

Company Profile



ServicEngine Limited

(A Sister Concern of Abdul Monem Ltd.)



ISO/IEC
27001:2013
Certified



Welcome to the nation's most prominent business process outsourcing company ServicEngine Limited that began in 2006. With offices in the U.S. and Bangladesh, our deep industry expertise helps our clientele to manage risk, enhance product features, master their business transformation challenges cost effectively and in line with their goals and standards. We believe ourselves as a unique company with over 1600+ skilled professionals that provides quantifiable and sustainable value to the client's business. We do things differently.

Our Vision at ServicEngineBPO:

- Build relationships
- Be a vital sourcing asset
- Help guide client growth and stability in the global marketplace
- Maintain strong workplace standards and opportunities for our employees

We offer strategic partnership:

We are not the typical outsourcing company focused on the short term. We hold a great value in building significant long-term business relationships. With experience in a variety of industries including advertising, technology, software, banking, publishing, insurance, travel, and more, ServicEngineBPO prides of itself on being able to adapt to any kind of business. As of the recognition of our expertise and quality management in numerous projects, **ServicEngineBPO** has achieved **ISO/IEC 27001:2015, ISO 9001:2015 & CMMI Level 3 certification.**

We believe in client management:

We believe proactive communication and responsive action is critical for our clients. For our heartfelt effort, on August 21, 2014 – ServicEngineBPO was ranked as **NO. 2092 by Inc. Magazine on its 33rd annual Inc. 500|5000.**

International Association of Outsourcing Professionals (**IAOP®**) named ServicEngineBPO a Top 100 Global Outsourcing Company for Third Consecutive Year-2016. Being in the list of 100's growing Global Outsourcing Company, has become the perfect metaphor to celebrate the successful 15 years of milestone.

SEBPO has been consistently recognized as one of the "5000 Fastest-Growing Private Companies in America" by Inc., and as a Top Global Outsourcing Company (GO100) by the International Association of Outsourcing Professionals (IAOP) since 2014.

We promote a performance-driven culture:

Our multi-discipline leadership team is comprised of technical professionals, a creative marketing and communications group, who have applied engineering methodologies to excel in providing solutions. We believe you cannot manage what you can't measure, so our employees have formal metrics-based scorecards that ensure ServicEngineBPO Key Performance Indicators (KPIs) are aligned with your business goals.

Our Services

ServicEngine Limited provides professional outsourcing support to multi-disciplined organizations for

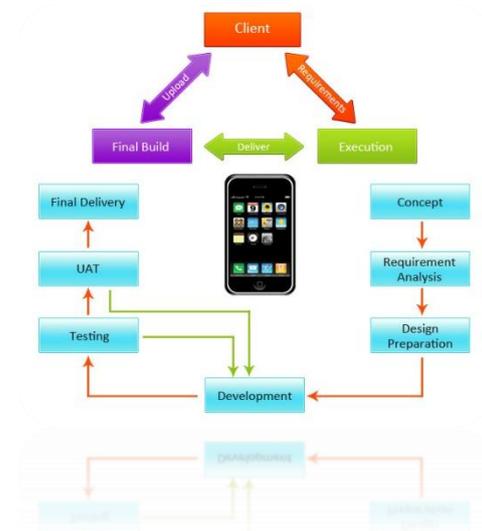
- **Data Aggregation & Analysis**
- **Digital Advertising Operations**
- **ICT Training**

- **Web & Software development**
- **Mobile Apps Development**

Our range of solution offerings improves interactions, strengthen workflow management, enhance business intelligence services, and streamline legacy applications to support real-time, flexible business processes. We enable our clients to be more efficient and innovative in managing their business.

ServicEngineBPO builds and customizes apps for iPhone, iPad and Android and provides porting services so your apps will work with all smart phone platforms. Our developers have extensive knowledge of the mobile development environment and expertise in **iOS**, **Android**, as well as developer tools like Xcode, Cocoa Touch framework and Objective C, Java for Android.

- Content Management System Configuration
- Customized Training Programs & Support for Proprietary Languages
- E-Commerce Site Development, Setups & Deployments
- Front End and Back End Development
- Programming Languages
- Prototype Development
- Responsive Design & Development



Digital Advertising Operations

Digital advertising operations demand that considerable amounts of time be spent in back office functions. While those operations are vital to producing and optimizing successful campaigns, they also absorb valuable time that could be spent on more proactive, strategic, or revenue-generating tasks.

At ServicEngineBPO, we work as an extension of our clients' teams, providing campaign management solutions that allow our clients to spend their time most productively. Regardless of the size or scope of the campaign, we help our clients maximize their resources to deliver comprehensive campaigns that achieve optimal results.

- Campaign Management
- Inventory Management
- Reporting and Analytics
- Workflow Management
- Customer Support and Troubleshooting

Regardless of the advertising platform, we are ready to be a part of the team, helping to:

- Facilitate online campaign management process
- Receive media plan briefs and upload media plan on client platform
- Add creative to placements and implement click tag
- Perform ad optimization
- Ensure accuracy of media plan entry and click tag implementation
- Communicate with client contacts to resolve any media trafficking issues.
- Track all advertising tools, partners and promotions used throughout the campaign to maximize ROI.



Campaign Management



Inventory Management



Reporting and Analytics



Workflow Management



Customer Support

Technology Profile & Skills:

- php
- React
- Asp.net
- Ajax
- C/c++
- CSS
- cfsion
- Delphi
- Dhtml
- Flash
- Flex
- JSP
- javascript
- Java
- Open-Source CMS
- ms sql,
- mysql
- Oracle
- Python
- vb
- xhtml, xml
- React Native
- C#, Objective C
- Adobe
- Unix, Linux
- Apple,
- Windows mobile
- PALM OS
- Android Graphic Design

ServicEngine Infrastructure & Capability Statement:

- Over 1600+ number of IT Skilled Human Resource.
- Each group of professionals are teamed with younglads and experienced souls.
- Every single member is highly proficient in English Language (Most of them comes from English Medium background)
- A pool of experienced Team Leads & Managers for delivering optimum project output. (Average cumulative experience of each team is more than 15 years in relevant industry)
- The company is backed by country's large conglomerate- Abdul Monem Limited.
- Secure & Employee friendly environment, we believe – “Better people deliver better service – producing better results!”
- Majority client base in United States (with remote office in NJ, USA).

Facility & Infrastructure:

- Around 60,000sft operation floor capacity.
- Own Sub Station capacity with 11,000V.
- 24 hours generator (415 KVA) backup.
- 24/7 IT Help Desk Support.
- Uninterrupted power supply –dual power back up system.

Physical Security:

- 24/7 Security Guard.
- Access control device at each floor.
- Access restricted area- Server Room & other critical infrastructure.
- Vehicle Search Mirror Security Inspection Device
- Fire extinguisher.
- Metal detector.

ISP Back Up:

- 3 ISPs for internet redundancy.
 - 99% uptime of the production environment.
 - Dedicated Internet Bandwidth for all members.
- Export Authority Gold For 2013-2014
 - President Awards of Bangladesh 2014



International Recognition:

- ISO/IEC 15001:2013
- ISO 9001:2008
- CMMI Level 3
- SOC TYPE ONE (AICPA Service Organization Control Reports)
- IAOP (International Association of Outsourcing Professionals)

Glimpse of our growing team & facility:



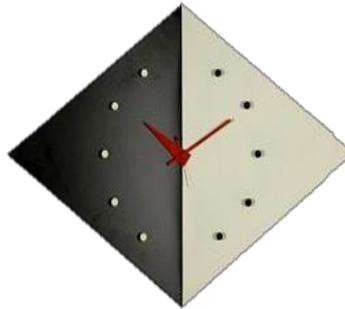
Marketing and Sales Activities

- IBC 2022, RAI Amsterdam
- Turkey Bangladesh Business Delegation
- Trade fairs/B2B events: IT Outsourcing fair at USA
- Trade fairs/B2B events visited in Bangladesh: All the event for B2B fair organized by BASIS
- Marketing Activities: Search the potential leads, SEO

We never sleep:



Dhaka, Bangladesh



Medford, NJ, USA

- We have 2 offices in 2 different time zone – One in Bangladesh and the other is in USA.
- When we sleep at Bangladesh then USA starts working and vice versa.
- You can reach to either side by a single buzz any time round the clock.
- This will ensure a feel that we are never lost either in an emergency or a normal discussion.

WHERE YOU CAN FIND US?

U.S. Office:

2 N Main Street, Suite 303
Medford, NJ 08055

Bangladesh Office:

House-8, Abbas Garden, DOHS,
Mohakhali
Dhaka-1206, Bangladesh.
Cell: 01711924545
E-mail: gazi.alim@sebpo.com

Web URL: <http://sebpo.com>