



Company Profile of Quantanite Bangladesh Limited

Registered Address

**Plot# A/5, Block# A, Section# 14, Mirpur,
Dhaka-1206**



About Us

Quantanite is a Customer Experience and Digital Outsourcing solutions provider for the world's fastest growing companies.

- The company delivers customer experience management services, back-office services, digital content services, provides sales enablement and demand generation services. Founded in 2014 and headquartered in the United Kingdom, the company's nearly 2,000 employees operate on four continents and offer companies a high-tech, personalized approach to delivering exceptional full-lifecycle customer engagement and supporting back office digital services faster, better, and at a more cost-effective engagement.



About Us

Quantanite Bangladesh Limited is a sister concern of Quantante Holdings Limited, UK, which is a 100% foreign owned company incorporated in Bangladesh, limited by shares. The company has been newly incorporated in Bangladesh having its present address at Plot# A/5, (9th Floor), Block# A, Section# 14, Mirpur, Dhaka – 1206, Bangladesh.



Our purpose is to
Build Better.
Together.



We Will Achieve Our Purpose By

People

Investing in our people to become better every day

Capabilities

Deploying better capabilities to improve client outcomes.

Communities

Devoting resources to develop communities and give back to our societies



We're an ambitious team of professionals

In Quantanite, we truly believe that the only way to grow sustainably is to put people at the heart of everything we do. We continuously listen to the pulses of the people and take appropriate initiatives to create greater engagement. Some of our agent retention programs are listed below:

- **Wellness Program**
- **People Survey**
- **Reward & Recognition**
- **Work Life Balance**
- **Training & Development**
- **Mentorship Program**
- **Town Hall Meetings**
- **Onboarding and Orientation**
- **Regular Performance Appraisal**



What you get from a partnership with Quantanite

Testament to success

100+ clients across 4 continents and a variety of vertical industries.

Knowledge

Rapid response to meet your growth objectives

Experience

Established in 2014 in Dhaka, Bangladesh < Global footprint.

Cost Effectiveness

4 Global locations. World-class headquarters. CX and delivery centers.

Agility

High-quality, cost-effective service provider who can scale flexibly and rapidly.

Quality

2000+ Associates and industry experts, a highly skilled university-educated workforce delivering exceptional CX.



Our Values

Our values guide us every day

Living and breathing our values is key to Quantanite's success, as it is for our clients.

- We share a joint desire to create raving fans and brand champions. We recognize the parallels between shared values and cultures and aim to harness them by extending and developing winning partnerships.
- Our cultural pillars embody Quantanite's spirit, sense of community and fairness, and enable the people at the heart of our business.



Our Values

Our values guide us every day





Our Values

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Aligning our brand values and cultures is critical

This alignment forms the basis of how we approach our client partnerships and build a joint culture. We create a partnership charter based on our combined mission, values, and vision which will empower everything we do. Ours is a culture of continual improvement. We use insights to drive and improve our services while pursuing new ideas to more effectively help our clients scale costs while optimizing value for their customers.



Our Values

Our values guide us every day



We are accountable.
A target is a promise, and we keep our promises.

We are super driven.
We push ourselves to deliver more than is expected of us.



We are entrepreneurial.
We encourage bold ideas to unleash massive value.





Leadership

Executive Team

Our Executive Team leads our associates across the globe with strategic focus, a collective approach, and team interaction that helps to accelerate performance and drive results for Quantanite and our clients.



Leadership

Mikko Tamminen - Founder & Chairman





Leadership

Mikko Tamminen - Founder & Chairman

When Mikko founded the company in 2014 right from the start he wanted to do BPO differently by focusing on supporting like-minded ambitious organisations. He developed a company culture that is warm, inclusive, and friendly. This approach makes Quantanite a popular employer today, something which Mikko remains passionate about.

Mikko was Quantanite's Chief Executive Officer until December 2021, after which he assumed the role of Executive Chairman. Since the founding of the company, Mikko built Quantanite into a challenger in the BPO and CX space that is recognised by clients, analysts, and industry peers as a growing force in the industry. Today Mikko focuses on corporate governance, strategy, and supporting the executive team.

Previously Mikko worked with private equity and startups in Asia's emerging markets as well as in Europe and the US. He is also the youngest non-fiction author in his home country of Finland and holds a US patent to his name. Mikko completed his Bachelor's in Management from the University of Warwick and The Wharton School.



Leadership

Atreya Chaganty - Chief Executive Officer





Leadership

Atreya Chaganty - Chief Executive Officer

- Atreya joined as the group's new Chief Executive Officer effective in January 2022. He has served as an advisor to the company since mid-2020, actively involved with strategic decisions, and working closely with the company's management including on finance, strategy and operations.
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- Atreya comes with two decades of technology experience, having started his career in management consulting at PwC and Oracle. Since then he has held executive positions in global technology organisations, overseeing business development, M&A, and operations. At his time with PCCW, a Hong Kong-based conglomerate, Atreya had significant exposure to the Customer Experience and Outsourcing Services industry, which allowed him to see how organisations in the space develop.
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- Atreya lives in Oxford, UK with his wife and son. He holds an MBA from London Business School and a Master of Science from Texas A&M University.
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Leadership

David Earlam - Chief Operating Officer





Leadership

David Earlam - Chief Operating Officer

David is an industry veteran with more than 15 years of contact centre experience. He has served on the executive teams of the Fairpoint Group, Teleperformance, and WebHelp. David has proven expertise across a range of high-volume CX digital environments where the customer journey is of paramount organisational importance.

In his COO role at Quantanite, David is recognized for delivering outstanding commercial performance & compelling client value while driving strategic innovation and igniting positive stakeholder engagement.

He is an energetic, empathetic, and collaborative leader with a hands-on style and a reputation for providing clear, unambiguous direction. With an ethical approach to leadership, David effectively binds Teams into a single, cohesive, focused, and committed workforce.



Leadership

Andrew Hall - Chief Commercial Officer





Leadership

Andrew Hall - Chief Commercial Officer

An executive leader, specialising in innovation and strategy in customer engagement management and growth, Andrew has been in the outsourcing and technology domain for over thirty years and brings considerable knowledge of transformation and operational excellence into his relationships with clients and teams delivering exciting operations and customer-centric tech-enabled transformation.

Andrew has a focus on working with clients to develop relationships and solutions that truly impact their business and their customer's experience with them, ensuring measurable benefits and outcomes. Recognised in the customer engagement space as a lead thinker in innovation and the future of technology in customer engagement.

Passionate father and family man helps keep Andrew grounded and up with the latest youth lingo.



Leadership

Atif Hafeez - Chief Financial Officer





Leadership

Atif Hafeez - Chief Financial Officer

Atif is a seasoned Chief Financial Officer with additional credentials as an all-around business administrator and board member. His wide-ranging international experience, which spans over two decades within private and public equity spheres, has enabled him to develop global acumen in finance, business, and governance.

Most recently, Atif served at Ibex Limited (formerly LSE & currently Nasdaq listed), a global CX outsourcer rapidly growing as a transformational B2B2C partner for the world's leading brands. He held multiple leadership and management positions in the UK/EU, including Chief Financial Officer, Country Head, and Executive Board Director. Alongside, he launched and led an international treasury organisation as Vice President of Global Treasury and contributed to offshore and nearshore footprint growth.

Previously, Atif's most notable associations have been with The Resource Group (TRG; PSE listed PE), Hino Motors Limited (a subsidiary of Toyota Motor Corporation; NYSE, LSE & PSE listed), and PricewaterhouseCoopers (PwC).

Atif is a Certified Accountant, a Certified Director, and a Certified Executive Coach. He lives in Bristol with his wife.



Leadership

M.A. Moin- Managing Director



Leadership

M.A. Moin- Managing Director

M.A. Moin is an accomplished Finance and Regulatory Professional with a BSc from Oxford Brookes University and advanced certifications (ACCA, CISA)

Possessing a distinguished career encompassing internal audit, IT audit, financial management, and risk mitigation across a diverse spectrum of industries including BPO, LPG, Pharmaceuticals, engineering, media, construction, FMCG FMCG, NGOs.

Demonstrated proficiency in data analytics, ERP implementation (SAP 4/Hana: FI, HRM, RDS, Empresa), and ensuring stringent regulatory compliance.

Currently spearheading the Finance, procurement, and Regulatory functions for Quantanite, where strategic acumen and leadership are instrumental in driving organizational success. prior to joining quantanite, held senior leadership positions at rangs internal Audit and omera Petroleum. Possessing a deep seated understanding of the Pharmaceutical industry



Locations

World-Class CX and Delivery Centers

- Quantanite's operations extend across single, multi, and Omni channel digital and voice networks in a variety of languages, written and verbal (including English, Spanish, Italian, German, French, and Dutch, among others).
- We are experts in customer experience and support, document management and implementing technologies to improve processes.



Locations

World-Class CX and Delivery Centres

