AI (artificial intelligence) and machine learning based automated platforms to manage repetitive processes and mundane activities of contact center agents. The omni-channel platform actually

saves times as well as it offers different modes like **voice chat, web chat, mobile, social, chat bots and others** as per the preference of customers. This actually offers more convenience to customers. Having more alternative channels actually considered good for customers and omni-channel is evolving more now than in past.

3. Cloud Communication

Most firms trust the cloud communication system for exchanging information without engaging a **massive amount of data storage space**. With the emergence of cloud communication system, businesses can enjoy **cost reduction** in infrastructure and workforce.

Cloud communication delivers the flexibility to the users as they can be used from anywhere at any time. Other than this, this communication system enhances productivity and is cost-effective. Cloud computing took data storage and data sharing in BPO industry to another level. Data retrieval and sharing have become really fast and easy. Businesses stay competitive and advanced by moving their data to the cloud platform. They can eliminate unused space and storage and also at the same time reduce huge consumption of energy. **Cloud computing can be the biggest influencer for BPO service providers in building industry specific solutions.**

4. Data Analysis

With a growing number of customers and their interests, companies had to maintain a vast amount of data. And storing extensive data requires a substantial and quick framework that supports data without posing any risk of damage in the future. Firms are relying on outsourcing data management services for managing data-related issues. Such a management system allows employees and managers to spend their time more on project-centric tasks rather than wasting it on managing big data.

5. Securing Data

With the ever growing technological advancements and the increasing use of Internet worldwide, the **data security and privacy** have always been a primary concern for the business process outsourcing companies as they are responsible for the stakeholders including the vendors, suppliers and the client-companies. Since most of the transactions take place over the internet and in most cases the data processing is done by offshore BPO service providers, they demand secure environment. In fact, the recent studies reveal that, at times, vendors even considered amending the contract agreements so as to make these companies liable for breach of security.

But technology is helping them to overcome this fear also. Control over technology, control over data, control over employees, control over the cloud infrastructure, disaster recovery and management system are securing the data and making BPO one of the most secure industry when it comes to manage and control data.

6. Social Media Platforms

The main objective of establishing a BPO in a company is to address customer issues by purposeful interactions with them with insights from the data. Social media has helped BPOs in tracing a way to get a closer look at the customer's activity so that you could optimize your services and add value to the business. Platforms also help companies understand the changing trend in customer behavior.

Other than just knowing the customer's interests, social media has helped BPOs in promoting brand and advertising in a cost-efficient way. Companies working on their marketing strategies are striving to grow their demand in the market. For such companies, social media tools like **LinkedIn, Twitter, and Facebook** have served the purpose of endorsing and marketing.

7. Customer Journey Mapping

As the name suggests, customer journey mapping refers to the **tracking of customer interests through software**. Such applications track customer behavior over time. From the first call

to subscribing to services, BPOs create customers that can lead to profit and growth. The data acts as a survey for the agents so that businesses can optimize their services to increase CLV, i.e., **customer lifetime value**. The mapping will help businesses in decision-making and predicting customer needs. Once a customer's need is known, agents can be available with in-hand solutions. The blueprint gives a zoomed view of call flows, trends in customer needs, and common grievances.

8. Voice Recognition

Voice authentication enables a secure system for contact centers and call centers. This technique is a type of artificial intelligence that works on **machine learning** and algorithms. It helps in converting the customer's voice into a command. Voice recognition couples with interactive voice response when a call is received. While one of them translates the input voice, the other takes actions on the altered voice. There can be times when the agents fail to note everything a customer says and might miss some essential data specified by them. The same case has no chance of happening to a voice recognition system. The technology has also proved to be beneficial for the ones with disabilities.

9. Work-from-home solutions

Ten years ago, video calls were few and far between. Today, they're happening millions of times a day. Many of our new favorite work-from-home solutions are fairly recent innovations, and it has taken a while for these tools to become part of everyday life. For the most part, this is what has held back not just BPO companies, but all different types of businesses that have needed to be within the same building. Fast-forward and the future of the BPO space is going to be very virtual. Now that this has gotten us past some of the trust issues companies had with agents not being in a dedicated location, stronger arguments can be made for cost-cutting and remote employment.

Conclusion

The above-listed trends are carving the landscape of call centers till now. It should be understood that technology cannot replace human effort but can work hand-in-hand with them. **Technology acts as a driving force when a business firm wishes to step up in the market and build their brand visibility**. BPO organisation does not have to worry about the management of hardware/software. Cloud hosting providers are now considered as strategic partners of high-performing BPO.



Khandoker Atiqur Rahman
Managing Director
ReCom Consulting Ltd.

BPO INDUSTRY CAN BE THE NEXT TOP CATALYST TO BANGLADESH'S ECONOMIC VISION AFTER RMG

A sharp integration of GDP growth is the stepping stone of a nation's infrastructural stronghold with booming diversified businesses providing an array of opportunities for generating revenues and fostering a stable amicable market ecosystem for both local and foreign investors. The same could be said with the business dimension present in Bangladesh, which is dubbed to become the 25th largest economy by 2035 as per the statistical analysis concluded by the Centre for Economics and Business Research (CEBR). With the garments, microfinance, and ICT industries being top market holders, the BPO industry is still a dark horse. However, since its inception in early 2009 in Bangladesh, the outsourcing business has gone from strength to strength. The country is quietly climbing the competitive ladder but surely putting itself in a preferable position to its competitors like the Philippines, India, Brazil, China, and Russia.

It is no secret how much of a great resource the BPO industry is turning to be, especially with low labor cost, huge workforce, and an increased number of technologically literate citizens, resulting in a successful outsourcing industry with Bangladesh laying a solid foundation to its prosperity. With a 20% growth year on year, the BPO industry provides diverse outsourcing areas such as ICT, call centers, human resources (HR), finance, and accounting process outsourcing. With 600 billion worth of the BPO industry worldwide, 400 million worth of its market is in Bangladesh. With the government setting a 1-billion-dollar target by the end of 2021, such a monumental target may be easily attained with the assistance of educational institutions providing 3 to 6 credits of BPO oriented courses as well as Governments and policymaker providing financial incentives and protection to the growth of the

Local BPO industry on specific areas where local workforce are highly familiar with. This medium is not to diminish or stop foreign investors from investing in Bangladesh's BPO sector but rather provide a platform for current local BPO oriented companies and future local start-ups to invest more freely in this industry to support the 2035 economic vision.

Moreover, a 10% cash incentive for outsourcing ICT exporters is being provided by the government. However, other outsourcing companies like RECOM Consultancy Ltd., which performs finance and accounting process outsourcing, including payroll, should also be provided with incentives to generate significant revenues and contribute further to unemployment. In addition, more flexibility to current and upcoming workforces may be allocated through specialized courses depending on the recipient's education hence disseminating the BPO industry skillset within the workforce.

However, educational standards have been on the rise in Bangladesh. However, the output of the skilled workforce is still underwhelming and thus, soon, may provide a colossal hindrance to this growing industry, especially in areas like machine learning, AI, IoT. It is high time to maintain the high standards of the BPO industry, for it is not only to achieve the individual end-of-the-year goal but a collective desire to make the 2035 vision a reality.



Md. Salim Sarker Executive Coordinator

Bangladesh Association of Call Center & Outsourcing

HOW CHATBOTS CAN BE LEVERAGED FOR CUSTOMER SATISFACTION

Companies are moving with the speed of technology, including the way they communicate with customers. Today, there are more ways to connect with customers than ever before. The increase in digital consumption has changed the demand and expectations about when and how customers want to be contacted by companies. In recent years, the contact center industry has made communication and the exchange of information more efficient and profitable for companies worldwide with the advancement of new technologies like Chatbots.

According to Gartner, by 2022, 70% of customer interactions will involve an emerging technology such as machine learning, chatbots or mobile messaging up from 15% presently. Furthermore, by 2022, 20% of all customer service interactions will be completely handled by AI, an increase of 400% from 2018. This adoption is not being driven by companies, but by customer expectations.

How do Chatbots work?

A chatbot is a piece software that can be used in calling or messaging applications that automates processes for a customer in a manner that simulates human interaction, conducting a conversation via audio or text methods. Chatbots are typically used in dialog systems, with the simplest systems scanning for keywords within what's been input by the customer and then matching that with words and phrases it recognises, to which it will then respond appropriately.

The Types of Chatbots

Scripted: The bot's behavior is determined by rules that can only follow predetermined paths, and the user picks from explicit options.

Intelligent: Bots that are more flexible in the user input that they can accept. The bot improves more as it is used more, but it still, like other AI technologies, has narrow task definition and cannot perform tasks related to its central mission well.

Application: These are bots that can interact with users by using a graphical user interface such as displaying web views like login pages inside messenger apps.

What benefits does the technology bring to the contact center?

Chatbots are now sophisticated enough to be able to provide a 'human' approach to automated communications, taking on some of the day-to-day, mundane tasks and simpler requests. This allows for a personalized service without draining the usually corresponding human resources. Some are even charismatic, if they are aligned with an effective brand voice.

Also, chatbots have infinitely more stamina for long hours than their human counterparts, allowing for 24/7 contact at consistent service standards. Moreover, chatbot interactions collect large amounts of data that can be used to improve and review exchanges with the customer, monitoring an individual's purchasing patterns and behaviors. Chatbots can identify the route that customers have taken across a site to reach them, spotting where organic traffic generates well, and where traffic is or isn't converting into sales and proactively engage with customers as a motivator or a guide.

Finally, Emerging technologies like Passive Voice Biometrics, Smart Desktops, RPA, IoT and AI-Chatbots will lead to more self-service, reduced customer inquiry volume, and better customer experiences. However, through the emergence of these technologies and changes, human employees will still be critical to contact center success. The nature of contact center agent work will change by becoming more technical and more challenging, but also more interesting. After weighing the costs and the benefits of emerging technologies, the BPO Industry should consider adopting these technologies in their future contact centers.

Source:

<https://cloudworldwideservices.com/en/4-technologies-that-will-impact-contact-centers/>

<https://coe.gsa.gov/docs/Emerging-Tech-Contact-Center-White-Paper.pdf>

<https://www.callcentrehelper.com/emerging-technologies-contact-centres-126387.htm>



Job Fair for 'Differently Abled People'



BACCO the solitary and central trade body for country's BPO/Outsourcing industry participated in the sixth edition of a unique annual fair in January, 2020 that aims to give differently abled people a shot at financial independence by showcasing their ICT talent. Mr. Zunaid Ahmed Palak, MP, Honorable ICT State Minister for Information and Communication Technology Division graced the occasion.

Felicitation to New President of BCS

BACCO team congratulated Mr. Shahid-UI-Munir for becoming the President of Bangladesh Computer Samity, the apex trade association in the industry of Information and Communication Technology (ICT) of Bangladesh. On behalf of the association, Md. Tanzirul Basher, Joint Secretary General and Md. Fazlul Hoque, Director, congratulated him with flower bouquet and wished luck for all his future endeavors.

Celebration of "International Women's Day 2020"



BACCO celebrated 'International Women's Day- 2020' by organizing a seminar aligning with the theme of IWD 2020 in the eve of MUJIB 100th year's celebration for cherishing women's development and achievements in presence of distinguish clients, stakeholders and top management of different BPO companies who have been contributing significantly in different sectors.



Mrs. Hosne Ara Begum ndc, the Managing Director (Secretary) of Bangladesh High-Tech Park Authority and Tamanna Nesrat Bubly (MP) graced the guest panel.

Online BPO Conference: BPO in the post Covid world



BACCO successfully arranged series of webinar on different topics in the month of June to help the BPO industry members to overcome this pandemic crisis state. In continuation of that, BACCO organized a knowledge sharing online seminar titled 'International Seminar: BPO in the post Covid world' on 13th June by bringing the BPO leaders from different countries under one umbrella to share their part of the story with the native stakeholders. Mr. Zunaid Ahmed Palak, MP, our Honorable ICT State Minister for Information and Communication Technology Division graced the seminar as Chief guest. BPO leaders from India, Malaysia, Thailand, Philippines and Japan were present as honorable guest and shared their perception and opinion concerning the pandemic situation.

Online BPO Conference: Skill for 21st Century



As the part of the series of webinars, BACCO arranged the next webinar titled 'Youth Engagement:

Skill for 21st Century' on 14th June, 2020 supported by BPC. The webinar aimed to inspire the youth to come forward to the field of entrepreneurship and to pick up essential 21st century required skills for starting their career in BPO industry. Prominent faces from our country inspired the youth of this generation by sharing their success journey with all. The webinar was moderated by BACCO Director Mr. Rashed Noman.

Online BPO Conference: Access to Finance



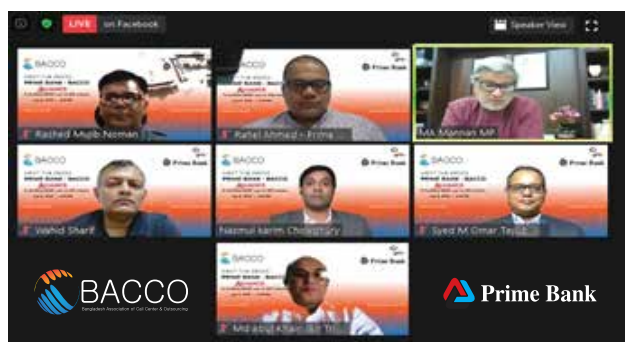
Third session of the online BPO conference was designed with another webinar titled 'BPO ECO System: Access to Finance' in June, 2020 with the aim to facilitate our member organization with financial services. The webinar was graced by the presence of the Managing Directors from Prime Bank, Brac Bank, Uttara Bank and IPDC Finance. Mr. Mustafa Jabbar, Honorable Minister, Posts and Telecommunications Division was present as the Honorable Chief Guest of the program. The Presidents of our IT/ITES association were also connected to the program and the webinar was broadcasted live from BACCO Facebook page.

Online BPO Events 2020



BACCO for the first time organized a career counseling session via online platform titled "Online BPO Events 2020" to highlight the potential of the BPO industry among youth to get rid of the instability in the job market caused by the pandemic. The event was jointly organized by BACCO and the ICT Division. The first session of the event was inaugurated by Mr. Zunaid Ahmed Palak, MP, our Honorable ICT State Minister for Information and Communication Technology Division. The event had another session titled "BPO-The Career for the 21st Century", in which Senior officials of ICT Division were present as the special guests and discussed various initiatives of the government for the development of the industry.

MoU Signing with Prime Bank



Prime Bank Limited and BACCO joined hands together to facilitate financing for the entrepreneurs

in the field of call center and outsourcing and came into a partnership titled "Prime Bank-BACCO Alliance for MSME Financing Solutions" on July, 2020. Managing Director and CEO of Prime Bank Mr. Rahel Ahmed and President of BACCO Mr. Wahid Sharif formally launched the alliance through a virtual press meet. Honorable Minister for Planning, M A Mannan MP was present as the Chief Guest.

MoU Signing with IPDC Finance Ltd



IPDC Finance Ltd and BACCO collaborated to facilitate the expansion of Micro, Small & Medium Enterprise (MSME) financing for the Business Process Outsourcing (BPO) Industry. The partnership titled "BACCO-IPDC Collaboration" has enabled easy access to finance for Small and Medium Enterprises (SMEs), Term Loan, Lease Finance and Joyee (Women Entrepreneur Loan), with a discounted processing fee and lower interest rate. Our Honorable Minister of State for Information and Communication Technology Division, Zunaid Ahmed Palak, MP was present as the Chief Guest. Managing Director and CEO of IPDC and President of BACCO formally launched the collaboration through a virtual press meet on Sunday, 12 July 2020.

Opportunities and Challenges in Studio Digital Content Production Services



Webinar titled “Opportunities and Challenges in Studio Digital Content Production Services” was arranged for all the BPO stakeholders to make them aware of the opportunities and demand of digital content production services in this era. The guest panel was graced by renowned stakeholders of this sector who are also BACCO members. Honorable MD of Creative Clipping Path Ltd., Graphic People Limited and CutOutWiz-The Kow Company Limited were present as the guest speakers and shared their accomplishments with everyone.

BPO-The Future Forward



A webinar session with the honorable BACCO advisor panel was arranged on the 8th September titled

“BPO-The Future Forward” to share precisely how the BPO industry responded and what should be the strategies for the post COVID period as the pandemic unfolded. The revolution due to the pandemic and apparent future prospects with opportunities were the center of the discussion with the dignified BPO leaders of our country Mr. Ahmadul Hoq, MD-Parousia and Mr. Abdullah H. Kafi, Chairman-ASOCIO.

Women in BPO



The BPO industry has a fairly equal representation of women and the benefits for women working here include better income, the ability to gain new and varied skills, a better sense of empowerment and better healthcare, among others. BACCO is always keen to inspire and accelerate the participation rate of women for the progress of the industry, so an effective discussion session was arranged on the 14th September with the presence of successful women entrepreneurs from our industry to encourage all the women out there willing to start a career in any sector. Ms. Tamanna Nesrat Bubly (MP) chaired the event as Honorable Chief Guest.

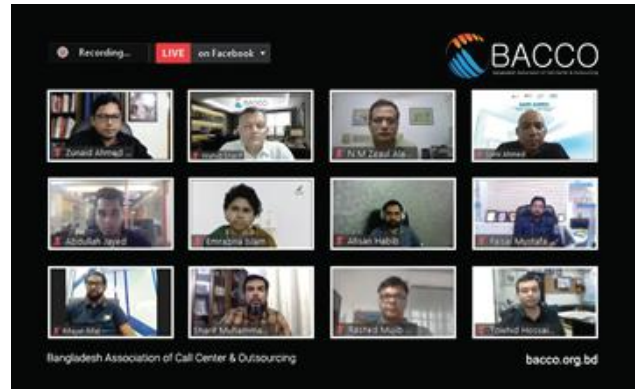
BACCO Membership for Outsourcing Industry: Benefits & Opportunities



For becoming a part of the dynamic changes that are transforming our BPO Industry, a BPO firm needs to grab BACCO membership for working on the development of the industry. Benefits and Opportunities that can be availed were discussed by the presence of BACCO Executive Committee panel and representative from BACCO member companies, so that all the BPO firms can take the advantage of expanding their business to an extended level. The knowledge sharing webinar was chaired by the President, Secretary General, Joint Secretary General, Finance Secretary and one of the Directors of BACCO. From BACCO member companies, HMC Technology Ltd. and TechKnowGram Limited also participated and graced the event.

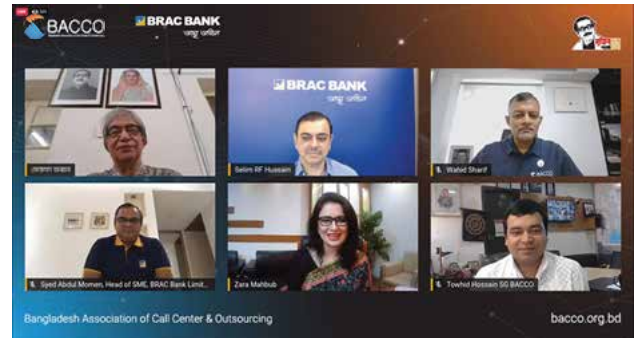
Launching- BACCO Online Professionals' Forum (BOPF)

A major part of the BPO/Outsourcing sector is assisted by the online professionals; hence it's a significant fact to connect them with the central trade association. In view to that, BACCO had its constant concern on the field of online professionals and willingly developed "BACCO Online Professionals'



Forum (BOPF)" for the betterment of the entire BPO community. The forum was officially launched on October, 2020 with the vision to work as the center of excellence for creating a core platform where proficient freelancers will come together to share knowledge and skills to create jobs, earn foreign remittance and work together for a viable journey.

BACCO-BRAC Bank Partnership "PROBAHO"



In November 2020, BRAC Bank Limited has launched an exclusive financial package for the members of the BACCO titled "PROBAHO". The package will support BACCO members with different facilities as it will provide better access to finance and support business expansion and fixed-asset purchases for the Business Process Outsourcing (BPO) firms and other outsourcing organizations. PROBAHO will allow the eligible BCCO members to avail loans up to 1 crore taka. Women entrepreneurs of BACCO will get loans at a rate of 07 percent only.

BACCO Meet the Members-2020



BACCO arranged the annual “Meet the Members 2020” program on 24th November through virtual platform with the presence of BACCO Executive Committee members and member companies. In the virtual meet-up, all the member company representatives got the opportunity to interact with each other and share opinions which ultimately helped BACCO to work more efficiently for its members. An orientation segment for the new members was arranged too.

“Reimagine Customer Engagement -Cognitive Care Solution by IBM infusing Machine Learning & one AI platform”



IBM is a Global Leader & #1 in terms of AI & Machine Learning & Cognitive (As per Juniper & HFS Research) as well as Blockchain Solution Deployment. BACCO member can leverage on this technologies as far as solutions are concerned and

so BACCO collaboratively arranged this webinar in the month of November to assist the member companies with latest technologies for their business expansion. Distinguish guests from IBM were present at the webinar to share detailed product demonstration with all the BACCO members.

BACCO AGM



Due to the pandemic situation, 9th Annual General Meeting of BACCO was held virtually in the month of December. There was spontaneous participation of representatives from the member companies. During AGM, the Executive Committee presented year-long activities of the association, audited reports and some futuristic welfare plans of BACCO. Mr. Wahid Sharif, President, BACCO chaired the AGM and expressed his satisfaction on the overall performance and conveyed gratitude to the industry stakeholders for their continuous support towards industry development. Mr. Towhid Hossain, Secretary General, BACCO conducted the overall program.

BACCO Executive Committee Meeting

An EC meeting is usually held every month at BACCO office to take appropriate action on all BACCO activities and to resolve important issues of members. But due to the pandemic, from March 2020, all the EC meetings were held virtually to ensure safety and social distancing.



Digital World 2020



BACCO actively participated in the country's largest Information and Communication Technology (ICT) Expo 'Digital World 2020' by arranging two consecutive webinars titled 'BPO-The key to unlock Digital Transformation' and 'Career in Emerging BPO- Challenges and Opportunities' with presence of ICT and BPO leaders. BACCO also placed a virtual booth in the dedicated online BPO zone to promote and support the industry progress and prospects. Also among all the BACCO member companies, 07 participated with their virtual booth to showcase their services and products to all the local and international clients.

day and BACCO actively participated in all the events as started by placing floral wreath at the portrait of Bangabandhu at Dhanmondi early in the morning. The opening program and prize distribution ceremony of the fourth Digital Bangladesh Day began at the Bangladesh Computer Council (BCC) Auditorium and proudly two of the BACCO member companies achieved awards in different categories.



4th Digital Bangladesh Day 2020

The 'Digital Bangladesh Day-2020' was being observed on 12th December across the country in a befitting manner and with utmost sincerity. The government took different programs to observe the

ICT Cricket Tournament 2020

BACCO Cricket team actively participated in the 'ICT Cricket Tournament 2020' organized by BCS on 13th December, 2020.





“Outsourcing in Financial Services Sector”



BACCO in collaboration of Bangladesh Institute of Bank Management (BIBM) and Leveraging ICT for Growth, Employment and Governance (LICT) Project under ICT Division, jointly organized a Strategic Discussion & Workshop titled “Outsourcing in Financial Services Sector” on 21st January 2020 at BIBM, Dhaka. Honorable State Minister of ICT Division Mr. Zunaid Ahmed Palak, MP was present in the event as the Chief Guest and Dr. Md. Akhtaruzzaman, Director General BIBM as the Special Guest. BACCO Executive Committee members, representatives from different banks and government high officials from different ministries were present there.



“Overview of Govt. Procurement for Services”

BACCO organized a day long professional development workshop on “Overview of Government Procurement for Services” (Part-3: RFP Preparation, Evaluation & Negotiation)”, supported by ICT Business Promotion Council (IBPC) held on 22nd February, 2020 at Janata Tower, Dhaka. Participants at the workshop included different Call Center professionals comprising operation managers, team leaders, financial planners and entrepreneurs of the BPO Industry. Eng. Md. Atiqul Islam, Deputy Director (Planning) of Bangladesh Hi-Tech Park facilitated the workshop.



"Occupational Health & Safety"



A workshop on "Occupational Health & Safety" for the member organizations on June, 2020 was organized through online platform 'Sudoksho'. The day long workshop was moderated by some health specialists who trained the participants on the measurements during Covid-19.

"Effective Planning & Decision Making"



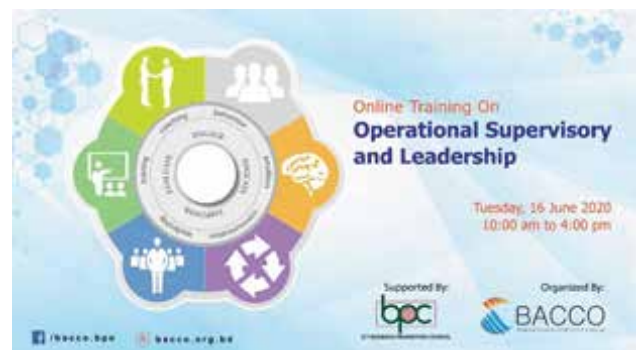
Another workshop on "Effective Planning & Decision Making" was arranged through online platform 'Sudoksho' by the collective moderation of Mr. Mubir M. Chowdhury and Coach Kamrul Hasan. The daylong workshop was solely designed to provide participants with a range of structured methods for making well considered decisions to develop their workplace skills and efficiency.

"VAT & TAX for BPO Industry"



For minimizing the cost of business and compensating VAT accurately, all needs to fill up the gap between theory and practice and with this aim BACCO arranged this daylong workshop in June, 2020. Mr. Muhammad Mubinul Kabir was there as the expert trainer and moderated the whole workshop session to develop the knowledge and expertise of the participants.

"Operational Supervisory & Leadership"



Supervision is important to keep a team productive and active. Managers with an effective grasp of supervision are invaluable to any organization. With a view to that BACCO arranged this professional development daylong workshop on 16th June, 2020 through online platform. The workshop was facilitated by Mr. Miftah Zaman, Founder & CEO of ReLearn; where the midlevel managers from BACCO member organizations participated to acquire leadership and supervisory skills to be able to play their role efficiently.

“Negotiation Skills for BPO Industry”

Due to the spread of Covid-19, most of the workshops of BACCO were arranged online this year. In the month of October, an effective workshop on “Negotiation Skills for BPO Industry” was arranged for the betterment of the BPO industry stakeholders. The facilitator of the workshop was Mr. Mohammad Monerul Islam who conducted the workshop with great proficiency.



The moments when BPO industry leaders exchanged their views and experiences in front of media, on behalf of BACCO



Success Stories



Zayed Uddin Ahmed

CEO

Ayesha Services (ASL BPO)

ASL BPO began on the summer of 2013 with just 3 home based employees including the founder. I saw that there was an opportunity to provide our expertise in the outsourcing field to the real estate industry of USA, since there was a huge gap in finding quality service in the market and we wanted to fill that.

My first step was starting a pilot project through getting a few clients onboard who would be interested to hire us. After some tedious research, we found leads of some companies, contacted them and for those who responded back; we gave an online presentation of who we are and how we can help them grow their business. Soon our first two clients signed up and that was the start.

Next came the real challenge. We had a two-fold problem; first, we needed to expand our client base and second we needed to have our own office and start working as an organization. Many outsourcing startups fail because they cannot find a sustainable process through which they continue to get international clients and generate revenue, and for those who can find some success in this, still fail to grow their business because they fail to run their organization properly. Anybody can rent an office but to run your company as an efficient organization was a different matter.

So I started working on strategies, we would first provide our service to a specific industry so as not spread our reach too thin, then I was going to build my online presence in such a way so that not only our potential clients find us when searching for the services we provide, but also whenever they were looking for solutions to their business queries. i.e. If they had a business problem they were looking answer for, I wanted them to land at my website for the answer and then get to know about our services – that's what my marketing strategy would be. And as for building an organization, I figured this would be more of a trial and error process, where I would learn how to build up my company to run efficiently and slowly enforce rules and regulations on each step.

Since then we have achieved a lot. In March of 2014, we inaugurated our first office, and by 2016 expanded our line of services and our client base to Europe as well. In 2018, we moved to a much larger premise and our annual revenue was more than 1 crore. Today, we have 30+ clients in markets from USA, Canada, UK, France and China. Our services now include, back office support, customer care support, SEO, Digital Marketing and Data Entry.

Albeit our success, we are still in our startup phase, our goal is to become a brand in Bangladesh for the outsourcing industry, to have multiple offices abroad and to create jobs in the thousands in this country. Hopefully, we will achieve that someday.



Md Anwarul Islam

Deputy Manager
Operations Department

Digicon Technologies Ltd.

Working in a call center is not as simple as it looks like. People will always judge you as a call center agent. The vast majority feels that an individual who works in a call center is a person who couldn't finish their studies. They also think that people who work in a call center are not capable enough. Well, I admit that before I joined as a Customer Service Representative, I used to think like that too. I thought I just have to read a script and tell the customer what they need to do. But definitely I was wrong. Today, I am working in Operations Department as a Deputy Manager, successfully leading Digital Services, Non-Voice Segment, Complain Management Team, Inbound of a leading Telco as well as the Client relationship associated with these processes.

When I joined Digicon Technologies Ltd, there were many employees in the organization and almost every employee was eligible for the next step. It was quite difficult for me to get into the next position, but I never stopped because I am a self-motivated person and I kept on learning. A lot have happened during this wonderful journey over the past years but the support of my superiors helped me to reach my desired position. Would love to serve Digicon Technologies limited for the upcoming days through which I can reach the peak of my desired position too.

Since all the companies are now performance-driven, do not just manage; go extra miles and win your race. Never give up. You will win. Thank you.



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WE ASSURE TO PROVIDE THE BEST OF THE BEST FACILITIES TO OUR EMPLOYEES AS WE BELIEVE IN EMPLOYEE-CENTRIC CULTURE. COMPARED TO OTHER TELECOMMUNICATION COMPANIES, WE PROVIDE THE HIGHEST MONTHLY REMUNERATION, OUR EMPLOYEES ARE ALSO PRIVILEGED WITH BOTH MONETARY & NON-MONETARY INCENTIVES FOR DIFFERENT COURSES AT TIMES DEPENDING ON THEIR INDIVIDUAL OR TEAM PERFORMANCE. MOREOVER, WE ALSO OFFER INTERNSHIPS TO THE STUDENTS FROM REPUTED UNIVERSITIES WHO ARE IN THEIR FINAL YEAR, TO GAIN ADDITION EXPERIENCE.

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