



Business **Company Profile**

***Empowering
Businesses with
Expert Outsourcing
Services***

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About Company

Net Bangla Limited.

Welcome to Net Bangla Ltd, where innovation meets excellence in IT outsourcing. Transform your business operations with our comprehensive suite of services, tailored to elevate your efficiency and drive success. Discover a strategic partnership that goes beyond outsourcing - it's about achieving unparalleled excellence together.

Net Bangla Limited, Bangladesh, provides business and technology outsourcing services to International and domestic markets. Net Bangla provides BPO, Finance & Accounting BPO, Contact Center, Telemarketing, Digital Marketing Data Analysis and ITES services to our clients. We generate results through transforming business process and ensure service excellence to meet our client needs. Net Bangla delivers services to diverse business verticals including Government, NGO, Finance, Telecom, Education, Healthcare, Pharmaceuticals, FMCG, Tourism, e-commerce, Law Enforcement and many more fields.

Vision & Mission

Net Bangla Ltd envisions pioneering IT solutions for businesses, driven by innovation and strategic partnerships. Our mission is to empower organizations with transformative technologies, delivering exceptional value and fostering growth.

■ Vision

- *To be a successful information technology based outsourcing company trusted by its customers for service excellence, caring for its employees and collaborating with our customers to deliver innovative and value driven outsourcing services.*
- *To be one of the top of quality Business Process Outsourcing companies in the Bangladesh.*

■ Mission

- *Our mission is to empower organizations with transformative technologies, delivering exceptional value and fostering growth.*
- *To provide innovative, world-class, independent, scalability and value added BPO, Call, Center, ITES and System Integrator service through consulting that enable customers to improve performance and fulfill their Business needs.*
- *To help our clients grow their business by providing quality but cost-efficient services in Business Process Outsourcing through a collective effort,*
- *To make your life easier and more secured by introducing information technology based tools and applications.*





Core Values

- **Accountability:**

Net Bangla Limited trust in Taking ownership of work responsibilities, activities, and outcomes.

- **Adaptability:**

We are flexible and alert in response to changing markets, technologies, and situations.

- **Excellence:**

We always seek the pursuit of high quality and continuous improvement in BPO services, and operations.

- **Integrity:**

We are committed to transparency and ethical behavior in all of our actions.

- **Innovation:**

The BPO industry is rapid-changing industry. At Net Bnagla Limited, you are never left behind with emerging trend in the business process outsourcing industry.



Business **Achievements**



352

Projects Completed



12

Awards Received



120+

Happy Customers



15

Years In Service

www.netbanglatd.com

Our Services



CONTACT CENTER SERVICES



B2B & B2C LEAD GENERATION



SEARCH ENGINE OPTIMIZATION



DIGITAL MARKETING



DATA PROCESSING & BACK OFFICE SERVICES

Our Services



CONTACT CENTER SERVICES



- **Inbound Call Services:**
 - We handle incoming calls with personalized attention and efficient resolution, ensuring customer satisfaction and loyalty through prompt and effective support.
- **Outbound Call Services:**
 - Our proactive approach reaches out to customers with targeted campaigns and follow-ups, driving engagement and boosting sales through effective communication.
- **Live Chat and Email Support:**
 - Our real-time assistance via live chat and email channels ensures quick responses and seamless communication, providing efficient and effective customer support.
- **Multilingual Support Options:**
 - We cater to diverse customer needs by offering multilingual support, breaking language barriers, and delivering exceptional service across different languages.
- **Contact Center Software:**
 - Our advanced contact center software streamlines operations provides data-driven insights, and enhances customer experiences through efficient management and communication tools.

Our Services



B2B & B2C LEAD GENERATION



- **Web Research:**
 - We conduct thorough and targeted web research to gather relevant information, enabling informed decision-making and strategic planning.
- **Email List Building:**
 - Our expert team builds high-quality email lists through meticulous research and data segmentation, ensuring targeted outreach and engagement.
- **Email Marketing:**
 - Utilizing effective strategies and engaging content, we design and execute email marketing campaigns to drive customer engagement and conversions.
- **Content Creation & Management:**
 - We create compelling and relevant content tailored to your audience, managing content across platforms to enhance brand visibility and engagement.
- **CRM/CX:**
 - Our Customer Relationship Management (CRM) and Customer Experience (CX) services focus on optimizing customer interactions and satisfaction, fostering long-term relationships and loyalty.
- **AI-based Lead Generation:**
 - Leveraging artificial intelligence and data analytics, we implement innovative lead-generation strategies to identify and nurture potential leads, driving business growth and success.

Our Services



SEARCH ENGINE OPTIMIZATION



- **SEO Audits and Reporting:**
 - We conduct comprehensive SEO audits to assess website performance and identify optimization opportunities, providing detailed reports and actionable insights for improvement.
- **Competitor Analysis:**
 - Our thorough competitor analysis helps businesses understand their competitive landscape, identify strengths and weaknesses, and develop strategies to gain a competitive edge.
- **Keyword Research and Analysis:**
 - We conduct in-depth keyword research and analysis to identify high-value keywords, optimize content, and improve search engine rankings and visibility.
- **On-Page and Off-Page Optimization:**
 - Our expert team optimizes on-page elements and implements off-page strategies to enhance website visibility, traffic, and search engine rankings.
- **AI for SEO Voice Search Optimization:**
 - Leveraging AI technology, we optimize websites for voice search, ensuring compatibility with voice assistants and improving visibility in voice search results.
- **Video SEO:**
 - We employ advanced techniques for video SEO, optimizing video content to improve rankings on search engine results pages and increase visibility and engagement.

Our Services

DIGITAL MARKETING



- **Social Media Management:**

- We create and manage engaging social media content, interact with your audience, and optimize social media channels to enhance brand presence and drive engagement.

- **Audience Research & Segmentation:**

- Our data-driven approach includes audience research and segmentation to identify target demographics, personalize marketing strategies, and maximize ROI.

- **Content Creation & Management:**

- Our creative team develops compelling and relevant content across various platforms, ensuring consistent messaging and brand storytelling.

- **Content Marketing:**

- We implement content marketing strategies to distribute and promote content effectively, driving traffic, engagement, and conversion.

- **Advertising & Campaign Management:**

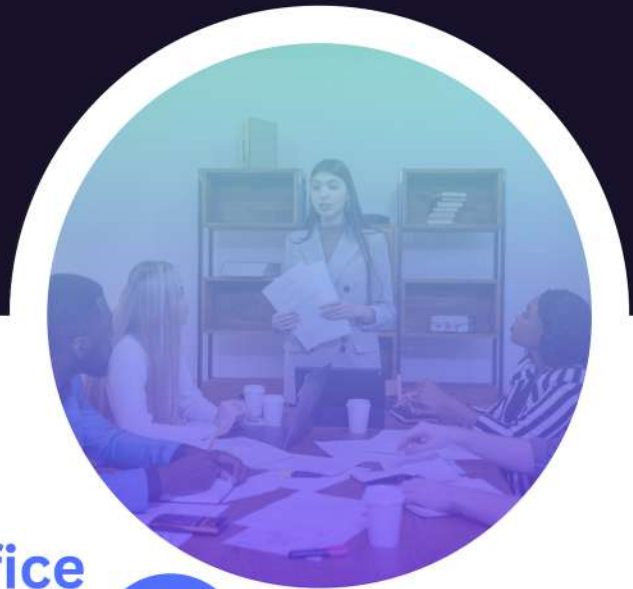
- We design and manage advertising campaigns across platforms like Google Ads, social media ads, and display ads, optimizing performance and maximizing results.

- **Google Analytics:**

- We utilize Google Analytics to track and analyze website traffic, user behavior, and campaign performance, providing valuable insights for data-driven decision-making and strategy refinement.

Our Services

Data Processing & Back Office Services



- **Data Visualization Consulting Services:**
 - We provide expert consultation on data visualization techniques and tools to help businesses communicate complex data effectively.
- **Data Processing:**
 - Our team handles data processing tasks efficiently, ensuring accuracy and reliability in data management.
- **Analytics Services & Business Intelligence (BI):**
 - We offer advanced analytics services and BI solutions to uncover insights, trends, and opportunities from data, empowering data-driven decision-making.
- **Data Entry:**
 - Our data entry services ensure accurate and timely entry of data into systems, improving data quality and accessibility.
- **Data Analysis & Visualization:**
 - We conduct in-depth data analysis and visualization to derive actionable insights and communicate findings through interactive visualizations and reports.
- **Finance & Accounting (F&A):**
 - Our F&A services cover a wide range of financial and accounting tasks, including bookkeeping, payroll, financial reporting, and tax preparation, ensuring financial accuracy and compliance.
- **BPO & Call Center:**
 - We provide BPO and call center services, including inbound and outbound call services, live chat and email support, multilingual support, and contact center software solutions, enhancing customer engagement and satisfaction.



What Makes Us Different

Net Bangla Limited. is more than a service provider; we are your strategic partner on the journey to sustainable success. With a rich tapestry of services spanning Business Process Outsourcing (BPO), Finance & Accounting BPO, Contact Center solutions, Telemarketing, Digital Marketing, Data Analysis, and IT Enabled Services (ITES), we cater to diverse sectors including Government, NGO, Finance, Telecom, Education, Healthcare, Pharmaceuticals, FMCG, Tourism, e-commerce, Law Enforcement, and more.

Our commitment to innovation is matched only by our dedication to precision. Net Bangla Limited blends cutting-edge technology with meticulous attention to detail to deliver Image Processing solutions that set industry benchmarks.

Net Bangla's position as a leader in the technology enabled customer experience centric organization is to ensure client and customer satisfaction, while we expertly focus on their customer's experiences.

Net Bangla provide an outstanding offshore BPO customer experience. Our services that fulfill customer's requirements in a way that our competitors do not. We involve innovative features, superior quality, exceptional customer service, and a combination of these factors through continuous service development, technology advancements.

A positive company culture that attract skilled employee and enhance productivity.

In today's rapidly changing business landscape, companies that demonstrate adaptability and resilience can thrive. Being able to pivot quickly in response to market shifts, technological advancements, or unexpected challenges can set your company apart as agile and forward-thinking.

Statement

“ Net Bangla Limited is one of the leading Business Process Outsourcing (BPO) and ITES service providers situated at Bangladesh. Net Bangla Limited has always believed in the ultimate ability of Services - where we apply innovation to real-life problems, we drive growth for both business and civilization. The primary goal is to cut costs and provide seamless quality service. ”



CEO's Message



Engr. Md. Mamunur Rahman
CEO
Net Bangla Limited

Net Bangla Limited is one of the leading offshore Business Process Outsourcing (BPO) and IT-enabled service providers situated at Bangladesh. Net Bangla Limited has always believed in the ultimate ability of Services – when we apply innovation to real-life problems, we drive growth for both business and civilization.

All of our agents and representatives are highly proficient in English. They are fluent in their speaking, excellent writing, reading, and listening comprehension skills. We are an International BPO & CALL Center Service provider authorized by the Bangladesh Telecommunication Regulatory Commission (BTRC), Bangladesh Government.

We are the members of Bangladesh Association of Call Center & Outsourcing (BACCO) and Bangladesh Association of Software and Information Services (BASIS) respectively. Quality assurance is ensured by monitoring and evaluating our team based on the Key Performance Indicators (KPIs). As a vendor, we have international work experience in the countries of USA, Canada, UK, Poland, Hong Kong, Australia, Vietnam, and Sri Lanka.

Net Bangla Limited also delivers IT Infrastructure Development, Electronics Safety and Security Services and Cyber Security, focusing on Quality, on-time Delivery, and direct customer relationships.

I believe that you have a business process that you could outsource to us with a win situation. Please feel free to contact us if you are interested in our BPO services. We do look forward to working with you soon.

OUR Technology Partners and Associations

We aim to “wow!” for each of our customers with a comprehensive project scope, reasonable price, professional and skilled staff, and a clear timeline to success. We measure our success through your satisfaction.



OUR Happy Clients



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