Divergent
Technologies Limited

Technologies That Ensure Your Future

We Are Divergent Technologies Limited

Introduction

We are Divergent Technologies Limited, proud to be the leader in the IT industry especially in software development, mobile application, web Application, UX/UI Graphics, Mobile Game Animation, traditional VAS in Bangladesh. Divergent started its journey with the view in mind to adopt the latest information technology for Bangladesh and beyond. The chronology of Divergent is described briefly later in this profile

Divergent started its journey back in 2016, and eventually happened to prove its worth, and grew as one of the strongest companies of its own kind. The vision it is following ever since explains it all.

Our vision is to be recognized as a leading organization in the ICT industry by following one rule "**Quality Without Compromise**"

Divergent has contribute Robi Axiata Limited to win ComAsia Award 2020 in the Telecom Service Innovation by our Digital Health Service Named "Health Plus"

🏆 **Established in 2016**

Divergent is the leading information technology consulting, services, and business process outsourcing organization that envisioned and instigated the adoption of the flexible business practices that today enable our client companies to operate more efficiently and produce more value.

Our strength lies in perceiving the client's business processes, culture, vision and goals across the industry segments and offering client-oriented solutions, which are highly reliable. We commenced operations in 2016, to provide consulting and IT services to clients - globally as partners to conceptualize and realize technology driven business transformation initiatives. With a rare mix of domain, technology & project management experts, we bring the most complete team to bear on every project we take on. Business & technology experts, from some of the best universities in the country, bring invaluable insights and expertise into their areas of expertise. Industry veterans, who laid the foundation of the offshore services business, form the backbone of our leadership team. In a business model where people are the growth drivers, we are endowed with one of the most enviable pools of talent from across the country.

The objective of the Company is to carry on the business of Software development (both web & mobile application), especially management software; Website development, Mobile Application Development, Mobile Game Animation & Value-Added Services. We provide end-to-end business management and technology solutions for immediate business growth. We consortium continues to invest in new technologies, processes, and people, which can help its customers to succeed. Beside this Divergent also provides quality web, software and mobile development solution to local & International mobile operators, financial Institutes and various small and medium size enterprises.

We have developed customized and unique web solutions starting from simple corporate websites to ecommerce solutions, extensive web-based applications, CMS, etc. across various industries spanning Publishing, Travel, Education, Entertainment, etc. We identify your needs, and accordingly design and develop optimal solutions that address your business, marketing and communication objectives. Just go through some case studies.

It also makes decent investments in Research and Development activities to ensure technological efficiency for the days to come

Infrastructure

Divergent is not only equipped with a pool of talent where manpower is concerned, but it also has that infrastructure that assists them achieve their targets efficiently. The company is equipped with the latest hardware and other related peripherals and uses up-to-date software for its efficient functioning.

Facility Infrastructure	Data Security	IT Infrastructure	IT Infrastructure
• 2 floors with 4000 SQ FT development center • Complete Power Backup	• Fire walled Proxy Server & SSL Encryption / VPN. • Network Audit on a weekly basis.	• 100 High-end workstations with a file share server. • E-CAT6 cabling - Switches with GIGABIT interconnectivity. • Windows 2012 Server domain with Windows 10 Professional Workstations • Redundant remote server for disaster recovery and back up	• High speed Lease line, with DSL backup. • Windows 2012 ® Server OS • Fire walled Proxy Server & SSL Encryption / VPN

About Us

One of the Prime leaders in the IT industry especially in software, mobile & web Application development, UX/UI Graphics, Mobile Game Animation, traditional Value-Added Services in Bangladesh, India, Nepal & UAE. It is growing consistently with the vision "Quality without compromise".

Year of Establishment
2016 (7+ years of Experience)

Mailing Address
High Tower | 8th Floor (Northern Side), 9 Bir Uttam A. K. Khandaker Sarak, Mohakhali C/A, Dhaka 1212 | Bangladesh

Membership in Business Association
General Member of Bangladesh Association of Software and Information Services (BASIS)

Nature of Business
Supply, Commissioning and installation of ICT products and services
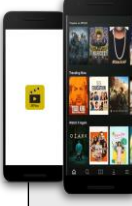
Divergent at a Glance

Name Of The Firm	Divergent Technologies Limited
About Us	One of the Prime leaders in the IT industry especially in software, mobile & web Application development, UX/UI Graphics, Mobile Game Animation, traditional Value Added Services in Bangladesh, India, Nepal & UAE. It is growing consistently with the vision "Quality without compromise".
Year Of Establishment	2016 (7+ years of Experience)
Membership In Business Association	General Member of Bangladesh Association of Software and Information Services (BASIS) Membership Number – G1045
Infrastructure Facilities	2 floors with 4000 SQ FT
No of Resources	60+
Yearly Turnover	2.6 Million USD
Mailing Address	High Tower	8th Floor (Northern Side)	9 Bir Uttam A. K. Khandaker Sarak	Mohakhali C/A	Dhaka 1212	Bangladesh
Telephone	+880 9617444111
E-mail	info@divergenttechbd.com
Website	www.divergenttechbd.com
Type Of Organization	Private Limited Company
Nature Of Business	Supply, Commissioning and installation of ICT products and services

Major Platform & Projects

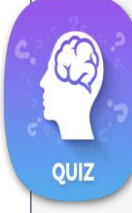|	
BMS- Billing Management System	Advance Campaign Management platform with DND solution DND Solution
ADND Solution - Contact Policy For Robi Axiata Limited	VMS - Voice Mail Service For TeleTalk Bangldesh
QR Processor – For bkash Online Merchant onboarding and PGW integration	Robotic process automation (RPA) Single Screen (CRM) (For Robi Axiata Limited)
One Stop IVR Commercial Platform for ADA-Analytics. Data. Advertising BD	Service Delivery Platform (SDP) For Nagad (Digital Financial Service BD)
Push Pull Service Solution (For Robi Axiata Limited)	ACA Admission Process Automation
CYN - Choose Your Number (For Robi Axiata Limited)	FNF System Solution - For Robi Axiata Limited
Process Maker - For Robi Axiata Limited	QMS (Question Management System) - For Brac Bank Limited
Call Card System	Enterprise Resource Planning System(ERP)
Customer Insight Management Tool (CIMT) - For bKash.	BIT Solution (Business IT)
Golden Recharge (Mega Recharge Campaign) - For Robi Axiata Limited	Ghechang Store (Virtual Recharge Campaign) - For Robi Axiata Limited

Digital Platform (Content & Services)

Digital Health
- Subscription Based **Robi's Branded** Digital Health Service
- **Digital Insurance** (Individual & Family) Life & Accidental Insurance With Hospital Admission Cash Back (IPD: In patient Dept.) & (OPD: Out Patient Dept.)
- **Student Scholarship Facilities**

Exclusive Digital Quiz - Entertainment Service
- Historical Knowledge-based Service Quiz & Chance To Win Exclusive Gifts (IOS/Android Phone, Diamond Fashion Jewelry, Laptop, Smart TV, Home Electronic & Many More)

Entertainment Video
- On-demand Video Streaming Platform & Exclusive Subscription Based Video & Movie Watching Portal.

Body & Mind Care
- Subscription Based Meditation & Yoga Experience & Virtual Training

Religious Content
- Collection of **Various Religious Song & Music**.

Mobile FM
- Single IVR Number to listen Local FM radio station.

Life Style Service
- Subscription based SMS Tips Service.

MPlex
- Subscription Based Video Streaming Service

Success Stories

🎖️ 2024-Projects

IVR Short Code, Call Center Solution & Complaint Management Software Implementation for RMG sustainability council (RSC)

IVR Call Solution and Complaint Management System for RSC: Divergent Technologies Limited has developed a cutting-edge IVR Call Solution and Complaint Management System tailored specifically for the RMG Sustainability Council (RSC). This comprehensive software solution is designed to optimize and enhance both communication and complaint handling processes.

- IVR Call Management: Streamline both incoming and outgoing calls with an intuitive Interactive Voice Response (IVR) system, ensuring efficient call handling and improved user experience.
- Complaint Management: A robust system for logging, tracking, and managing complaints, with features that allow for the assignment of specialists to address and resolve each issue effectively.
- Daily Call Reports: Automated generation of detailed reports on daily call activities, offering valuable insights and enabling effective oversight and management.
- Call Recording: Integrated call recording functionality to ensure accurate documentation, support quality assurance, and provide a reliable audit trail.
- Our IVR Call Solution and Complaint Management System will enhance operational efficiency, improve complaint resolution, and support RSC in achieving its communication and service excellence goals.

VAT TAX Automation Software for HSBC

VAT TAX Automation Software for HSBC: Divergent Technologies Limited has crafted an advanced VAT Tax Automation Software specifically designed to meet the needs of HSBC. This robust solution is engineered to streamline manual processes, minimize errors, and boost overall efficiency in tax operations.

- **Generate EOD file, transfer to The System and Tax VAT deduction: Automates** the generation of End of Day (EOD) files and seamlessly transfers them to the relevant system, ensuring accurate VAT and tax deductions.
- **Reconciliation and Validation:** Facilitates the reconciliation and validation of entries, enhancing the accuracy and integrity of financial data.
- **Tax/VAT Challan Generation:** Automatically generates Tax/VAT Challans, simplifying compliance and reporting requirements.
- **AIT Certificate Issuance:** Streamlines the process of issuing Advance Income Tax (AIT) certificates, ensuring timely and accurate documentation.

This tailored software solution is built to significantly enhance HSBC's tax management capabilities, providing a reliable and efficient platform for handling complex VAT and tax processes.

🏅 2023-Projects

Dynamic WEBSITE on Child Rights Database CONTEXT for Ain O Salish Kendro

Dynamic Website for Child Rights Database for Ain O Salish Kendro: Divergent Technologies Limited has developed a dynamic website specifically tailored for Ain O Salish Kendro. This advanced platform is designed to provide comprehensive, real-time access to essential data and resources related to child rights and protection.

- Child Rights Violation Data: A centralized repository for tracking and reporting violations of child rights.
- Gender-Based Violence Statistics: Detailed insights and data on gender-based violence affecting children.
- Age-Based Data: Analysis and reporting on child rights issues segmented by age groups.
- Monthly Child Fatality Statistics: Up-to-date statistics on child fatalities, organized by month.
- Media Management: Integrated tools for managing media content related to child rights advocacy and awareness.
- Advocacy Tools: Resources and functionalities to support advocacy efforts and enhance awareness about child rights.

🏅 2022-Projects

Associate Chartered Accountant (ACA) Admission Process Automation:

Divergent Technologies Limited offers a comprehensive Admission Process Automation solution designed to streamline and enhance the entire admission process for the International Competency Assessment Board (ICAB). Our technology-driven solution automates critical tasks including application submission, document management, applicant tracking, communication, evaluation and scoring, interview scheduling, decision-making, and enrollment.

By implementing our automated system, institutions can significantly improve operational efficiency, minimize errors, and elevate the overall applicant experience. Our solution ensures a more transparent and manageable admission process, facilitating a seamless experience for both applicants and administrative staff.

🏅 2021-Projects

Online Merchant onboarding and PGW integration for bKash

Through this platform bKash merchant can onboard to different BKash products.
core features of this platform are-
- Micro service architecture.
- Different Integration steps automation and validation
- Sandbox environment development.
- Task Scheduling through round robin scheduling
- Chat and support system
- Different Reporting module.

Advance Campaign Management platform with DND solution for ROBI

A&P RPA for Robi

Employee Information Update RPA for Robi

- RPA downloads a file from a specific SFTP location. Then, each row of that file is checked and matched with the database of e-approval to check whether there is any change or not. If any change is found, a log is kept denoting the changes. Then, the RPA posts this updated info and data to the User Access Management (UAM) portal. If posting is done successfully, then it is

Fund Payment RPA for Robi

- The whole process described above is done similarly by the RPA. RPA downloads the vendor data. RPA filters all the unique vendors. The unique vendors are then posted to SAP. Then, payment is done to the same vendors.

Fund positioning RPA for Robi

- RPA logs into the banks' websites and scraps the data. For the banks with captcha/OTP issue, RPA collects the bank statements from the workflow server. RPA then processes the data of all the bank accounts (payment, collection and closing balance), prepares a report and then uploads the report to workflow. The report is reviewed from the business end and uploaded again. Lastly, a well-furnished report is produced according to the prescribed format.

IC IR RPA for Robi

- The whole process described above is done similarly by the RPA. Different files for each category are downloaded from the workflow. After downloading the files, they are processed accordingly. Then, SAP entry is done according to the requirement. After the SAP entry, the material codes are extracted and mailed to the concerned people.

IFRS RPA for Robi

- From the above scenario, the RPA mainly deals with the accounting data downloading, processing, posting and uploading. The previous steps are done manually and the data are kept in the workflow. RPA downloads those data and then carries out the rest of the processing and uploading according to the requirements.

Material Master RPA for Robi

- Data is downloaded from workflow. Each category of data is posted independently in the SAP. If no data is found for a category, that particular category is skipped. After the SAP entry, the material code is extracted. A different sheet is made for each category in the final output file and the material code is populated in that file. Lastly, the final output file is uploaded in the workflow.

OTF commission profile RPA for Robi

- RPA extracts the commission profiles from the workflow. Then, RPA sorts the data according to the commission profiles. The commission data for the same commission profiles are kept and arranged together. If no existing commission is found for the profile, RPA adds a new commission. The cache is updated automatically by the RPA according to the profiles which have been completed.

VAT rebate RPA for Robi

- RPA does the SAP entry and then downloads the excel file. RPA processes the data in the excel file, prepares a final output file and then uploads the final file to the workflow.

User access management for Robi

- Provision user in Active directory, Gitlab, office365, keycloak
- Deprovision user
- Create service
- Provision user using schedule
- Deprovision user using schedule
- Generate report

Employee Movers/Reassignment Request

- If the company has decided to promotion to an employee, then HRBP will use this process.

Employee NOC Request

- Employee resignation is when the employee resigns voluntarily. Typically, an employee uses this process when they decide to leave the company.

Third Party Resource on Boarding and Exit

- If the company has decided to work with a third party, then employees use this process.

Application User Creation Request

- If any employee has needed any system permission, then employees use this

Exit Employee Email/Office365 AC Reassignment Request.

- When employee decide to resign then those employees' email and documents reassign someone else.

Exit Automated SIM Recycling Process

- Used for request reactive the deactivated sim.

PSLM

- This used for launch new product or service.

WIFI-LAN Access Request

- Employee request for WIFI or Lan access.

Audit Management System (AMS)

- Used for audit report of department.

Database User Creation Request

- Used for request to new database requirement.

🏅 2020-Projects

One Stop IVR Commercial Platform for ADA- Analytics. Data. Advertising

- Corporate Voice SMS platform allow customers to broadcast bulk VOICE SMS (30 sec voice clip) to targeted base directly from ad reach portal. It's also One of a kind IVR platform that will give freedom to corporates to design their own IVR based services

Advance Campaign Management platform with DND solution for Robi Axiata Limited

- Through this platform Any numbers can be control their promotional message opt-in and opt-out.

Service Delivery Platform (SDP) For Nagad (Digital Financial Service BD

- Through this platform Any numbers can be control their promotional message opt-in and opt-out.

VMS - Voice Mail Service for TeleTalk Bangladesh

- We have developed VMS which is a centralized system of managing telephone messages for a large group of people. Any system of conveying voice message, including the answering machine. It is an interactive computerized system for answering and routing phone calls. It works as a system for recording and listening messages.

Robotic process automation (RPA) For Robi Axiata

- We are working on Artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required humans to perform.

🏅 2020-Vas & Digital Platform

Doctor Video Consultancy

- Live Video Call feature of Health Plus App

Beauty Care Service

- Subscription based popular and secret beauty tips Makeup Tutorial & more (SMS/WAP/IVR)

Exclusive Mobile Games

- Subscription Based Mobile Games service where user can enjoy unlimited premium games

Swipe Chat

- Subscription Based Social IM Service (SMS/WAP/IVR)

🏅 2019-Vas & Digital Platform

Doctor Video Consultancy

- (Live Video Call) feature of Health Plus App

Dream 11

- Subscription Based Entertainment Sports service

Hot Deal

- Discount Offers and related info for shoppers.

🏅 2018-Project

(BMS) Online Bill Management System for bKash

- Customer can see their itemized bill through portal. Customer can register and de-register through Robi self-care.

Process Maker for Robi Axiata Limited

- We have developed ERP for ROBI to manage business processes of various departments & functions through the centralized application

Customer Insight Management Tool (CIMT) For bKash

- bKash Call center call will receive by Agent & Details information of the caller will automatically pop-up to Agent machine and download their bill cycle of bill through PDF file format.

🏅 2018-VAS & Digital Platform

Health Plus

- Complete Solution of Digital mobile health application along with Insurance Benefits

Horror stories Collection (IVR Service)

- To listening horror story through IVR channel.

Fantastic Video Zone

- Subscription based Video Streaming Service

🏅 2017-Project

Golden Recharge (Mega Recharge Campaign) - For Robi

- We have developed and launched mega recharge campaign named "Golden Recharge" for Robi, which was commercially successful.

Ghechang Store (Virtual Recharge Campaign) - For Robi

- Ghechang Store is a virtual Recharge campaign store for all Robi customers.

ADND Solution - Contact Policy for Robi Axiata Limited

- We have developed (ADND) advance do not disturb settings for Robi & Airtel Operator. It's a Digital Platform with subscribe and unsubscribe features through SMS/IVR/WAP/APP/USSD/Portal

🏅 2017-VAS & Digital Platform

Various Quiz Service- Play, Spin & Win (SMS/WAP/IVR)

- We have developed Subscription and historical knowledge-based quiz service, where participants will get the chance to win attractive prize.

🏅 2017-Project

Advance Campaign Management platform with DND

- Through this platform Any numbers can be control their promotional message opt-in and opt-out

CYN - Choose Your Number (For Robi Axiata Limited):

- unique way of SIM selling and activation process where retailer and subscriber can choose the mobile number dynamically from Robi & Airtel SIM selling touch points.

FNF System Solution for Robi Axiata Limited

- Considering Airtel-Robi merger scenarios Robi would like to customize exiting FNF platform (In-house developed platform) to onboard Airtel base (016) & support FNF existing functionalities (business logics, CDR generation, customer segmentations, FNF allowed rules for different service classes etc.) for Airtel customers.

QMS (Question Management System) for Brac Bank

- QMS is being used for Management of Assembly Question. It is linked with Online Answering System which is a web-based application. Concerned departments check their questions on-line and submit their answers accordingly.

Category-wise Available Technical Resource

Category	Available Resources
Core application Developer	06
Database Design & Development	05
Frontend Development	07
Backend/API Development	10
Full stack Development	08
System Architect	02
Apps Developer	05
Network Engineer	02
UI/UX Designer	02
Software Quality Engineer	03
Technical Writer	02
Total	52

🏆 Awards Achievement

BASIS Membership Certificate

🏆 Awards Achievement

রবি Health Plus

CommunicAsia
AWARDS
3 October 2020

AWARD

This certificate is proudly presented to

Health Plus

Robi wins CommunicAsia award for innovative response to Covid-19
Robi won the Singapore based, CommunicAsia 2020 Awards in the Telecom Service Innovation in response to the Covid-19 category for "Health Plus" service- the innovative solution to serve its consumers and enterprise customers during the Covid-19 pandemic . Robi's steadfast focus on digital innovation has once again come to light through this international award.

The CommunicAsia 2020 Awards celebrate and recognize achievement and excellence in the industry. As the region embarks on the new era of 5G, the CommunicAsia Awards aims to celebrate the advancement across the global service provider ecosystem in their endeavor to build next-generation networks.

CommunicAsia Award
For Innovative Response to Covid-19

Our Corporate Structure

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                                                         ┌─────────────────┐
                                              ┌──────────┤ Tele Sales Support
                                  ┌───────────┐          └─────────────────┘
                         ┌────────┤  Head of  ├──┤ Sales Manager ├──┐
                         │        │ Marketing │                     └────┤ Executive │
                         │        └───────────┘
                  ┌──────┤                ┌───────────┐          ┌──────────────┐
                  │ COO  ├────────────────┤ Head of HR├──────────┤ HR Executive │
                  │      │                └───────────┘          └──────────────┘
                  │      │                                       ┌──────────────┐
                  │      │                ┌────────────────┐─────┤   Accounts   │
                  │      └────────────────┤ Head of Accounts│    │   Manager    │
                  │                       └────────────────┘─────┤   Accounts   │
  ┌────────────┐  │                                              │   Executive  │
  │  Board of  ├──┤ CEO │                                        └──────────────┘
  │ Directors  │  │     │                                        ┌──────────────┐
  └────────────┘  │     │                                   ┌────┤Client Support│
                  │      │                ┌───────────────┐ │    │ Team Manager │
                  │      │       ┌────────┤Sr. Technical  │ │    └──────────────┘
                  └──────┤ CTO  ├─┤Software Division│Analyst│    ┌──────────────┐
                         │      │ └───────────────┘ ├───────┤────┤Project Delivery
                         └──────┘                   │Sr. PM's│    │ Team Manager │
                                                    └────────┘    └──────────────┘
                                                                  ┌──────────────┐
                                                                  │Tech Content &│
                                                             └────┤Quality Assurance
                                                                  │   Manager    │
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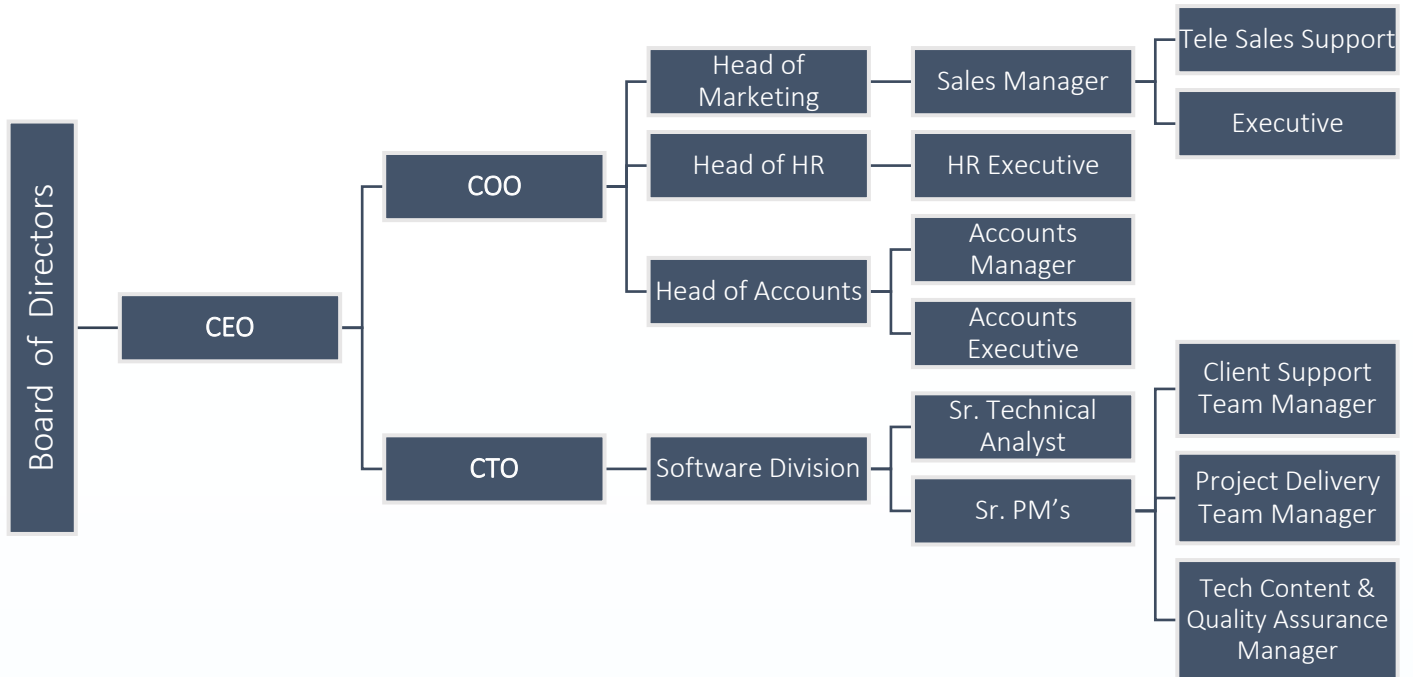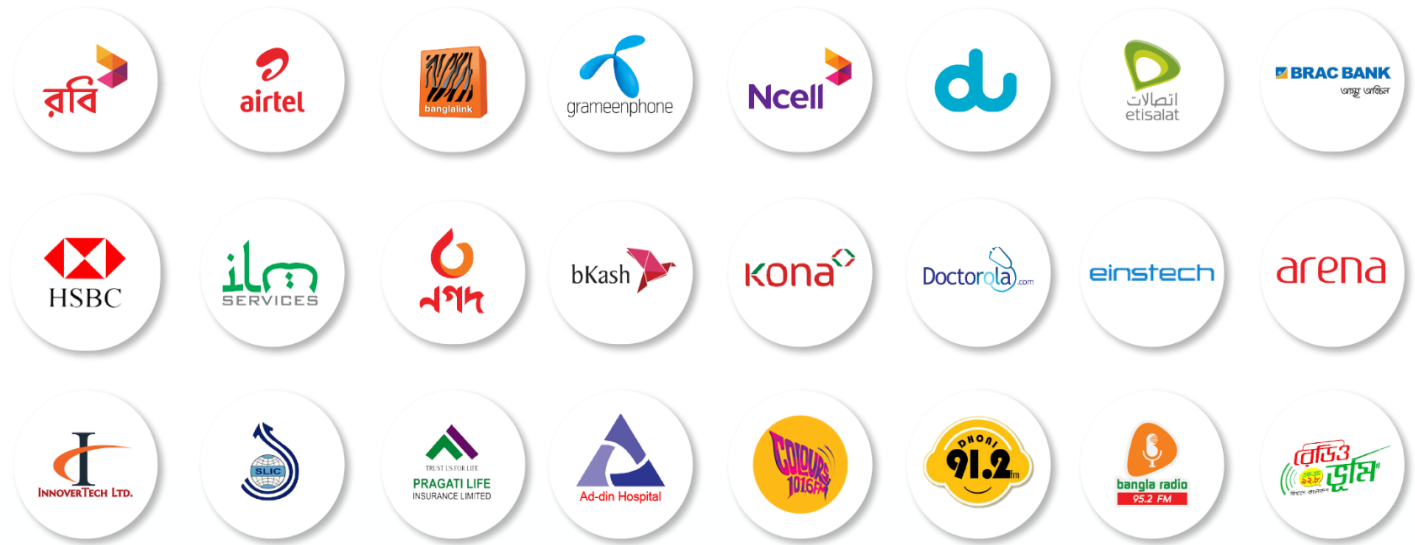
CEO's Profile

Md. Muzahid Hossain

Our CEO Mr. Md. Muzahid Hossain has Completed B.Sc. in Computer Science and Engineering from Bangladesh University of Engineering Technology (BUET). He worked for Robi Axiata Limited (Robi – Axiata & NTT Docomo company) As a Manager, VAS Development Team Lead from Jan'2010 – May'2012. Later He Joined Mir Technologies Ltd. as Head of Development in June'2012 and worked till June'2016. He also worked for Kona Software Lab Limited (R&D wing of KONA I CO. Korea) as R&D Manager in 2016 for One year. In 2017 he has started his journey with Divergent Technologies Limited. Currently Divergent Technologies Limited is one of the prime mobile content and solution provider in Bangladesh and also overseas. He has 9+ years' experience of implementing mobile value-added service with all the mobile operator in Bangladesh.

Our Valued Group Clients

রবি · airtel · banglalink · grameenphone · Ncell · du · etisalat · BRAC BANK

HSBC · ilm SERVICES · নগদ · bKash · Kona · Doctorola.com · einstech · arena

InnoverTech Ltd. · SLIC · PRAGATI LIFE INSURANCE LIMITED · Ad-din Hospital · COLOURS 1016FM · DHAKA 91.2 FM · bangla radio 95.2 FM · রেডিও ভূমি

Our Partner

UCB · BRAC BANK LIMITED · ISLAMI BANK BANGLADESH

Payment Partner

RACE Race Online Limited · fusionnet · MetroNet We Do IT

Network Partner

eset

Security Partner

bangla radio 95.2 FM · TIGER MEDIA

Media Partner

Zetta-Byte GADGETS · RYANS

hardware Partner

Our International Partners (Existing Live Services)

etisalat · du · Ncell

Our Services

Divergent delivers quality and timely solutions and services at a price that make our clients smile. Divergent focuses on offshore development at our excellence center in Dhaka, Bangladesh. This allows us to scale up rapidly (leveraging on the plentiful supply of talent and thus cutting down on execution time) at costs that are on an average 70% cheaper. An in-depth knowledge of various technology areas enables us to provide end to-end solutions and services. With our 'Web of Participation', we maximize the benefits of our depth, diversity and delivery capability, ensuring adaptability to client needs, and thus bringing out the most innovative solutions in every Business and technology domain

Quality | Technology | Innovation

IT Services   Project Management   Consultancy

IT Services

IT has high potential in terms of employment and revenue generation. The IT manufacturing sector is growing at an average rate of 20-25% annually over the past decade. Software industry continues to contribute a major portion of Bangladesh IT industry's revenues. With the dedicated and adroit employees at Divergent, it has been adept in assisting the growth of the nation in the field of Information Technology. Divergent with its vision of quality and innovation has been successful in catering the needs of those who seek our assistance in following areas of IT enabled services:

1. Software Solutions
2. Web Solutions
3. Networking Solutions
4. Graphic & Multimedia Solutions
5. Quality Assurance & Testing
6. Application Maintenance & Support
7. Turnkey Solutions
8. Offshore Development

Software Solutions

Divergent Software Solutions has developed a number of products and MIS applications for its clients in this service. Our mature software development processes, combined with excellent infrastructure have significantly increased the "on-time and on-budget" delivery of software in the offshore mode. We use a highly effective IMPACT Methodology for offshore and distributed software development. Our services begin from analysis, moving through designing, development, testing and implementation to maintenance. Our applications come in all sizes, be it a one-table database, or a massive client-server application. The creation of complete database applications is yet another field that we specialize in.

We Offer

1.1. Application development
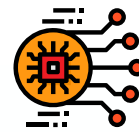
1.2 Software Solutions

Web Solutions

Divergent provides web solutions & services to help customer reach to a wider customer base. The web is a new and different medium for communication and requires a different viewpoint and skill set to use it in the most effective way. You need web consulting to get more return on your investment in your web site. We can help you get the most effective solution through:

2.1 – Website Development

2.2 - Ecommerce

2.3 - Website Multimedia

Our Projects

1. Customer Insight Management Tools: CIMT

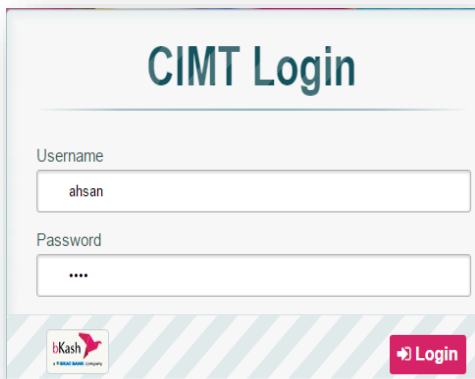## Customer: bkash Corporation
Industry: Financial Institute

Call Center / Customer Interaction & Alternative Service
bKash Call center call will receive by Agent & Details information of the caller will automatically pop-up to Agent machine. With this system agent can create ticket & resolve customer problem. Below modules are incorporated in the system
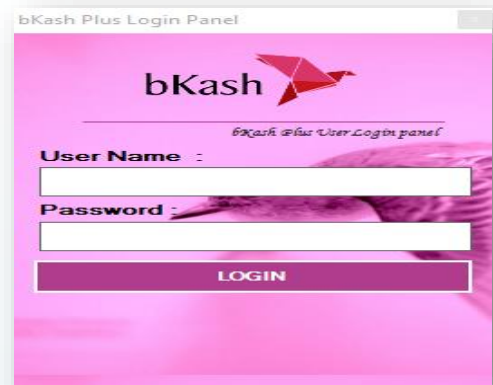
- Customer Information Check
- Pin reset
- Account Status
- Transaction History
- Transaction Limit
- Transaction Statement

- Call History & Disposition History
- Agent Management
- Merchant Management
- Campaign Management
- Survey Management
- Bulk Survey Report

CIMT Login

Username
ahsan

Password
••••

→ Login

CIMT User Login: By entering Username and Password, user will be

bKash Plus Login Panel

bKash

bKash Plus User Login panel

User Name :

Password :

LOGIN

BKash Plus Front-end User Login: bKash Plus Front User needs to start bKash Plus desktop Application for Login in CIMT Panel. By entering Username and Password in the

Ticket History View Option

Ticket Re-open

Ticket Add note

Ticket details View page

Add Ticket

Customer Insight Management Tools: CIMT Solution

Customer: bkash Corporation
Industry: Financial Institute

Customer category based special prompt	Account information	Verification info
Registration & KYC info.	Customer Center Disposition Details	Disposition Code Showing
Disposition Code Saving	Active Tag List	Tag Management
Tagging History	PIN Reset	PIN Reset History
Identity Status Change	Identity Status History	Saving Plan Change
Saving Plan History	Transaction Details	Disposition History for CS: Disposition History for CS
Agent Info	Merchant Info	Stipend Info
	My Campaigng	

2.Online Merchant onboarding and PGW

Customer: bkash Corporation
Industry: Financial Institute

Laravel SDK

✓ Checkout 🛡 Tokenized 📱 Instant Payout (B2C)

🔗 Webhook 🔐 Auth and Capture 📅 Subscriptions

bKash

Magento PLUG-IN

✓ Checkout 🛡 Tokenized 📱 Instant Payout (B2C)

🔗 Webhook 🔐 Auth and Capture 📅 Subscriptions

bKash

3. ACA Admission Process Automation

Customer: International Competency Assessment Board
Industry: Financial Institute

Members Admission

Portal for ICAB member admission through process automation

Students Admission

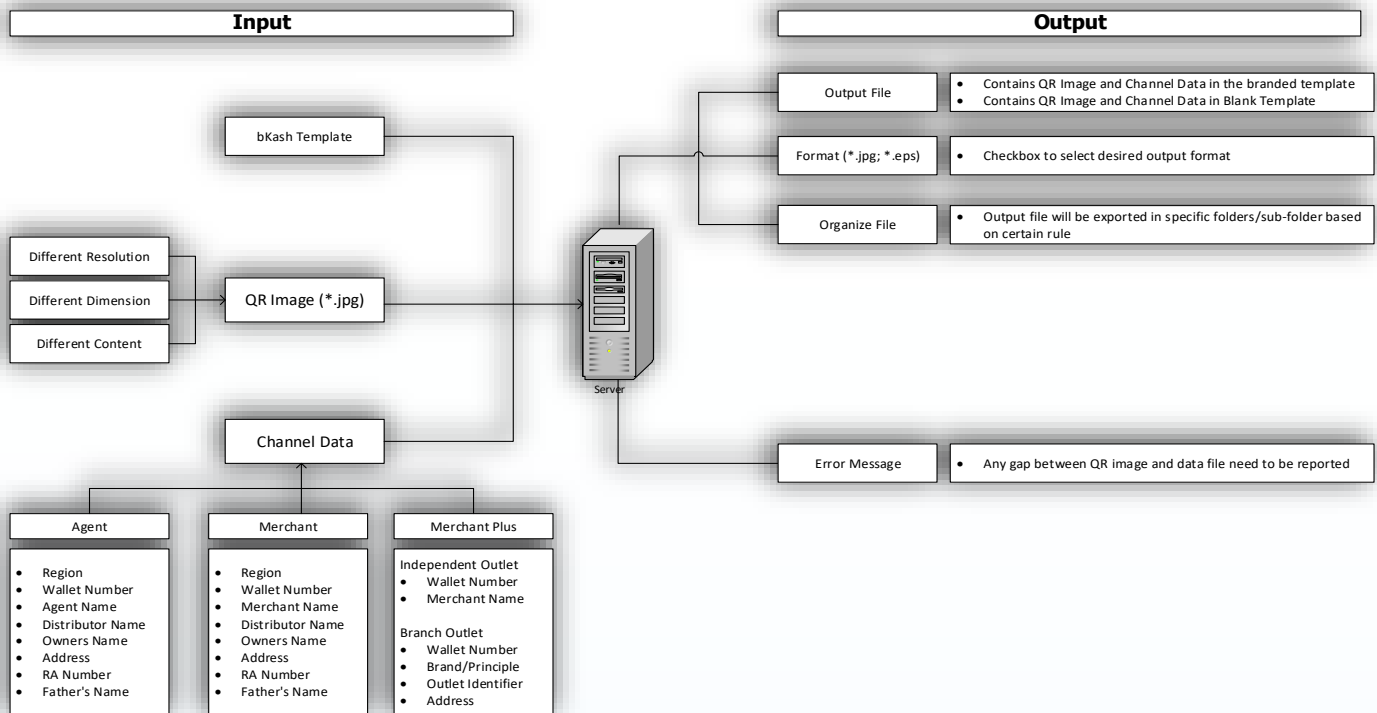Portal for Admission as CA student through process automation

Examination

This provides exam schedule, result, script review, exam forms, past question papers and many more...

4. QR Image Generation for bKash

Customer: bkash Corporation
Industry: Financial Institute

bKash is an MFS company like no other; built and nurtured at home, it has grown into a company of outstanding standard. The company has disrupted the peer-to-peer money transfer industry in Bangladesh and is constantly on the move by challenging and reinventing themselves. We Divergent Technologies Limited Proudly Generated QR code payment solution

Input

- bKash Template
- Different Resolution
- Different Dimension
- Different Content
- QR Image (*.jpg)
- Channel Data
  - Agent
    - Region
    - Wallet Number
    - Agent Name
    - Distributor Name
    - Owners Name
    - Address
    - RA Number
    - Father's Name
  - Merchant
    - Region
    - Wallet Number
    - Merchant Name
    - Distributor Name
    - Owners Name
    - Address
    - RA Number
    - Father's Name
  - Merchant Plus
    - Independent Outlet
      - Wallet Number
      - Merchant Name
    - Branch Outlet
      - Wallet Number
      - Brand/Principle
      - Outlet Identifier
      - Address

Server

Output

- **Output File** — Contains QR Image and Channel Data in the branded template; Contains QR Image and Channel Data in Blank Template
- **Format (*.jpg; *.eps)** — Checkbox to select desired output format
- **Organize File** — Output file will be exported in specific folders/sub-folder based on certain rule
- **Error Message** — Any gap between QR image and data file need to be reported
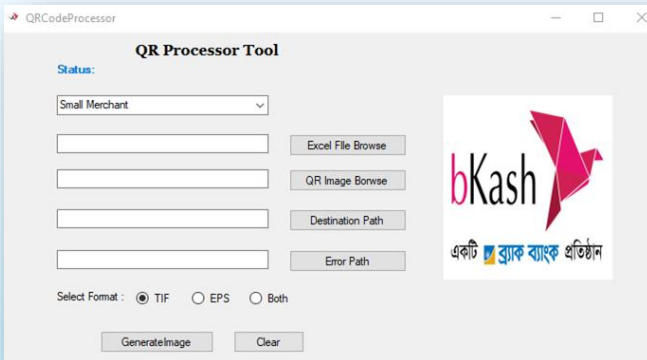
QR Image Generation for bKash

Format: jpg
File Name: 01711567890.XXXX.YYYY.jpg
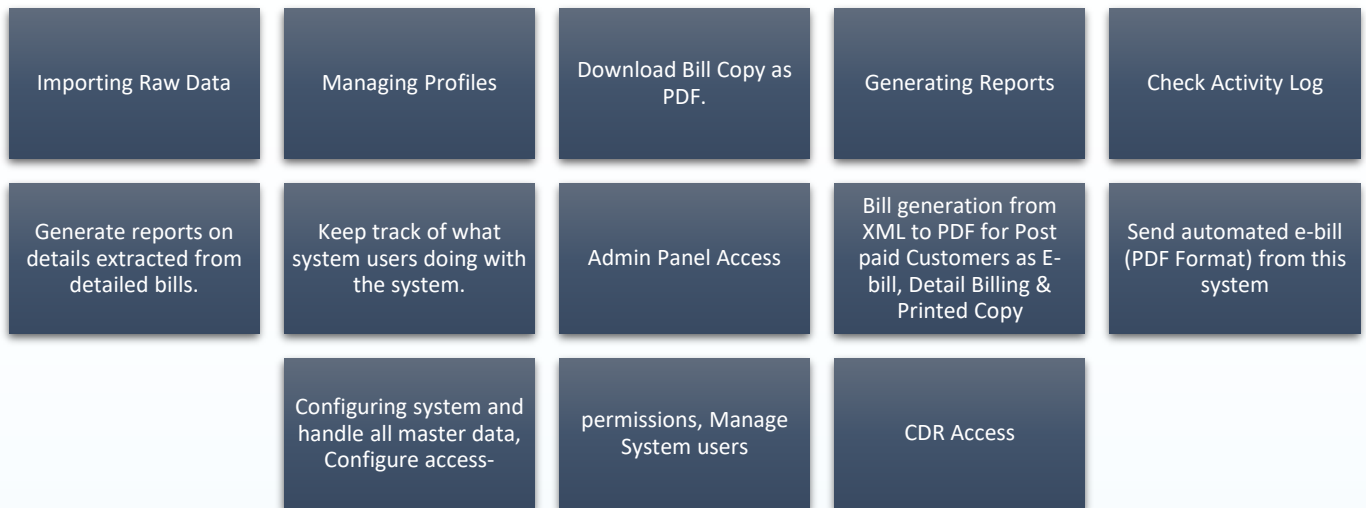First 11 character of the file name will contain the wallet number
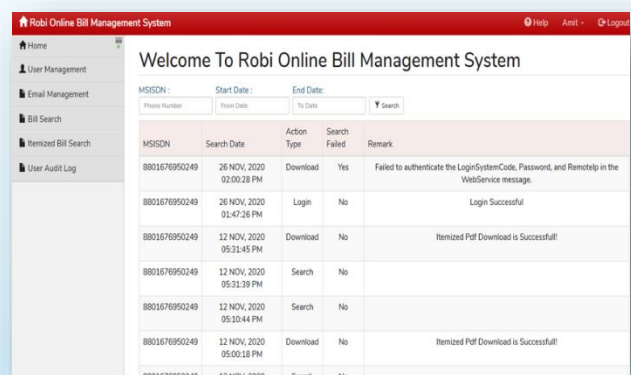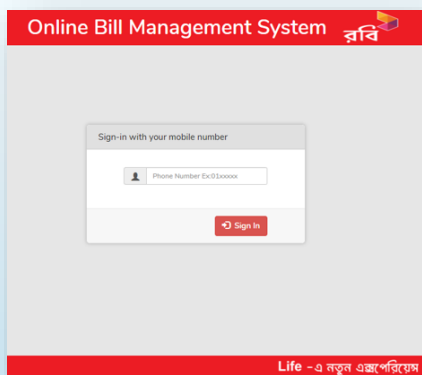Development: C#

5. Online Bill Management System: BMS

Customer: Robi Axiata Limited
Industry: Mobile network Operator

Online Bill Management System: Software makes it easy to manage Robi & Airtel Users to download itemized bill (CDR), check, search, download bill, receive Online bill copy and keep track of payments, use comprehensive real-time reporting feature. With the Online bill reports (advanced) tools you can view business activity to any level, for easy follow up at any stage of any client, bill search, track user activity, detail log, payment details & more. This is a WEB Based project & it has been developed in PHP Code Igniter, JAVA Processor & Used Database ORACLE where we can manage Customers Connection, payments, E bill Management, CRD Generation, API Integration & any kind of custom modification. The main Object to developed Online Bill Management System is to overcome the manual errors & make a computerized system.

BMS: System Functionalities

Importing Raw Data	Managing Profiles	Download Bill Copy as PDF.	Generating Reports	Check Activity Log
Generate reports on details extracted from detailed bills.	Keep track of what system users doing with the system.	Admin Panel Access	Bill generation from XML to PDF for Post paid Customers as E-bill, Detail Billing & Printed Copy	Send automated e-bill (PDF Format) from this system
	Configuring system and handle all master data, Configure access-	permissions, Manage System users	CDR Access	

Online Bill Management System: BMS

BMS: Development Environment

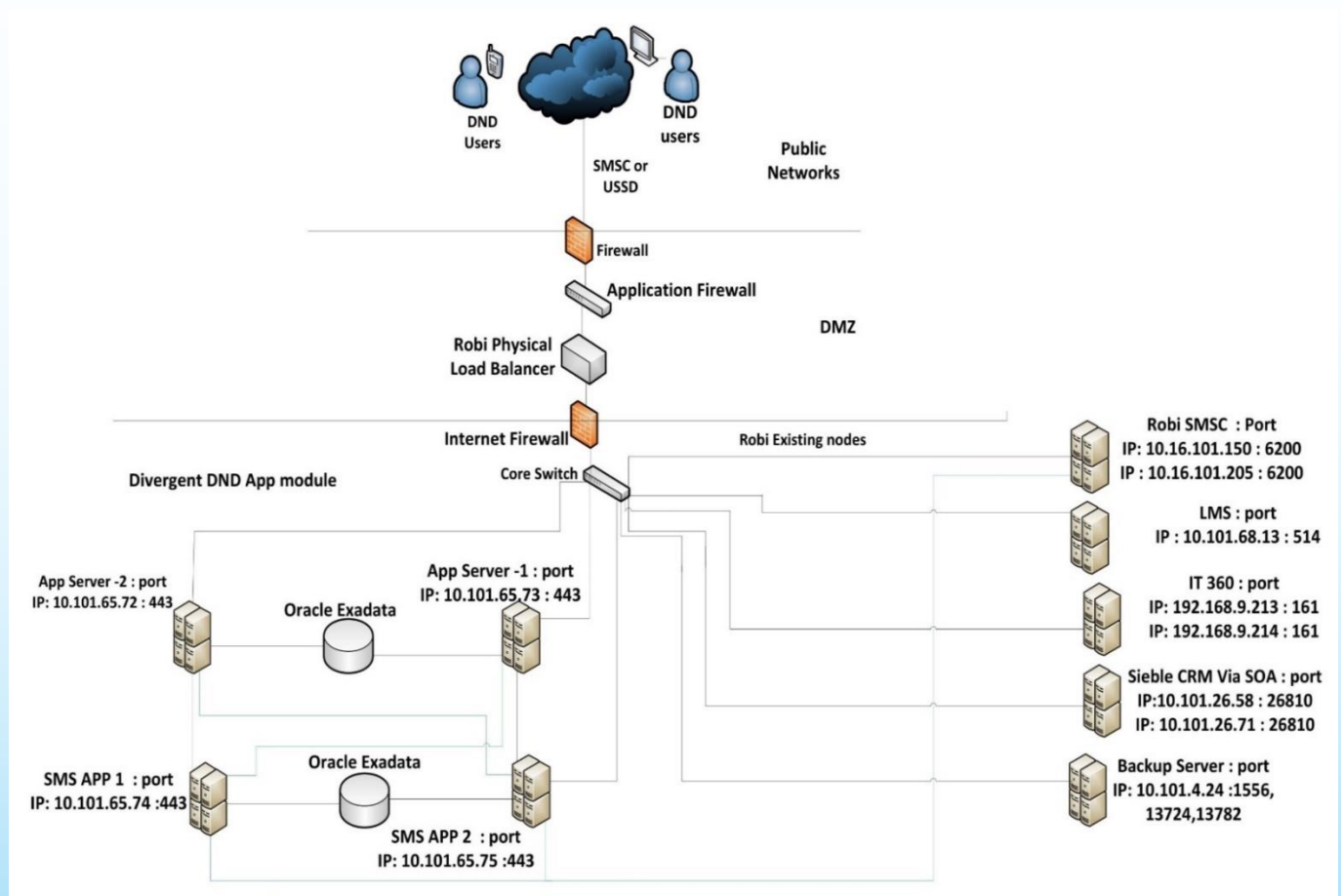# 6. Advance Campaign Management platform with Central DND Solution

Customer: Robi Axiata Limited
Industry: Mobile network Operator

We have developed (DND) do not disturb settings for Robi & Airtel Operator. It's a SMS sending Portal. Do Not Disturb (DND) facility which gives subscribers the freedom to choose what messages to receive from the various networks Operator (Robi & Airtel). What this means is that phone numbers on DND will no longer receive any text messages from third-party providers of the operator.
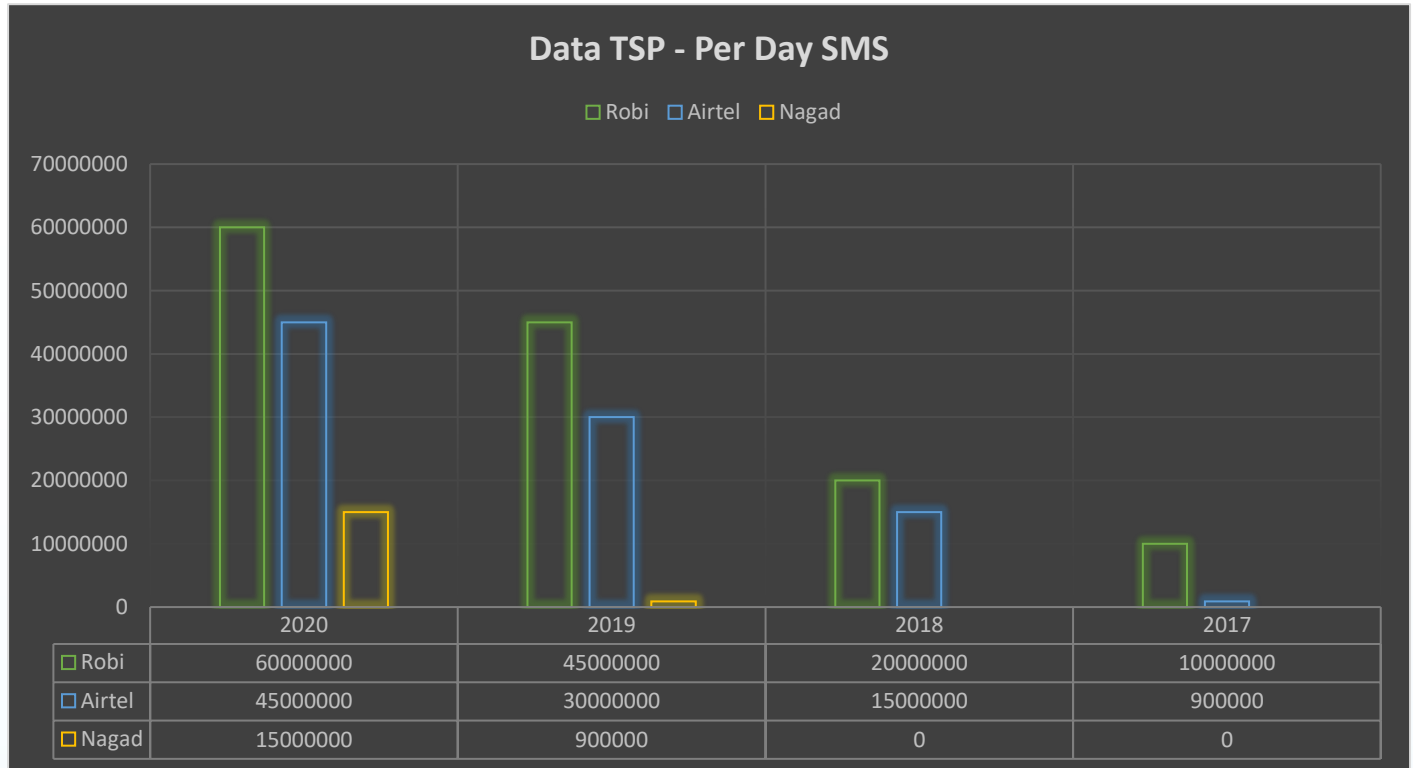
System Functionalities

- Importing Raw Data
- Managing Profiles
- Campaign Create
- Generating & Download Reports
- SMS sending Feature
- SMS Sending Time Customization

- Black list generation
- Number base Upload/Download
- DND Subscription/Un-Subscription Management
- Keep track of what system users doing with the system.
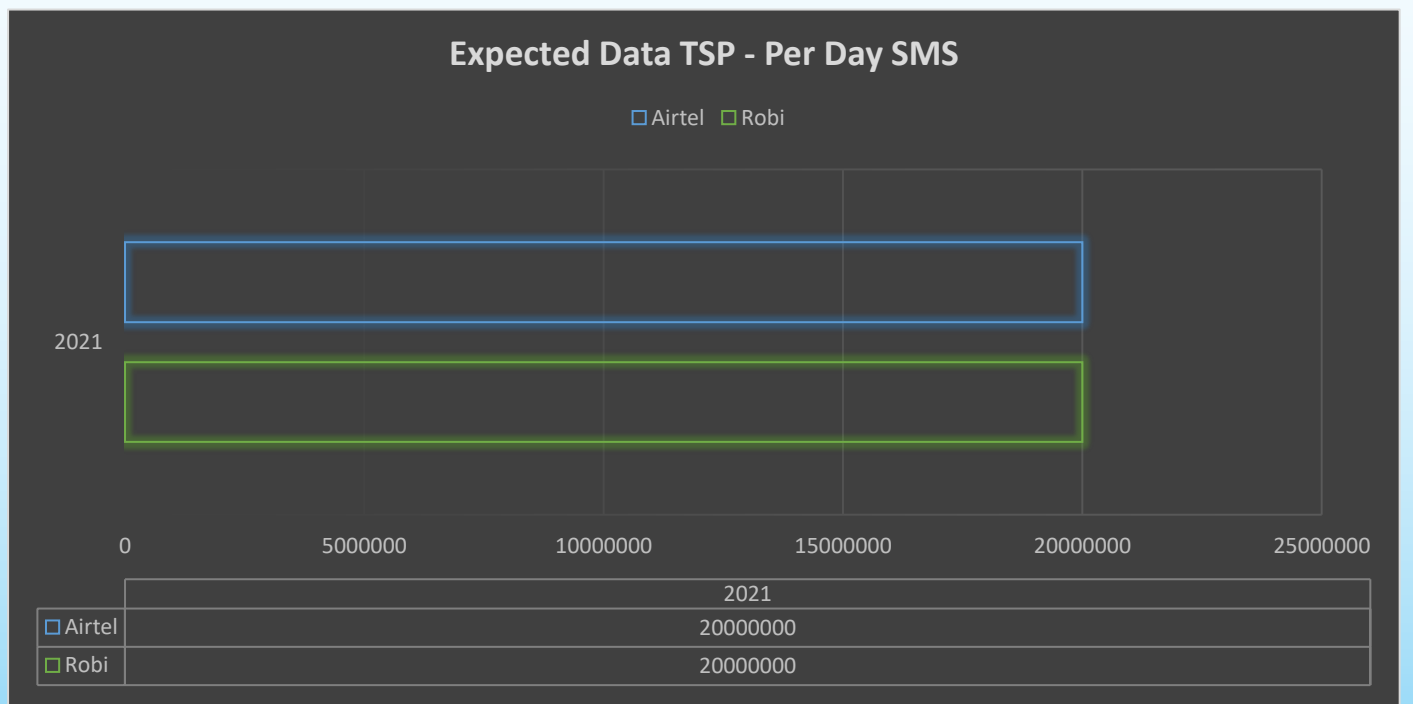- Admin Panel Access

SMS Gateway Diagram

Advance Campaign Management platform with Central DND Solution

Customer: Robi Axiata Limited
Industry: Mobile network Operator

Data TSP - Per Day SMS

Legend: ☐ Robi ☐ Airtel ☐ Nagad

	2020	2019	2018	2017
☐ Robi	60000000	45000000	20000000	10000000
☐ Airtel	45000000	30000000	15000000	900000
☐ Nagad	15000000	900000	0	0

OUR ONGOING PROJECT

Advanced Data Charging Systems: ADCS

Expected Data TSP - Per Day SMS

Legend: ☐ Airtel ☐ Robi

	2021
☐ Airtel	20000000
☐ Robi	20000000

Customer: Robi Axiata Limited
Industry: Mobile network Operator

We have developed (ADND) advance do not disturb settings for Robi & Airtel Operator. It's a Digital Platform with subscribe and unsubscribe features through SMS/IVR/WAP/APP/USSD/Portal.

USSD INTEGRATION

Contact Policy application will be integrated in Robi USSD gateway, so that Robi customer will get USSD menu tree when they dial *121*9# USSD Request Menu>>Select keyword (Dropdown menu)>> Suspend, Unsuspend, Status

We Have developed USSD. The short code will be same for Robi and Airtel, however different brand-wise repository will be maintained. Master Data of DND will be stored in this application.

|			
ADnD platform have subscribe and unsubscribe features through SMS/IVR/WAP/APP/USSD/Portal.	Once subscriber subscribe to ADnD platform then the platform will send the request to relevant all VAS nodes to keep this number in blacklisted.	ADnD platform will also maintain the subscriber profile, such as when subscribes, when unsubscribes, which services.	ADnD platform will communicate to all relevant VAS nodes through individual nodes API.
Also if any subscriber unsubscribe in ADnD platform will send request it relevant VAS nodes to keep this number white listed.	ADnD platform will maintain blacklist/whitelist in it's won DB.	Freebies are preconfigured in master database.	As per configuration, freebies can be given instantly upon every successful activation / renewal.

Advance DND Network Architecture
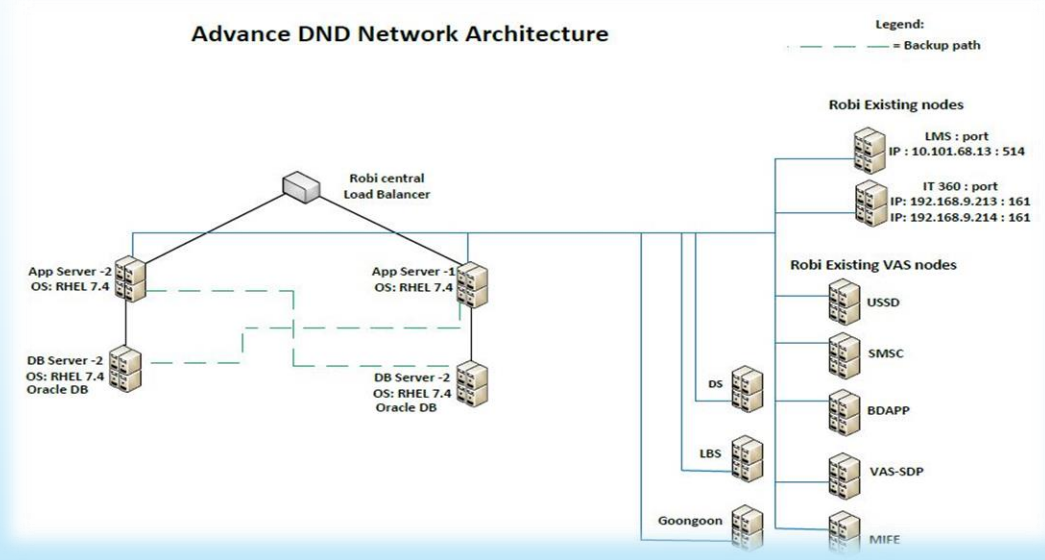
## ADND Solution: Developing Environment

8. CYN (Choose Your Number) Process Development

Customer: Robi Axiata Limited
Industry: Mobile network Operator

CYN is a process that enables retailers to provision subscriber's chosen numbers through SMS. The project will create capacity for provisioning of new SIM through SMS for both Robi & Airtel replicating the existing process of Airtel CTN process. It is a unique way of SIM selling and activation process where retailer and subscriber can choose the mobile

The main features of the project are

❯ Develop and deliver an application that will maintain CYN Process.
❯ Subscribers will be able to stop promotional offers if they want.
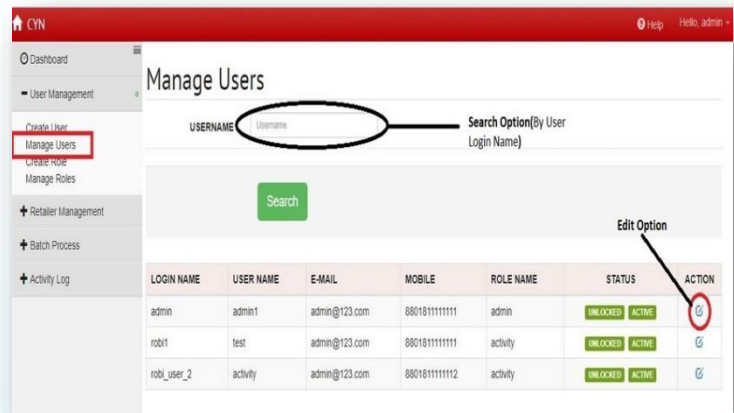
Divergent customized existing Friends & Family (FNF) to onboard Airtel(+88016xxxxxxxx) base to support Robi FNF platform functionalities, Integration & migration support as part of Airtel & Robi FNF service consolidation under merger scenarios in Robi network.

Considering Airtel-Robi merger scenarios Robi would like to customize exiting FNF platform (In-house developed platform) to onboard Airtel base (016) & support FNF existing functionalities (business logics, CDR generation, customer segmentations, FNF allowed rules for different service classes etc.) for Airtel customers. Hence Robi require 3rd party solution provider support & necessary customization on Robi existing FNF platform.
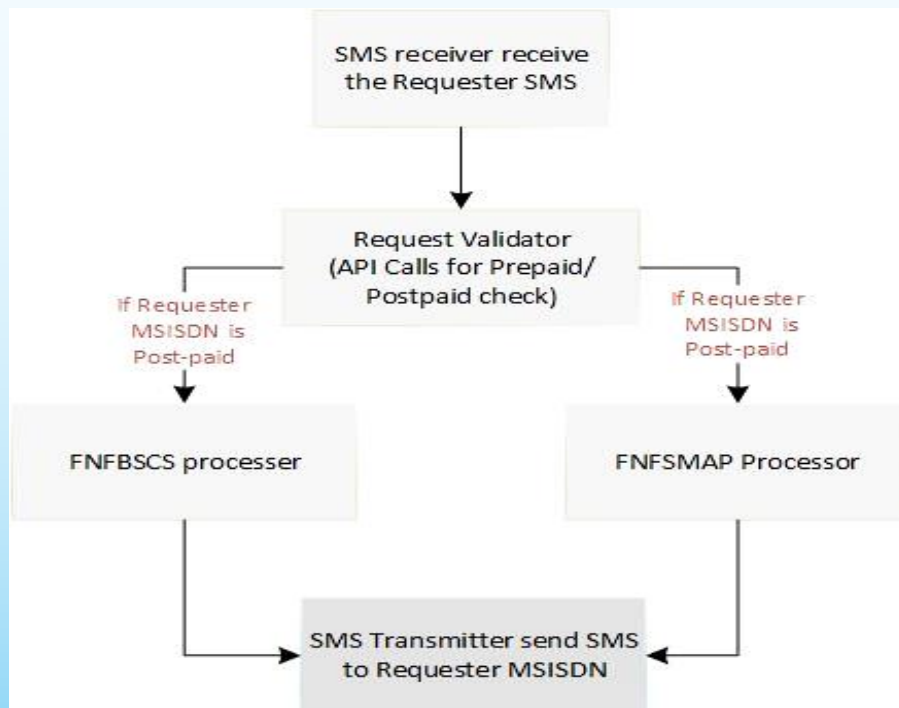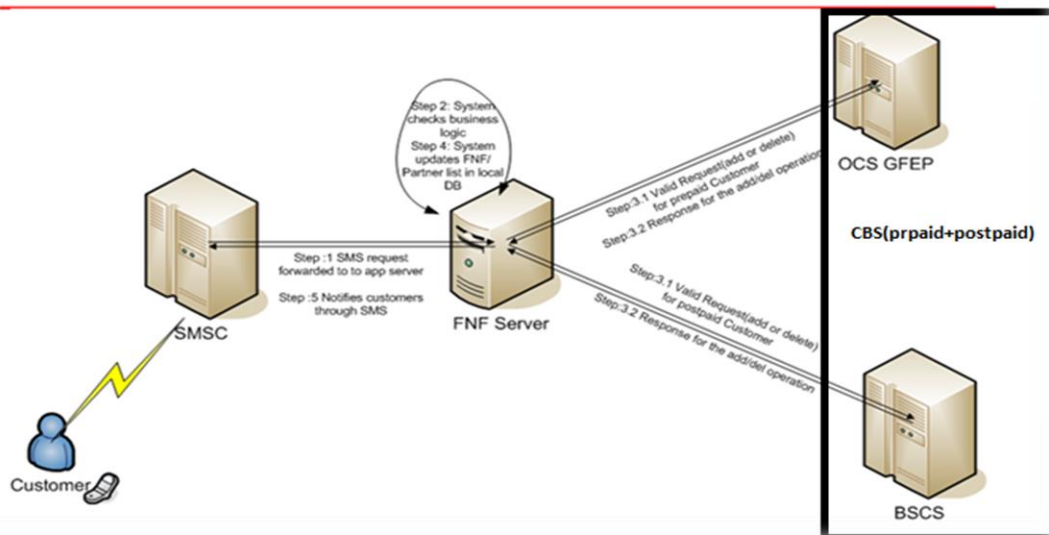
10. Process Maker

Customer: Robi Axiata Limited
Industry: Mobile network Operator

Low-Code BPM
- Empower users to easily design and automate workflows with an intuitive low-code platform. Create your processes in weeks, not months, so you can solve enterprise problems at the speed of now
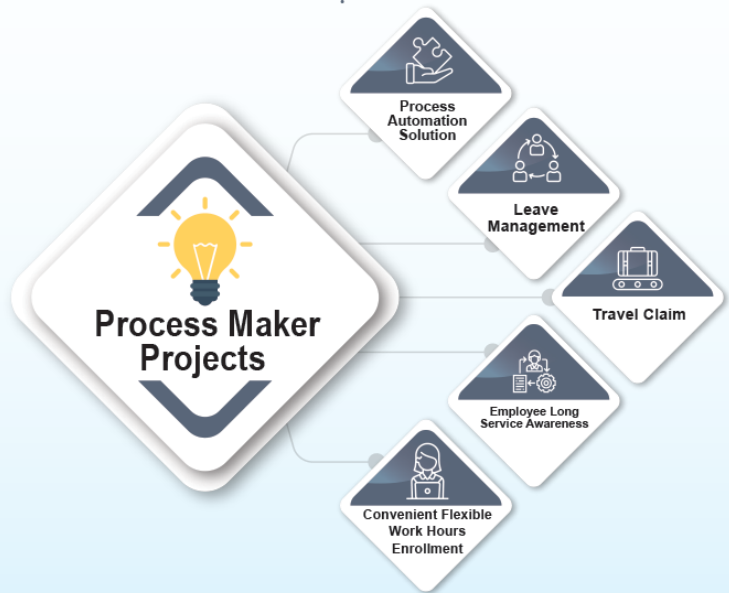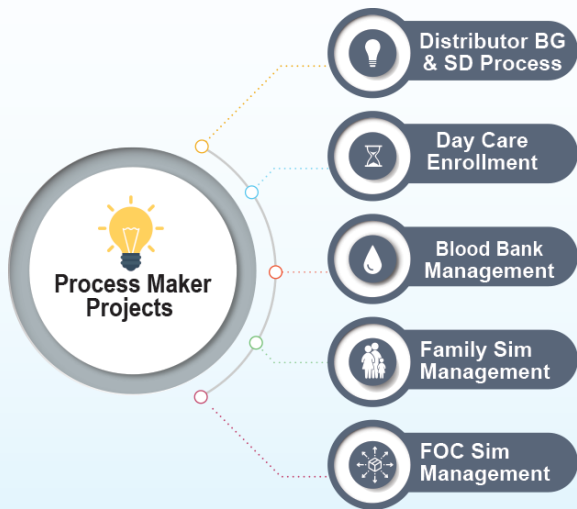
Why Process Maker
- Automate document-intensive, approval-based processes across departments and systems. Empower business users from finance to IT to HR to design and run their own workflows — no coding experience required.

Embedded Workflow
- Looking to embed world-class workflow into your existing solution? Let's talk. Our white label and OEM program is built to help software partners deliver on the workflow needs of their customers.

Digital Transformation
- Still filling out applications on paper? Data entry and transcription errors causing re-work? Non-standard criteria applied to applications and decisions? If so, your processes are ripe for digital transformation.

Process Maker Projects
- Distributor BG & SD Process
- Day Care Enrollment
- Blood Bank Management
- Family Sim Management
- FOC Sim Management

Process Maker Projects
- Process Automation Solution
- Leave Management
- Travel Claim
- Employee Long Service Awareness
- Convenient Flexible Work Hours Enrollment

ADND Solution: Developing Environment

HTML5 | B | (Codeigniter) | Java | ORACLE | (MariaDB) | jQuery

11. Single Screen

Customer: Robi Axiata Limited
Industry: Mobile network Operator

Single Screen is a Web based solution of keeping, tracking and serving customer complaints. The following RSD single screen features are

- Robi Subscriber Profile Details
- Robi VAS Services Details
- SIM Change details
- Voice Call Details
- GPRS Details
- Robi Subscriber Account Details

- SMS Bundle Pack Activation
- Data Pack Activation/De Activation
- Recharge History Details
- Real Time Refill CDR Process etc.
- FnF Activation /Deactivation
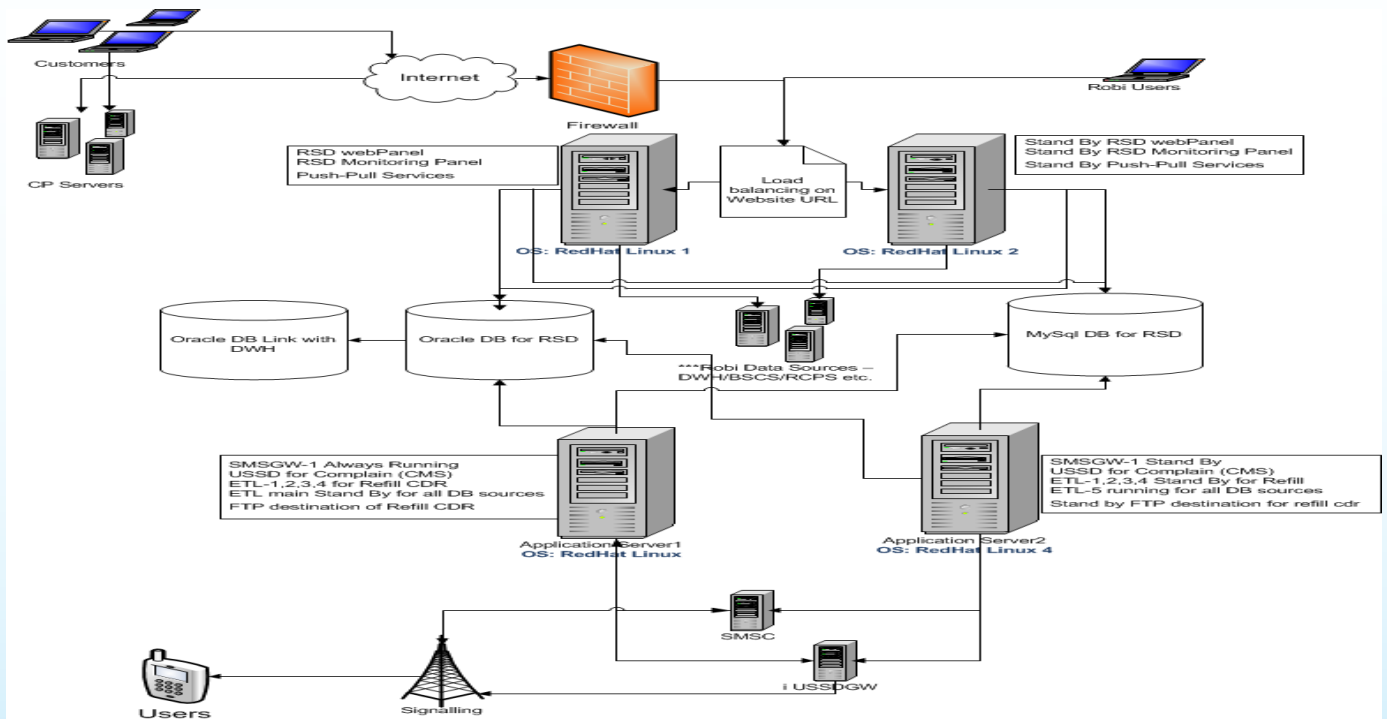
Scope of Work

Push Pull service is used for to push and pull various information to Area Manager, Regional Manager and Head Quarter personnel.

By using this service, they can get total recharge amount, area wise refill amounts hourly and daily basis. They can also get to know retailer commission under their region.

Benefits

Robi Management get automatic SMS notification of every day, every hour recharge amount.

Question Management System (QMS) is a web-based application developed by Divergent Technology Ltd. for conducting Online Tests. QMS can be automated to test the candidate's ability on any topic or subject in terms of time and space complexities. It can be used by both IT & Non-IT Sectors.

Project Summary

QMS is being used for Management of Assembly Question. It is linked with Online Answering System which is a web-based application. Concerned departments check their questions on-line and submit their answers accordingly.
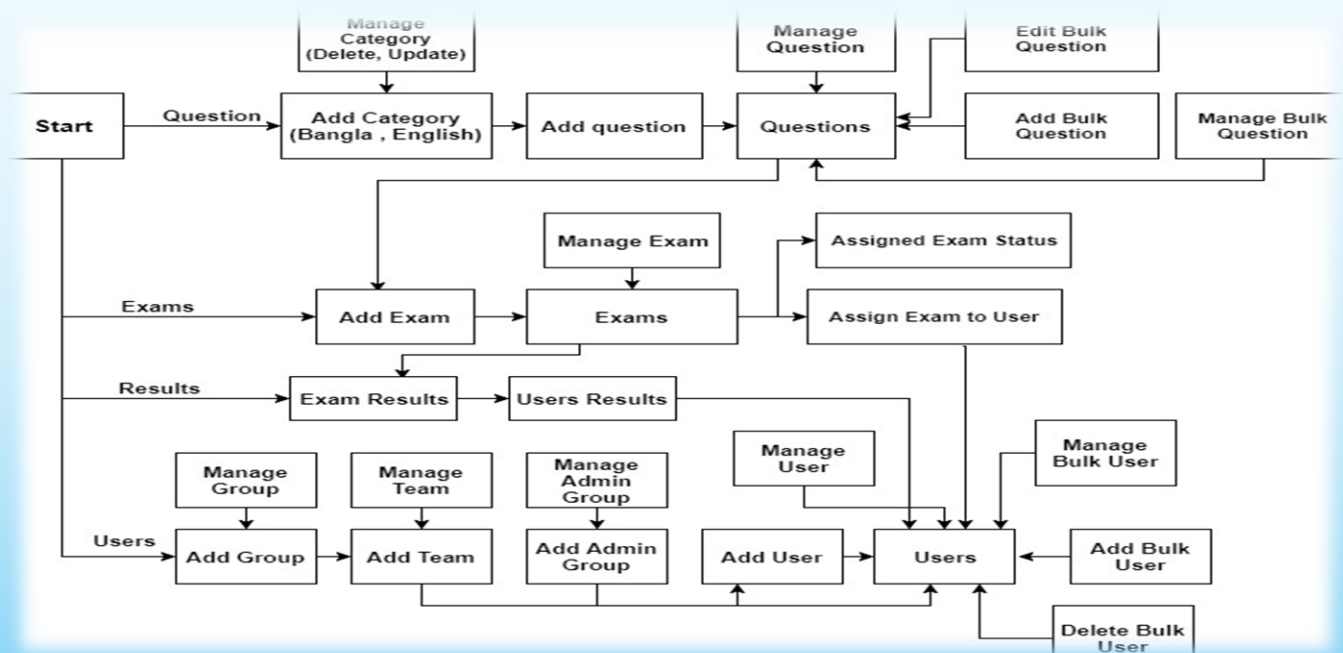
Features

o Question Management System (QMS) system is fully dynamic role base system. For operational purpose we describe 6 different roles.
o System Administrator
o Recruitment Manager
o Head of HR
o User Management
o Administrator
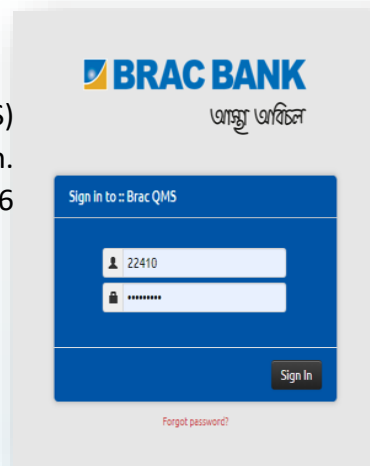
Modules

o Login
o Dashboard
o Questions
o Exams
o Results

QMS (Question Management Solution)
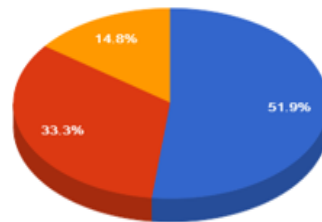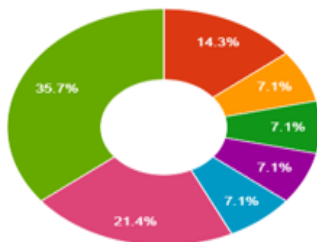## Customer: Brac Bank Limited
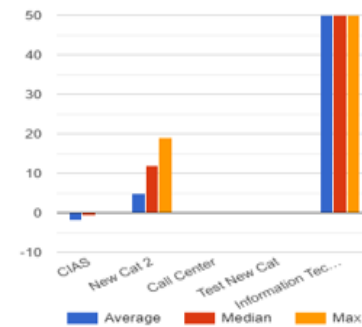## Industry: Private Commercial Bank

Exam Dashboard

Date Range: Select date range ▾
Exam: Select an Exam ▾
Category: Select a Cate... ▾
🔍 Generate   ⊘ Clear

Upcoming Exams   ⟳ Test Exam

Question Bank
Total 65		Category 12	
Approved 34	Pending 29	Rejected 2	Expired 26

No. Of Active User
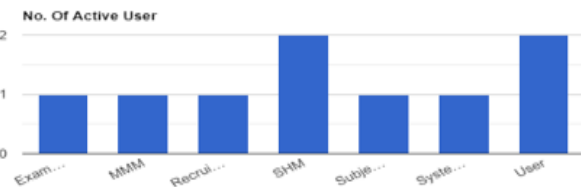
Mostly Mistaken Question | Ques Sl. 1 | Ques Sl. 2 | Ques Sl. 3 | Ques Sl. 4 | Ques Sl. 5 | Ques Sl. 6 | Ques Sl. 7 | Ques Sl. 8 | Ques Sl. 9 | Ques Sl. 10

14. Robotic Process Automation (RPA)
Customer: Robi Axiata Limited
Industry: Mobile network Operator

Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required humans to perform. These tasks can include queries, calculations and maintenance of records and transactions. RPA technology, sometimes called a software robot or bot, mimics a human worker, logging into applications, entering data, calculating and completing tasks and logging out. RPA software is not part of an organization's IT infrastructure. Instead, it sits on top of it, enabling a company to implement the technology quickly and efficiently -- all without changing the existing infrastructure and systems.

Robotic Process Automation (RPA)
Customer: Robi Axiata Limited
Industry: Mobile network Operator

Benefits:

Robotic process automation technology can help organizations on their digital transformation journeys by:

1) Enabling better customer service.

2) Ensuring business operations and processes comply with regulations and standards.
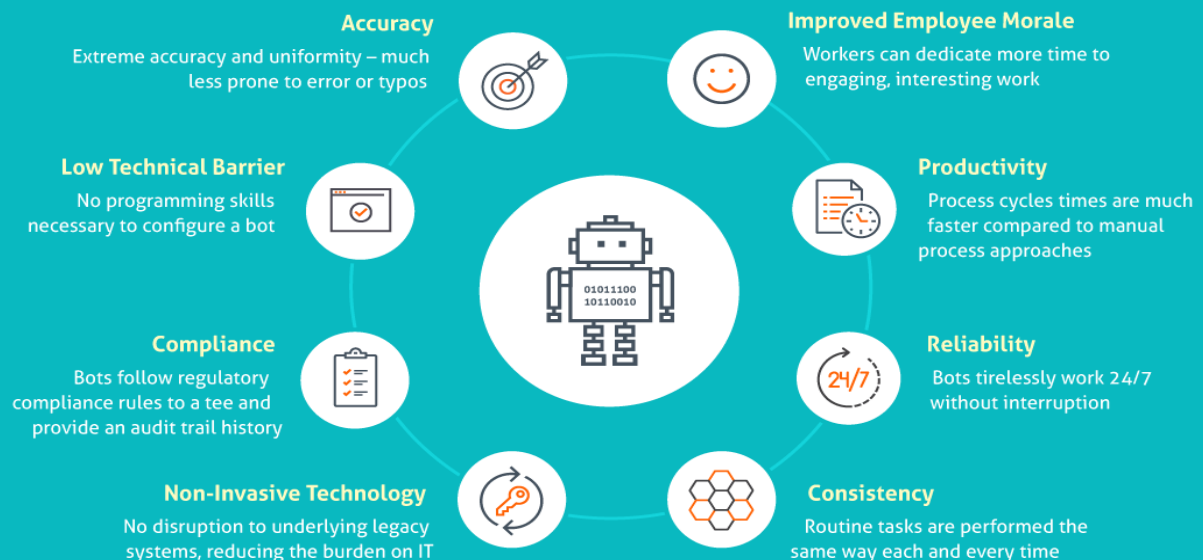
3) Allowing processes to be completed much more rapidly.

4) Providing improved efficiency by digitizing and auditing process data.

5) Creating cost savings for manual and repetitive tasks.

6) Enabling employees to be more productive.

Benefits of
Robotic Process Automation

Accuracy
Extreme accuracy and uniformity – much less prone to error or typos

Improved Employee Morale
Workers can dedicate more time to engaging, interesting work

Low Technical Barrier
No programming skills necessary to configure a bot

Productivity
Process cycles times are much faster compared to manual process approaches

Compliance
Bots follow regulatory compliance rules to a tee and provide an audit trail history

Reliability
Bots tirelessly work 24/7 without interruption

Non-Invasive Technology
No disruption to underlying legacy systems, reducing the burden on IT

Consistency
Routine tasks are performed the same way each and every time

01011100
10110010

RPA Benefits: Organization's Perspective
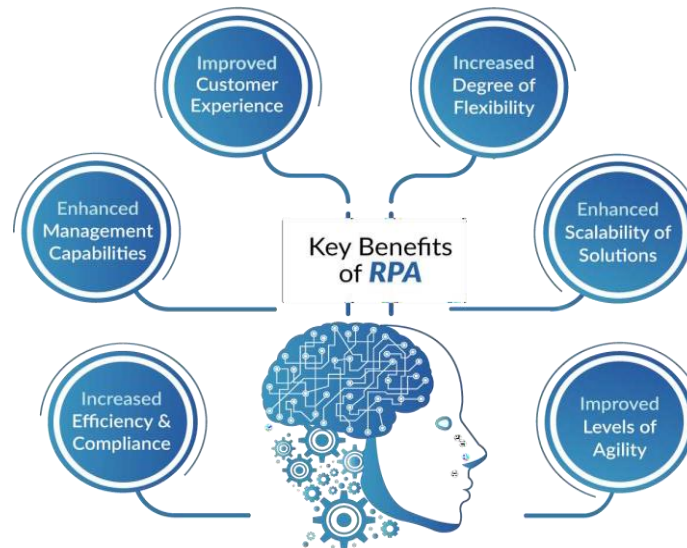
RPA: Our Ongoing Development Projects
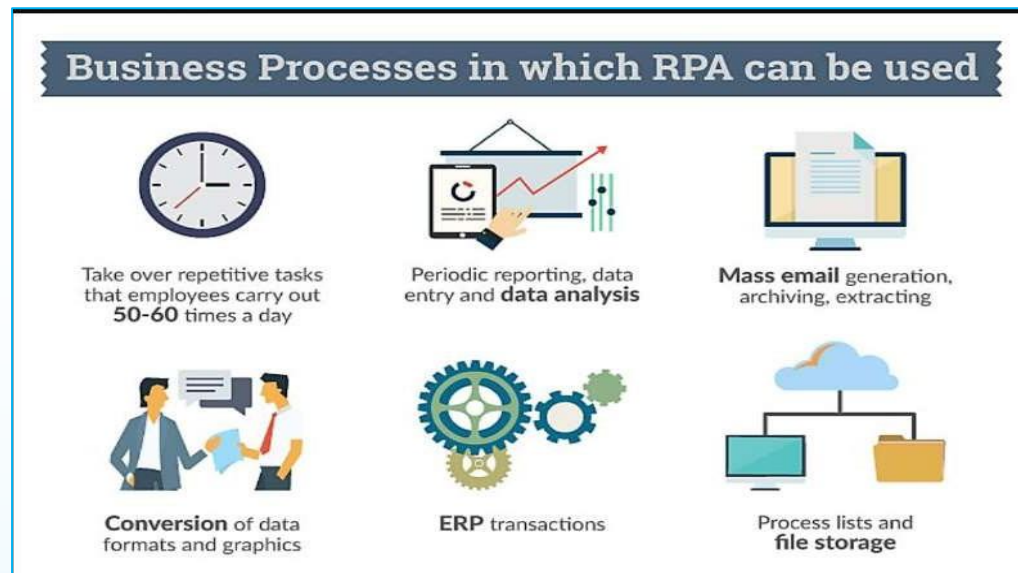
Business Process Scopes of RPA

- Erased Voucher Complaint Resolution Process
- Unwilling Combo Bundle Purchase through Easy load SR Resolution Process
- Periodic report preparation and dissemination
- CLM Complaint Resolution Process automation
- Automate BTL Communication Process
- Automate selective Email response for the Blank and unclear queries
- Complaint Call Cost Rebate Process
- Non-voice Quality Audit
- WIC Managed service payment process through RPA
- WIC Agent performance reporting
- Revamp for DCRM (4 RPA) : 1. CRM web page - Data pack bundle

15. One Stop IVR Commercial

Customer: ADA- Analytics. Data. Advertising BD
Industry: Integrated digital, analytics, and marketing solutions

Corporate Voice SMS platform allow customers to broadcast bulk VOICE SMS (30 sec voice clip) to targeted base directly from ad reach portal. Ad reach platform to connect with our system in the backend

- DTMF capture (both Robi and other operators)
- Sniper targeting with better analytics
- User response tracking & bookmarking
- Integrated opt-out/DND management
- Content monitoring for admin
- DND and fraud detection
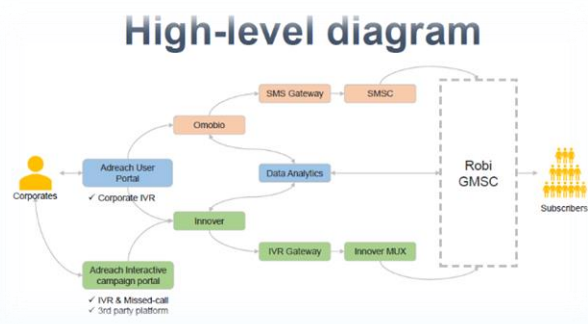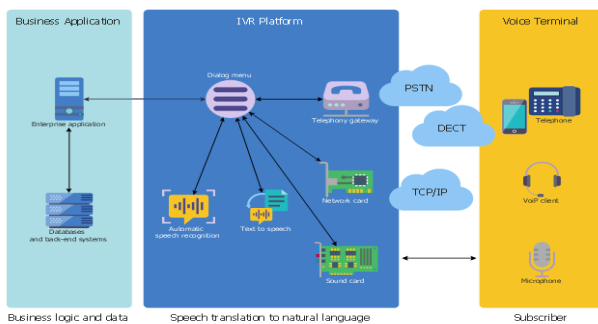
100+ Campaign Templates

Survey

Couponing

Data Gifting

Loyalty campaign

FMCG retail Order Collections

Banking IVR services

BOT

E-commerce

16. Service Delivery Platform (SDP)

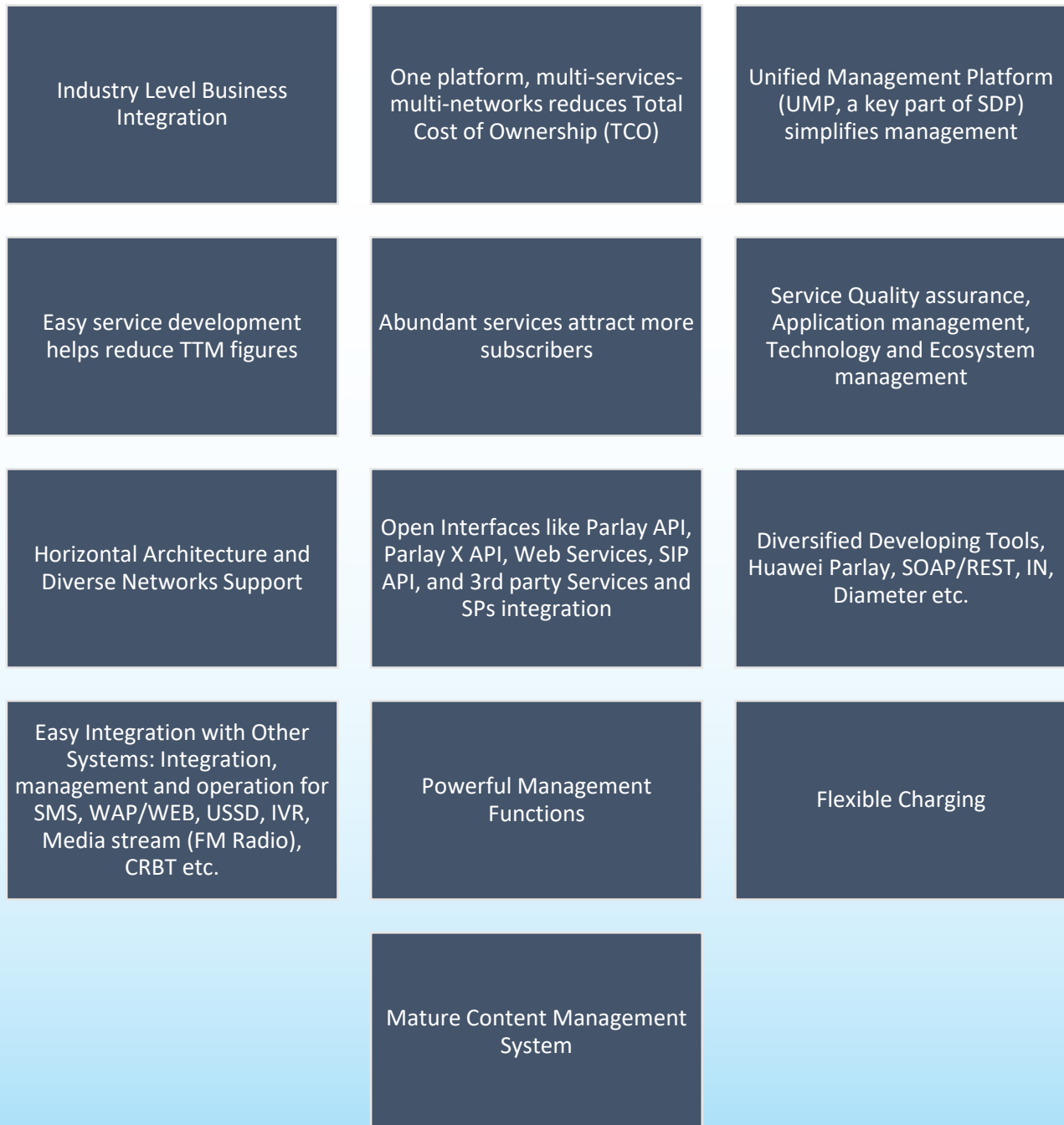**Customer: Nagad**

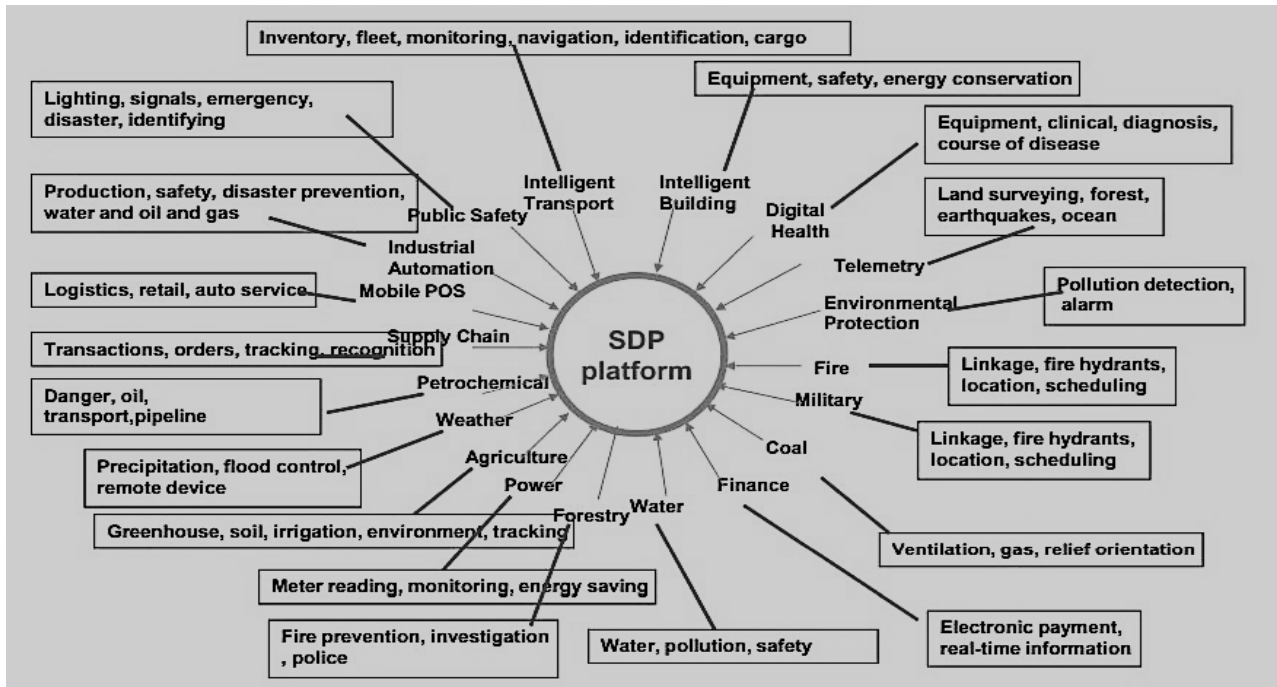**Industry: Digital Financial Service in Bangladesh an attached department**

To maximize consumption of Telecom capabilities, Value Added Services and Service Delivery Platforms became essential Telco assets With increased traction in cross-corporation between Telco's and the industry at large, VAS and SDP have become critical capability-bridges to help extend and promote Telecom Network and IT capabilities for consumers and businesses features Cross-company reliance has raised VAS and SDP as mission critical functions along with business platforms as Telco's look to grow utilization and re-usability through consumerization To utilize existing Core Money Network (IN, Mobile Money etc.) over the current users

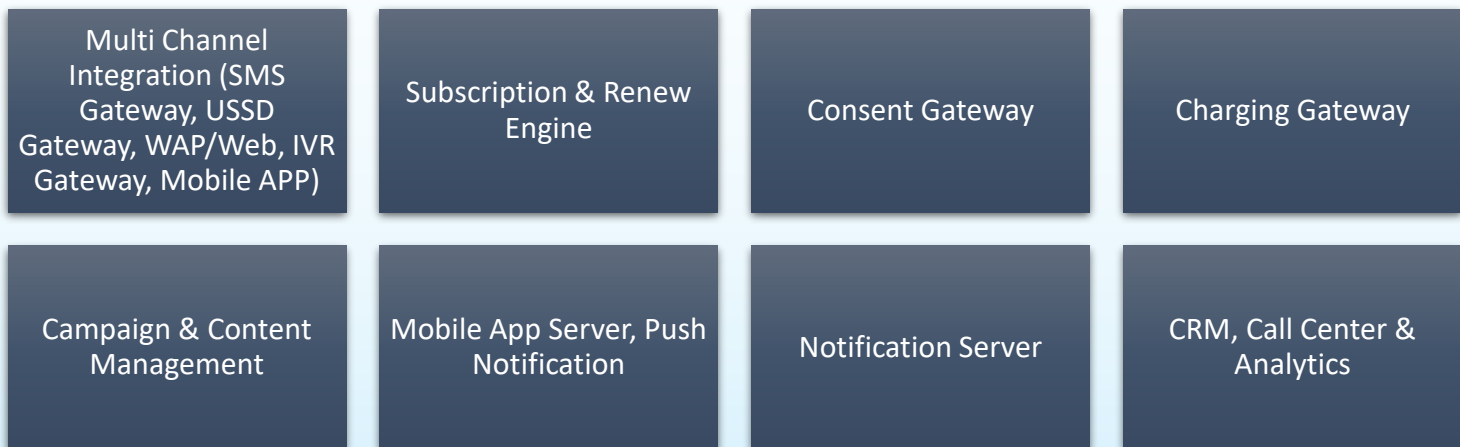|		
Industry Level Business Integration	One platform, multi-services-multi-networks reduces Total Cost of Ownership (TCO)	Unified Management Platform (UMP, a key part of SDP) simplifies management
Easy service development helps reduce TTM figures	Abundant services attract more subscribers	Service Quality assurance, Application management, Technology and Ecosystem management
Horizontal Architecture and Diverse Networks Support	Open Interfaces like Parlay API, Parlay X API, Web Services, SIP API, and 3rd party Services and SPs integration	Diversified Developing Tools, Huawei Parlay, SOAP/REST, IN, Diameter etc.
Easy Integration with Other Systems: Integration, management and operation for SMS, WAP/WEB, USSD, IVR, Media stream (FM Radio), CRBT etc.	Powerful Management Functions	Flexible Charging
Mature Content Management System		

Service Delivery Platform (SDP)

Customer: Nagad
Industry: Digital Financial Service in Bangladesh an attached department

Service Delivery Platform (SDP) Key Features

Multi Channel Integration (SMS Gateway, USSD Gateway, WAP/Web, IVR Gateway, Mobile APP)	Subscription & Renew Engine	Consent Gateway	Charging Gateway
Campaign & Content Management	Mobile App Server, Push Notification	Notification Server	CRM, Call Center & Analytics

SDP Features

Multi-Channel Integration

- SMPP 3.4
- HTTP APIs
- SOAP Parlay X Web Services etc
- SMS Transmitter, SMS Receiver & SMS Transceiver applications
- MT & MO Services

WAP/Web

1. WAP, Responsive Multi Device Support
2. Supports both modern & classic devices
3. Operator wise Free of WAP Browsing

SDP Features

Core System Integration

- Core Banking System (CBS)
- Postpaid Charging System
- Parlay X SOAP API
- SMSC, MSC Connectivity
- MNP Feature Implementation

Charging Gateway

- Subscription & Renewal Charging, Content Charging
- On-Demand API Charging, OCS (Online charging system) etc.
- Service ID based fixed charging
- Dynamic amount Charging
- Live IVR Call Charging etc.
- Charging Models Management

Mobile App Server & Push Notification

- Cloud API Services for 3rd Party Mobile Apps
- Push Notification Server for Android & iOS Apps
- Public API for Push Notification Services
- Charging API for Mobile Users

Alarm & Emergency Services

- Fault Tolerance
- Auto & Scheduled Backup, RAID Level Implementations
- SNMP V3
- Alarm & Emergency Notifications

Scalable Architecture

- Service-oriented architecture (SOA) concept
- High Availability
- Scalability & Redundancy

Consent Gateway

- Central Consent API for WAP users
- USSD Push Consent API for SMS clients & USSD clients
- Double Confirmation for IVR users
- Users audit trail/Log management for Consents

Campaign & Content Management

- Promotional Campaigns, SMS (MT) & IVR (OBD) based
- Package Manager
- Campaign management
- Daily/Weekly/Monthly Promotional Quota
- DND (Do not disturb), Whitelist, Duplicate Number Check
- Campaign delivery status, User opt-in, Success rate, Campaign response.
- Promotion & Campaign Analytics & Insight etc.

Notification Server

- SMS Notification
- Email Notification
- Push Notification
- USSD Push Notifications
- Notification by APIs

Cloud-based SDP

- A Cloud-based SDP Service
- SDP as a Service from the Cloud (SDPaaS)
- No Need for CP/SP Servers

Core System Integration

- Subscription management
- Service lifecycle
- Grace period
- Hold/Suspend of Subscription
- Auto or On-demand Renewal system
- Charging models
- Service Workflow
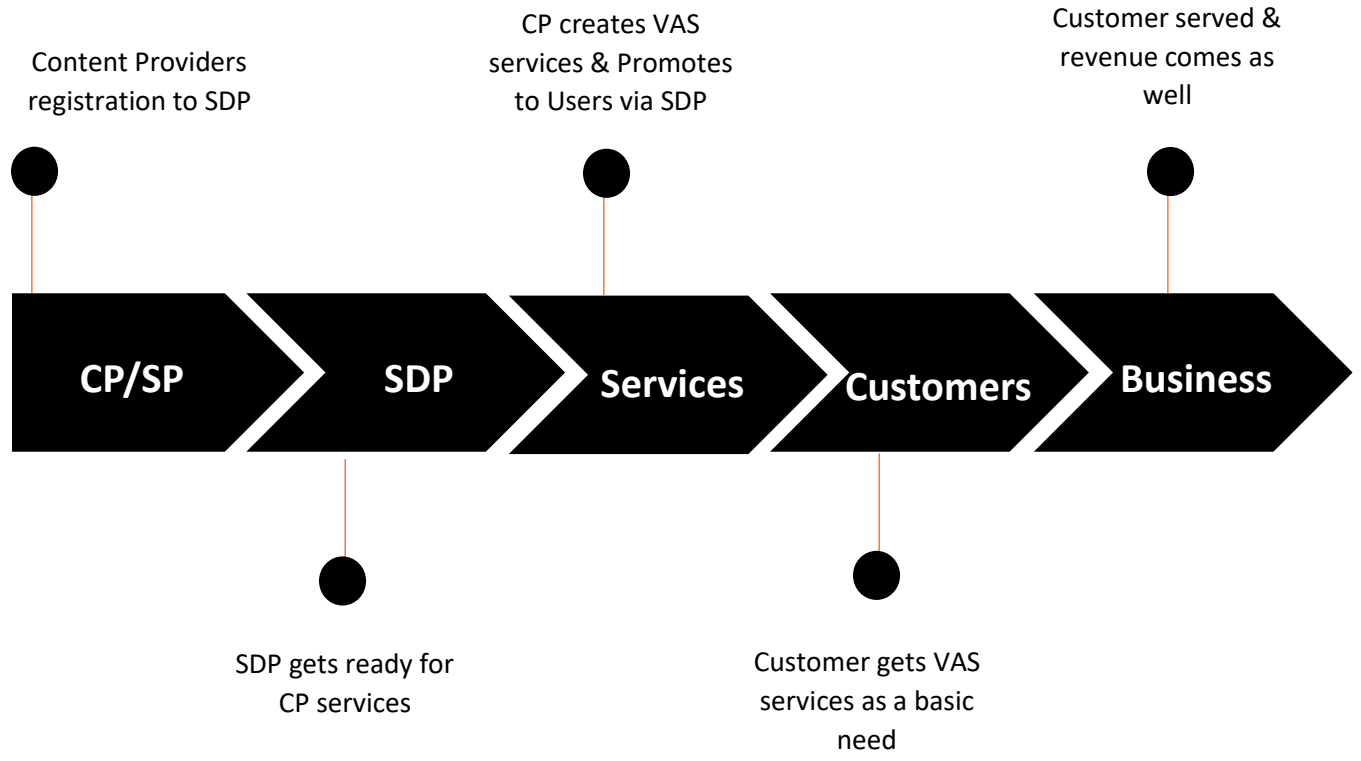
CRM, Call Center & Analytics

- Customer Relationship Management (CRM)
- Partner Relationship Management (PRM)
- Call Center Solution
- Complete Call Centre Solution.
- Inbound & Outbound Calls, Campaigns etc.
- Portal, Dashboard
- Reporting, Customer Insight, Choices, Audit Reports, Analytics etc.
- User, Role, Permission/Access

Email Server

- Email Server Integration
- Public API for email client of CPs, SPs etc.
- Email Marketing, Base upload, Reporting, Insight etc.
- Email Notification of Services

Security Services

- Security, VPN, Firewall, IP & Port restriction
- Test SIM & Number, Test Bed Environment
- Operator wise restriction
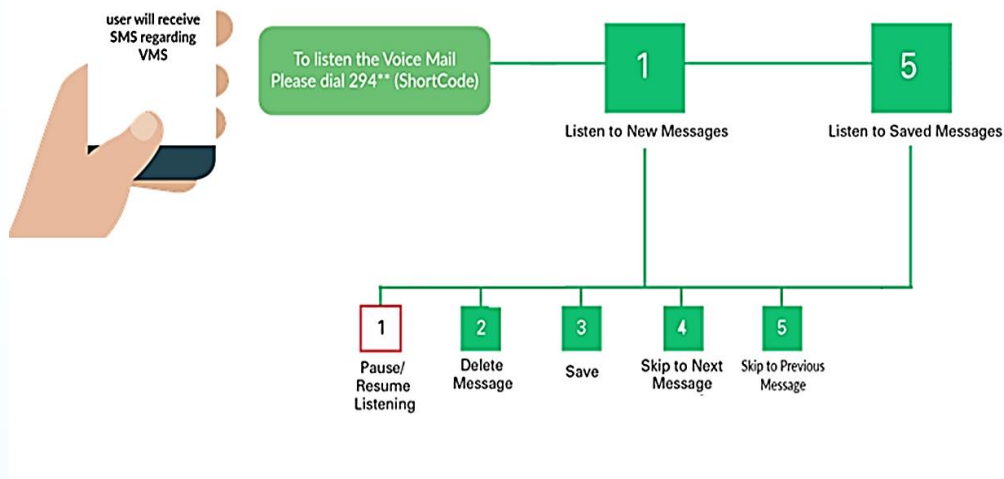- Provisioning Server
- Customer Care

Content Providers
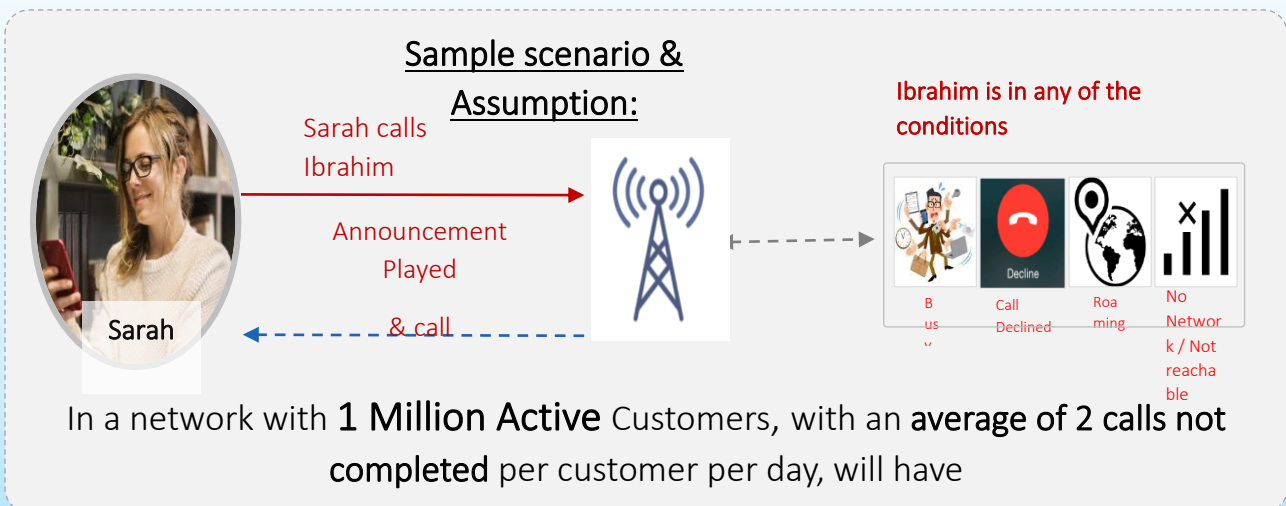registration to SDP

CP creates VAS
services & Promotes
to Users via SDP

Customer served &
revenue comes as
well

CP/SP **SDP** **Services** **Customers** **Business**

SDP gets ready for
CP services

Customer gets VAS
services as a basic
need

Voicemail (VMS) is a centralized system of managing telephone messages for a large group of people. Any system of conveying voice message, including the answering machine. It is an interactive computerized system for answering and routing phone calls. It works as a system for recording and listening messages.

Voicemail
- ✔ Record, Retrieve, Listen, Forward Reply and Save features
- ✔ Personalized or Celebrity Greetings

Wrong Call Routing (WCR)

user will receive SMS regarding VMS

To listen the Voice Mail Please dial 294** (ShortCode)

| 1 | 5 |
| Listen to New Messages | Listen to Saved Messages |

| 1 | 2 | 3 | 4 | 5 |
| Pause/ Resume Listening | Delete Message | Save | Skip to Next Message | Skip to Previous Message |

VMS: Our Modules of Call Complete Suite

Sample scenario & Assumption:

Ibrahim is in any of the conditions

Sarah calls Ibrahim

Announcement Played & call

Sarah

Busy | Call Declined | Roaming | No Network / Not reachable

In a network with **1 Million Active** Customers, with an **average of 2 calls not completed** per customer per day, will have

Our Products

1. Health Plus
Customer: Robi Axiata Limited
Industry: Mobile network Operator

Subscription Based APP,WAP,IVR & SMS Service.

Digital Health Service for Doctor emergency support & Insurance for own & Family.

Live Free call with Doctor both Audio & video media.

Life & Accidental Insurance with Hospital Cash back (IPD) & OPD

Daily Free Health & Nutrition based SMS .

Doctor Appointment, Medicine Purchase ,Medicine reminder etc.

Visit :http://healthplus.life/ or Download APP :https://bit.ly/2RS0LKr to check the Service.

2. Exclusive Digital Quiz Service

Subscription Based WAP,IVR & SMS Service.

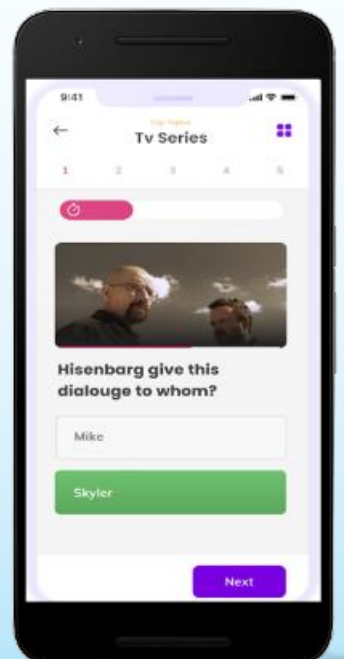Education & infotainment Based monthly Quiz Service.

Enrich your General Knowledge .

Chance to Win attractive Gift in every Month.

Visit :http://robijantechai.com/ to Enjoy the Service.

Gratification detail: (IOS/Android Phone, Diamond Fashion Jewelry, Laptop, Smart TV, Home Electronic & Many More)

We have an experienced team to change the service in any language

3. Dream

Subscription Based APP & WAP Service

fantasy league of a live match (Cricket, Football) by selecting 11 players

From 22 players of this particular match

Chance to win attractive Gratification After the every match end

Give User to live match feel by selecting their own team.

Star Player selecting Option

Star player point will be doubled

Visit :http://dream11bd.com/

Download APP : https://play.google.com/store/apps/details?id=dream11.innover.com.robidream11

4. Swipe Chat

Subscription Based Mobile App ,WAP & IVR service based Social Media Service.

Swipe chat has multiple features including Chat (WAP, App, Voice), Voice calling (APP to APP and APP to IVR) Share their locations, Personal Details, Audio & Video File Sharing, emoji's, QR code scanning.

Easy way to Make friend & Smooth Communication.

Special Gaming Feature Service in-between users & group.

We have an experienced team to change the service in any language
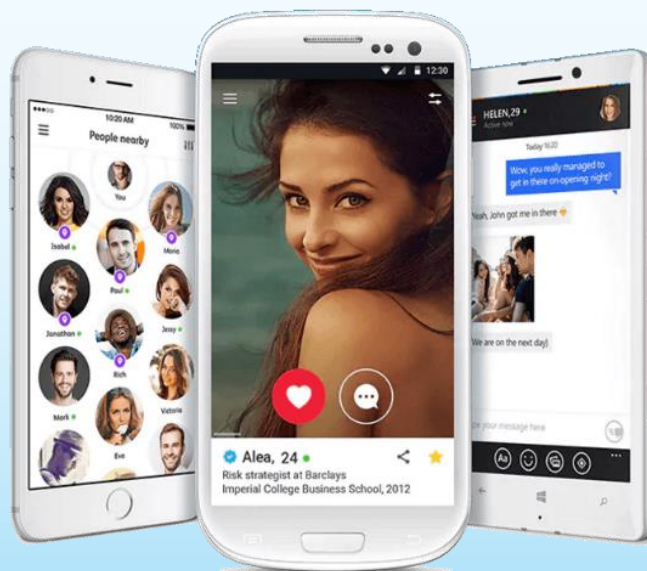
5. Mobile Games

100% responsive Mobile ready Service

100% Revenue Generating

375+ Top premium Games

24+ Ultra-premium Games.

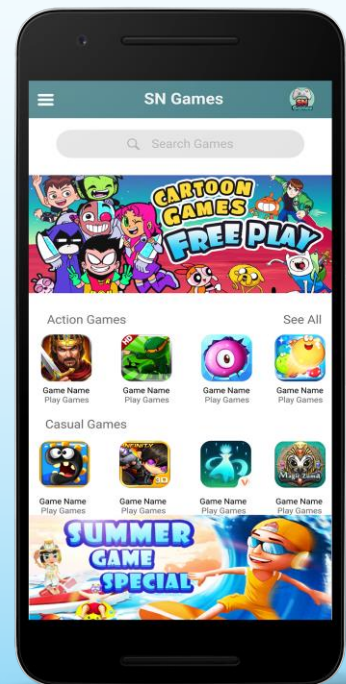Coin Purchase Feature from Mobile Wallet.

8 evergreen game categories (Arcade, Adventure, Board, Classics,, Puzzle, Sports, Strategy);

After Subscription all the games are free to play.

High user's engagement

Very low churn rate

Special Coin Purchase Feature

6. Fantastic Video Zone
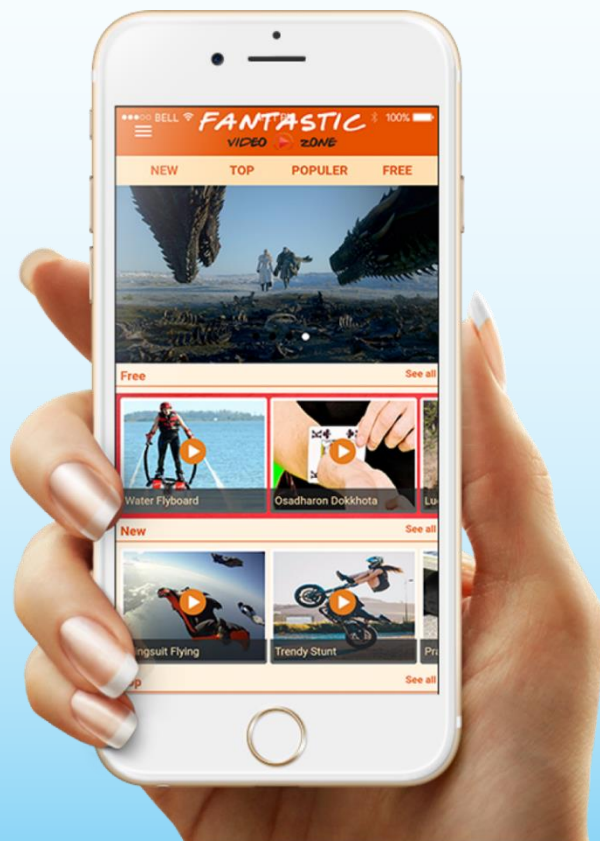
Subscription Based WAP Service.

Video Streaming Service.

Amazing videos content of ordinary people doing extraordinary things.

Combination of local and international videos .

More than 1000 Quality Video contents (dubbing with Local Language)

Visit :http://fantasticvideozone.com/ to Enjoy the Service.

7. Documentary Service

Subscription Based IVR Service (Documentary).

Information in several religions and spiritual traditions documentary history.
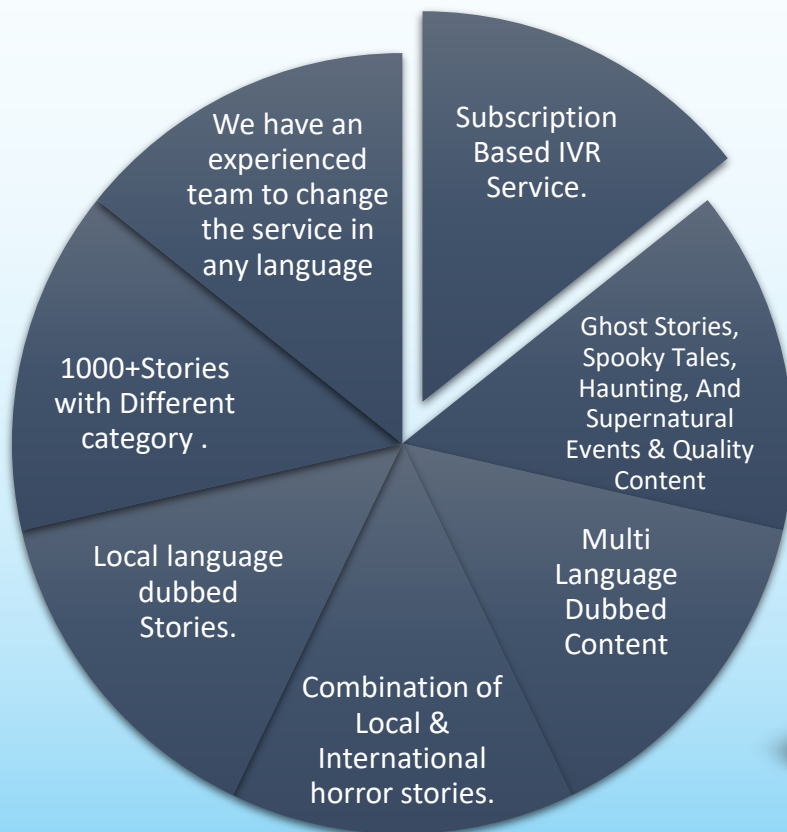
Multi Language Feature

History of Moghul Empire, History of Roman Empire, History of Tajmahal, History of Islamic war, History of statue of Liberality, history of world war and many more.
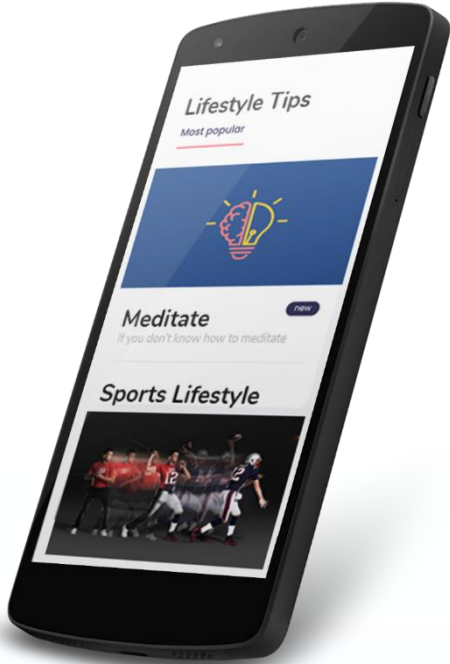
Enrich your General Knowledge.

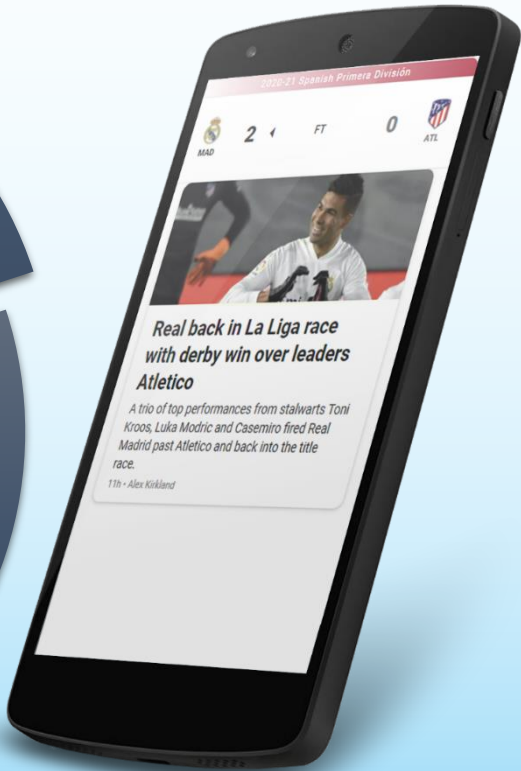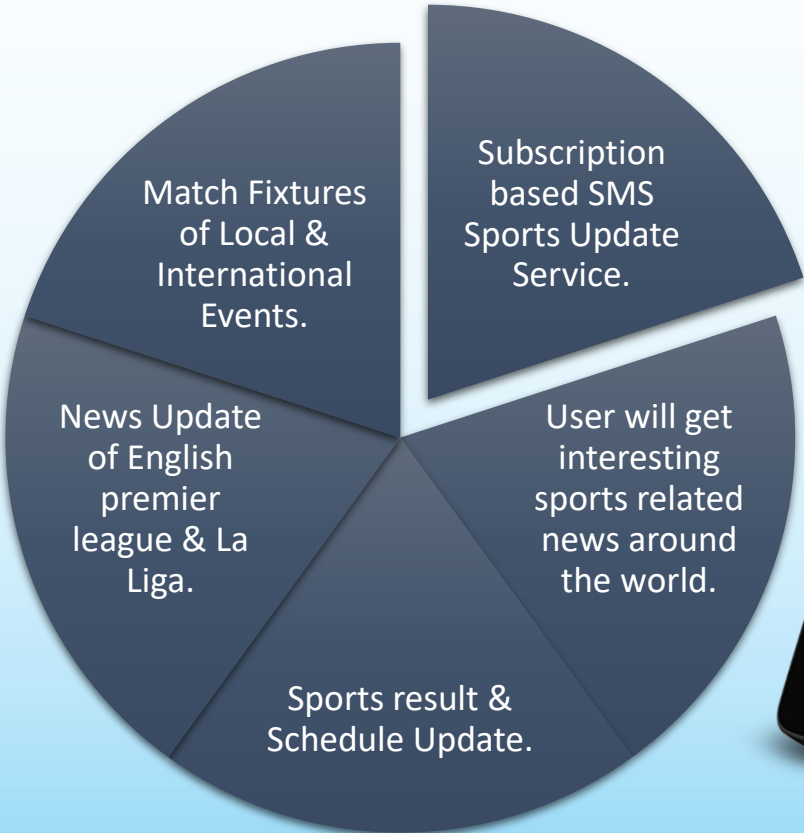We have an experienced team to change the service in any language

8. Horror Stories Collection (IVR)

We have an experienced team to change the service in any language

Subscription Based IVR Service.

1000+Stories with Different category .

Ghost Stories, Spooky Tales, Haunting, And Supernatural Events & Quality Content

Local language dubbed Stories.

Multi Language Dubbed Content

Combination of Local & International horror stories.

9. Life Style Service

Subscription based SMS Tips Service.	Make Easy to User life by providing lifestyle Tips	Tips Category are :
Travel & Living	Foods & Diet Tips	Heath Tips
Physical activity and exercise Tips	Beauty Tips, Nutrition Tips	Mental Health Tips and many more

10. Sports Hub

- Match Fixtures of Local & International Events.
- Subscription based SMS Sports Update Service.
- News Update of English premier league & La Liga.
- User will get interesting sports related news around the world.
- Sports result & Schedule Update.

11. EBook

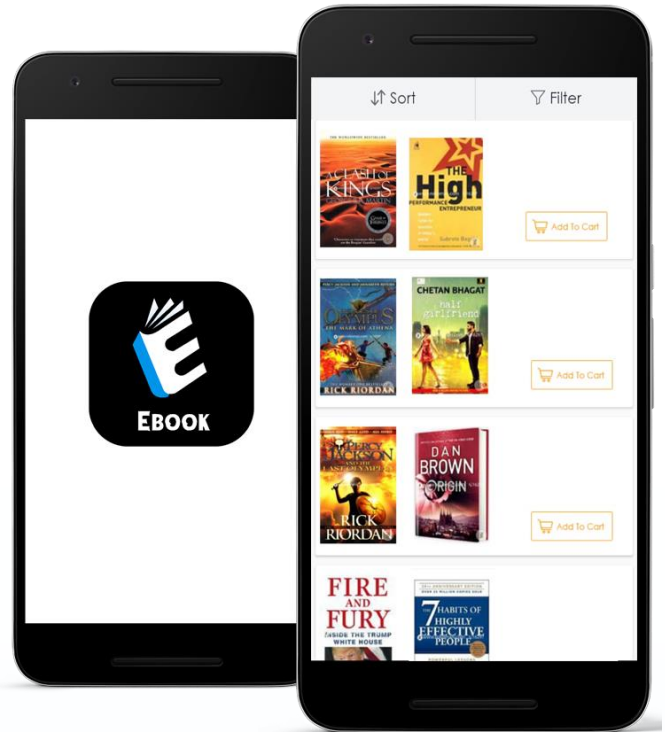Subscription based Digital EBook Service.

Multi Lingual, Multi Format Text ,

Audio Books Reading App.

25+ Languages With Over 50,000 Text (For Children And Adults)

Books And Text-to-speech (Read Along) Functionality.

We have an experienced team to change the service in any language
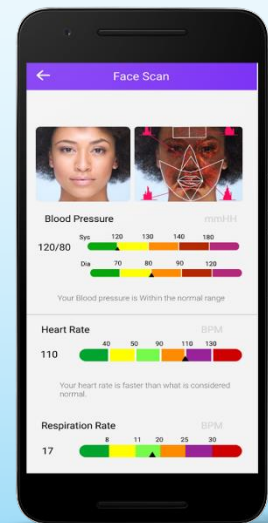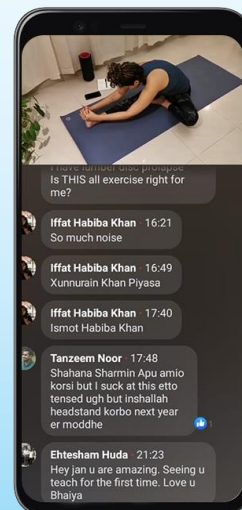

12. Body & Mind Care

Subscription Based Meditation & Yoga experience & Training Service

Live practice & theory plus practical class

Health Monitor Via Face Scan Feature

Blogs for Meditation Yoga, important Article

Mediation & Yoga Related Daily SMS Tips

Our Digital Promotional Channels

SEO - Search Engine Optimization

Pay-Per-Click Advertising

Digital Display Advertising

Digital Channels

Affiliate Marketing

Social Media Marketing

Technical Knack

| Database	Technologies & Languages	Graphic Skill-set	Methodologies	Operating Systems
• Oracle • SQL Server • Access, • MySQL • PostGre SQL	• C, C++,VC++,C#, VC++, .Net • VB, VB.NET, MS.NET, .NET CF • Java, JSP, EJB, Java Script, Servlet • ASP,ASP.NET • Crystal Reports 9.0 for .NET • Oracle D2K, Forms and Reports • Power Builder, XML, XSL, XPATH,XML Encryption • Castor XML Binding, HTML, DHTML, Cold Fusion • PHP, PERL, Web Blog Server, JBoss, JRun • Flash , Photoshop, Dreamweaver • RMI CORBA, CGI, DCE • COM, DCOM, MS Exchange • SOAP, Developer 2K • Power Builder, Visual FoxPro	• Graphics Interface Application development • Image editing/ Photo-finishing • Vector drawing • Interactive graphics • HTML authoring/ Web publishing • Audio/ VIDEO editing (Streaming media) • 3-D image/ 360° panorama rendering • VRML • Animated graphics • Adobe Photoshop and Macromedia Dream Weaver/ Flash • Technical Knack 32	• UML / Rational Unified Process • Design Patterns • ER Modeling • OOPS • Microsoft .NET Framework 1.1 • Agile • Microsoft Development Environment 2003	• Windows NT/XP • Unix • Red Hat Linux

Telco Billing Solution

Divergent Billing is an Interconnect billing solution for the telecom operators. "Divergent Billing" is a highly flexible, scalable, and robust interconnect billing system that allows carriers to maximize revenue by ensuring that every event transaction is captured, rated accurately, and delivered to accounting systems for invoice generation and future collection.

Divergent Billing offers to Carriers:

- Price and cost event transactions accurately and on demand
- Bill and collect for all interconnection revenue
- Improve customer responsiveness
- Process and adopt optimal rate offer
- Analyze and resolve billing disputes
- Improved invoice quality and accuracy

Divergent Billing manages all relations of a service provider with its vendors or suppliers. It integrates with the rating engine to rate each instance of service usage as per rates provided by vendors in their rate sheets. It supports multiple currencies and allows sending and receiving invoices and doing payment settlements. Also provides a settlement process by generating invoice for post-paid customers to match usage records with vendors. A self-serve portal is there for vendors to learn real time updates of their transactions.
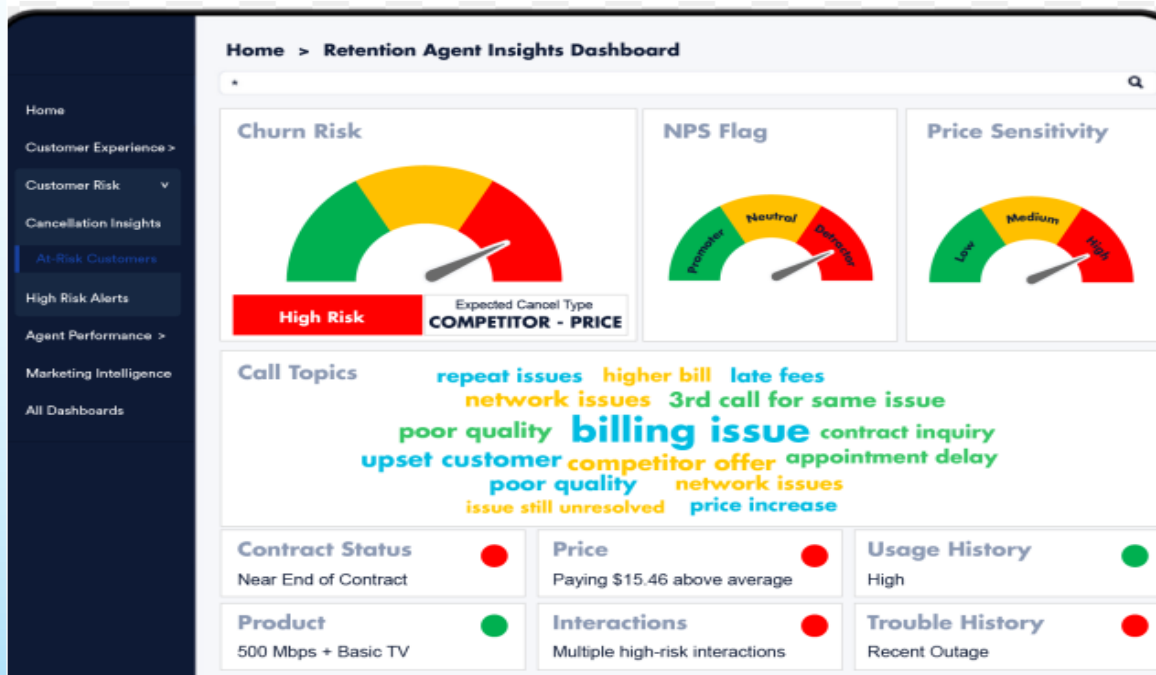
Revenue Share Model with Telecom Based on Subscription Content
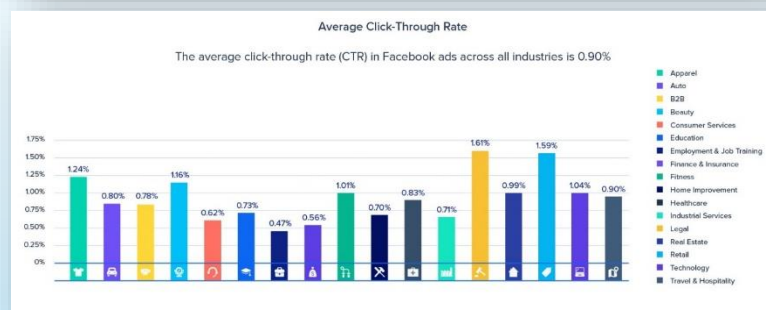
Smart Phone Application

Divergent Tech is the app factory to deliver apps on four different smart phone platforms

The applications may range from Newspaper to magazines, Business to communications, educations to entertainment, finance to health & fitness, Lifestyle to media, Photography, productivity, sports, travel and so on.

Mobile VAS

Monetize by Mobile

Advertisement by Rich Channel
(Web/APP/IVR/FB/SEO)

Divergent
Technologies Limited

8th Floor (northern side), High Tower, 9 Bir Uttam A. K. Khandaker sarak, Mohakhali C/A, Dhaka-1212.

www.divergenttechbd.com   info@divergenttechbd.com