

Newsletter

January 2012, 2nd Issue

Happy New Year



Bangladesh Association of Call Center and Outsourcing

e-Asia 2011 : Dhaka - Bangladesh

The e-Asia 2011 conference and exhibition held in Dhaka, Bangladesh on December 1-3, 2011, was inaugurated by the Honorable Prime Minister Sheikh Hasina, Government of the Peoples' Republic of Bangladesh, and co-organized by Centre for Science, Development and Media Studies (CSDMS), India and Bangladesh Computer Council, ICT Division, Ministry of Science and ICT, Bangladesh and supported by the Access to Information (A2I) Programme, Prime Minister's Office, Bangladesh, Bangladesh Association of Software and Information Services (BASIS), Bangladesh Computer Samity (BCS), Internet Service Providers Association of Bangladesh (ISPAB), Association of Mobile Telecommunication Operators of Bangladesh (AMTOB) and Bangladesh Association of Call Centre & Outsourcing (BACCO). This mega showcase included 100 exhibitors, 200 speakers, 30 Seminars, 5 Workshops, Awards, etc.



To promote BPO industry BACCO had representations in the following seminars:

1. 'Building Skill for an ITES industry for the global market place: TVET, Finishing Schools, Industry Skills Development'- where - Mr. Tanvir Ibrahim, Joint Secretary General of BACCO demonstrated the success story and different aspect of the call center industry of Bangladesh and Mr. Wajed Salam, a globally renowned speaker, invited by BACCO demonstrated how to marketing and business development in the global market.



2. 'Strategic Positioning of Bangladesh as a Leading Outsourcing Destination' – where Mr. Gurujot Singh Khalsa, another invitee by BACCO, a successful investor in outsourcing industry in different regions discussed about the outsourcing prospects of Bangladesh.



Also following BACCO members had their stall in e-Asia 2011 and demonstrated their services: 1. MCL Hotline (BD) Ltd. 2. Times ASL Call Center Ltd. 3. Service Solutions Pvt. Ltd. (SSL) 4. Super Tel. 5. Onecall Solutions Ltd. 6. Windmill Infotech Ltd.

For more: <http://www.e-asia.org/2011/Default.aspx>

YouTube Bangladesh: Your Next IT Destination

[Click here](#)

BACCO Organized Day Long Training Program



Bangladesh Association of Call Center & Outsourcing (BACCO) & Windmill Education Services Ltd, Franchise Partner of IFC Business Edge (A Member World Bank Group) have jointly organized a day long training program on 'How to Apply and Get Equity & Entrepreneurship Fund (EEF) & Prepare Business Plan' dated 19 November 2011 at Virgo Call Center, Uttara.

Mr. Ahmadul Hoq, President of BACCO has inaugurated the program as chief guest and said in his speech that Call Centers in Bangladesh are earning foreign currency and have huge prospects in future in terms of remittance earning and creating job opportunity in larger scale than the other sectors in Bangladesh for the young educated people. To sustain and develop the call center & BPO businesses Government's such support and encouragement is vital, he added.

Entrepreneurs from different call centers, software firms & ICT organizations enthusiastically participated during the training program. IFC Business Edge has successfully conducted the program in two sessions with the certified trainers.

Md. Abul Khair, Vice-President, Mr. Reazuddin Mosharaf, Secretary General & Mr. Towhid Hossain, Finance Secretary of Bangladesh Association of Call Center & Outsourcing (BACCO) were also present during the program. The training program was coordinated by Mr. Abdur Rahman Shawon, Executive Coordinator, BACCO.



Publications:

1. [Click here](#)
2. [Click here](#)

Meeting Held Between BACCO and McKinsey Delegates



Recently a meeting held between BACCO and McKinsey delegates. The present situation and opportunities of BPO industry in Bangladesh was discussed. Meanwhile McKinsey delegates shared their experience of benchmarking in different regions and scope of doing so for Bangladesh. They also visited Legato Services Ltd, a call center located at Uttara, Dhaka.

Signing Ceremony Held Between BACCO, CanCham & BASIS



A signing ceremony held between Bangladesh Association of Call Center & Outsourcing (BACCO), Canada Bangladesh Chamber of Commerce and Industry (CanCham) and Bangladesh Association of Software and Information Services (BASIS).

Ahmadul Hoq, president of BACCO, Masudur Rahman, president of CanCham Bangladesh, and, Forkan Bin Quasem, secretary general of BASIS, signed the agreement at a ceremony at the Canadian High Commission in Dhaka.



As stated by Mr. Masudur Rahman, the objective of the agreement is to highlight the complementary role of the private sector as well as the public sector and help get market access to enhance business volume between Canada and Bangladesh. Under the partnership, two seminars on IT outsourcing and call centre business would be held in Bangladesh and Canada in 2012.

Publication:

[Click here](#)

BACCO Nominated as General Member at ICT Business Promotion Council (IBPC)

Bangladesh Association of Call Center & Outsourcing (BACCO) has recently been nominated as General Member at ICT Business Promotion Council (IBPC) as decided in 23rd executive committee meeting of IBPC. BACCO thanked IBPC for granting its application for membership and eager to work together to build Digital Bangladesh as envisioned by Bangladesh Government by 2021.

ICT Business Promotion Council (IBPC) is working hand on hand with the industry for building capacity in the fields of knowledge acquiring and dissemination, quality and productivity improvement through human resources development, awareness building, sending market promotion teams & delegations abroad, organizing ICT fairs at home, monitoring issues related to compliance, technology trends etc. Besides, IBPC have several training and awareness programmes aimed at domestic capacity building of the industry. For more about IBPC: http://technobd.info/demo/bpc/ibpc_about.php

40% Discount on Bandwidth Connectivity For Call Centers

In a recent circular by Bangladesh Telecommunication Regulatory Commission (BTRC), 40% discount from the regular price on bandwidth connectivity declared only for call centers to patronize the industry which was sought by Bangladesh Association of Call Center & Outsourcing (BACCO). BACCO thanked BTRC for such initiative that would give Bangladesh a competitive advantage over neighbor countries on attracting international clients. The directive took effect from 1st November 2011.

In addition, BTRC also replied to BACCO applications by giving conditional permission for domestic and international operation in same premise and extended IP usage duration by call centers to one (1) year.

'Doel'- A Huge Digital Step Forward

The first Bangladesh-assembled laptop "Doel" hit the market through Prime Minister Sheikh Hasina launched its marketing. Telephone Shilpa Sangstha (TSS), a public company assigned to manufacture the laptop.

The government has taken up the project of producing locally-assembled laptops and net books with an aim to making this significant technology available to the people at a cheaper price. The assembling of laptop is truly a step towards implementing the government's vision of "Digital Bangladesh." Detail configuration of the laptops and netbooks is available at www.tss.com.bd.

Source:

[Click here](#)

2011 Best in The Contact Center World Revealed

Friday 4th November 2011 – at a packed gala awards dinner 200 of the best contact center professionals in the world from a combined 26 nations attended a fun filled evening where the best in the contact center world were revealed.

Earlier in the week at the 2011 Global Best Practices Conference the Top Ranking performers from around the world shared best practices in employee engagement, recruitment, training, workforce planning, technology, customer service, sales, social media in the contact center industry, performance management and much more. The event drew the best of the best in this annual event where award winning companies and individuals from all over the world meet and the best are decided by the audience. Also at the event the 2011 Industry Champion was named.

The results for the 2011 Top Ranking Performers – Best in the World will be found at:

[Click here](#)

Anti-Outsourcing US Bill Introduced

An anti outsourcing US bill has been tabled in the congress that would prohibit companies that outsource call center jobs overseas from receiving federal grants and loans. America's protectionist legislation would put some aggressive mandates on call-centre operations. Here are some of the things this bill would do:

- Require the US Department of Labor to publicly list US firms that move call centre jobs overseas.
- Make these firms ineligible for any direct or indirect federal loans or loan guarantees for five years.
- Require 120-day advance notification of a proposed move offshore.
- Require call centre employees to tell US consumers where they are located, if asked
- Require that call centres transfer calls to a US call centre, if asked.

However, the bill has only been introduced in the house, and there is a long way for this to become legislation. The possibility for the bill to become a law is very low. Objection to the passage of the bill will be raised not only by India but also by Latin America, Ireland, Philippines, Canada and Bangladesh.

1. [Click here](#)

2. [Click here](#)

Member News

Success Story of HMC Technology Ltd.

At a time when the call center industry was gaining a foothold in Bangladesh, HMC Technologies entered into an alliance with TimesofMoneyLtd to provide Remit2Home services to the increasing Non Resident Bangladeshi population worldwide. This first-of-its-kind service provided NRBs with a convenient and safe online channel to send money to Bangladesh, with the benefits of lower costs and better rates.

The engagement started in 2008 with HMC Technologies functioning as a Relationship Management Center for Remit2Home. This engagement acquired greater significance as the Bangladesh remittance market developed promisingly, and nearly doubled in size in the last 4 years. Remit2Home, with HMC Technologies, has thus become a front-runner in introducing a new-age remittance channel to NRBs and building a new category of customers. From a modest beginning with 4 relationship managers, the Remit2Home operations have grown to 20 agents manning the increasing number of customer relationships. The business too has mirrored the upward trend shown by the Bangladesh remittance market.

Going forward, Remit2Home and HMC will concentrate on training, expanding and equipping more resources to facilitate its relationship management operations for NRBs. With a plan to also develop an inbound wing of operations, it is imperative for Remit2Home to foster and refine the human capital of Bangladesh. Harnessing their own expertise in the domain, Remit2Home and HMC will aid in offering the best of their services to Bangladeshis, both within and abroad.

[Members are requested to send more success stories to be highlighted in the later issues.]

New Members

Runner System Technology
rst@runnerbd.com
www.runnerbd.com

Digicon Technologies Limited
info@digicontechnologies.com
www.digicontechnologies.com

World Trade
feroz@worldtradebpo.com
www.worldtradebpo.com

For full list of BACCO members please visit:
<http://www.bacco.org.bd/memberlist.php>



Bangladesh Association of Call Center and Outsourcing
www.bacco.org.bd

For any query and information :
Abdur Rahman Shawon
Executive Coordinator
+8801971122226
office@bacco.org.bd