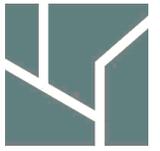


Shaping the Future  
with Connectivity,  
Partnership and Trust

UpperCase  
Delta Limited



# INSIGHT 2020



Cover: Getty Images

Inside: Getty Images

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# Preface

UpperCase Delta Limited (UDL) is a business process outsourcing company.



Registered in Bangladesh as a private limited company at the Register of Joint Stock Companies and Firms under Companies Act, 1994. The office of the company is situated at Mohakhali DOHS, Dhaka, Bangladesh.

We are a group of engineers, architects, scientists, IT experts, financial analysts, creative and business managers. At individual level, some of us have market experience for more than two decades. As a group we have started our journey in 2019 to provide corporate efforts and achieve synergistic effects for our clients.

# Meet The Leaders

## Rashed Noman, the Chairman

Rashed is a business leader having 20+ years of success leveraging innovation and ingenuity to achieve results. He has worn many hats over the years and enjoyed success in global environments for companies including The Boeing Company (for 11+ years), General Motors (for 6+ years), and Augmedix (for 3+ years as the Country Director). These experiences given him capacity of innovation, adaptability, and leadership those he can leverage to drive growth. Rashed's ability to connect with others on a human level enables him to build bridges leading to success. He can combine both ideas and execution to scale and supercharge businesses. Rashed got his BSc in Mechanical Engineering from BUET, MS in Mechanical Engineering from University of South Carolina, and MBA (Project Management major) from New York Institute of Technology.

## Jahangir Arif, Managing Director

Jahangir has business experiences for more than 24 years in different industries like export oriented garments industry, manufacturing and assembling machinery and spares, import and selling capital machinery, shipping, agriculture, stock market and many more. Thus he achieved excellence in business planning and development, human resources management, procurement and supply chain management, and legal matters related to company and operations in Bangladesh. Jahangir had his BSc in Mechanical Engineering from BUET and MBA (Finance major) from IBA, University of Dhaka.

## Rahat Niaz, Director

Rahat is a rare combination of entrepreneurship and academia. His 17+ years of experience running architectural firm as the Principal Architect, designing, planning, commissioning, construction, project management, operating real estate business and teaching architecture in BRAC University have made him a champion in business innovation and implementer of state-of-the-art technology. Rahat completed BArch from BUET.

## Faisal Billah, Director

Faisal is engaged in architectural, construction, real estate, project management, planning, and consultation business for more than 15 years. Besides architectural design, planning and development he is accomplished in entrepreneurship, human resources management, financial planning, and regulatory matters Faisal got his BArch from BUET.

# Mission

To be the No.1 BPO Company in Bangladesh.

## Operating Philosophy

Our goal is to achieve client's trust and satisfaction, so that business and development can come in due course.

**W**e listen to our clients to understand their needs regarding quality, standard, time frame, resources, budget, culture and tradition. So that we can provide customized and worthwhile service to them. We respect individual's culture, belief, choice and norms. We obey regulations and standard practices. We care for our world, Mother Nature and its children.

We are honest, maintain a high level of integrity, keep promises, loyal to our clients and privacy, boost morale, pursue excellence and stand accountable for our deeds. Unless our client demands different, we do the job maintaining internationally acceptable standard.

We strive for remaining unique and super. We do not offer the cheapest price, rather we offer the just price. We do not demand that we are the best, rather we provide what you are asking for. So, you can think of having our services.

# What do We Do

We are engaged in businesses those involve innovation, development of new products, processes or services driven by state-of-the-art technology.



# Software Product Development Services:

We provide end-to-end solutions for software product development from conceptualization to make products ready for launching. We work with clients to analyze, build, design and release final products. Our product development team focuses on clients' needs, validating hypotheses, reducing risks, ensuring a highly efficient and fluid product development life cycle. Our service frees up clients' resources and increase profitability.



# Data Analytics and Business Intelligence Services:

Data analytics and business intelligence services and systems help organizations gain deep visibility into their business processes, empower daily reporting, operations and insights sharing and advance their decision-making with consolidated analytics. We give a full range of BI services that helps clients to have knowledge from collected data, integrate it into Enterprise Data Warehouse and turn it into daily insights with interactive dashboards. It aims at leveraging business analytics to drive cost savings and improve performance.



## HR Services

We provide services to companies in selecting potential candidates, hiring them, training and developing them as per requirement of the client. Our HR service team consists of people having long experience in developing We provide services to companies in selecting potential candidates, hiring them, training and developing them as per requirement of the client. Our HR service team consists of people having combined more than sixty- five years of experience in developing recruitment plan and strategy, talent searching and interviewing, evaluation and control, training and management. We can serve for the total recruitment process or for each part like identifying hiring needs and job analysis, preparing job description and specification, screening, shortlist and interviewing candidates, evaluation and offer of employment, or introduction and induction of new employees. recruitment planning, strategy development, talent searching and interviewing, evaluation and control.



# Procurement Services

Identifying options to prove internal overheads and getting insight into effective procurement market intelligence, opt for procurement service providers becomes feasible in all respect. We help companies in preparation and processing of demand, purchase planning, determining required standards and specifications, supplier research and selection, price negotiation, and inventory control planning.



# Income Tax and Accounting

We have team of professionals with many years of experience leading the best income tax accounting functions with both corporate organizations and individuals to help filing US income tax. At the same time we offer Accounting and Bookkeeping Services, Accounts Payable and Receivable Services, Financial Analysis and Payroll Processing Services to local and international businesses. We have the ability to offer a comprehensive range of services to aid and complement internal tax function through a collaborative and tailored approach.





# Customer Support Contact Center Services

We offer customer support contact center services for a range of industries with clients across retail, eCommerce, public sector, luxury, telecom, technology, insurance, healthcare etc. Our trained representatives handle end users of products on purchase, refund, billing, discount, use or any other query, on behalf of the manufacturer or the vendor. We can offer 24X7 service at a competitive price.



## Back Office Services

We offer effective and affordable back office services solutions for business entities looking to expand their business without making any bulk investment. It helps them to stay competitive all the time, reduce overhead cost, enhance productivity, savings and help overall growth. We have people and facilities to offer back office services to clients domestically and internationally.



# How do We Work

Our values and promises are the basis of our approach. Our target is achieving trust and satisfaction of clients. Our endeavor is to deliver worthwhile jobs on time. So, we focus on quality, uniqueness and punctuality. We listen to our clients whenever they like to communicate with us. We share ideas, thoughts, dreams and plans with them.

We discover, train, prepare and promote innovative people who can make jobs done with excellence. We follow agile processes and quality driven development to fulfill clients' needs.

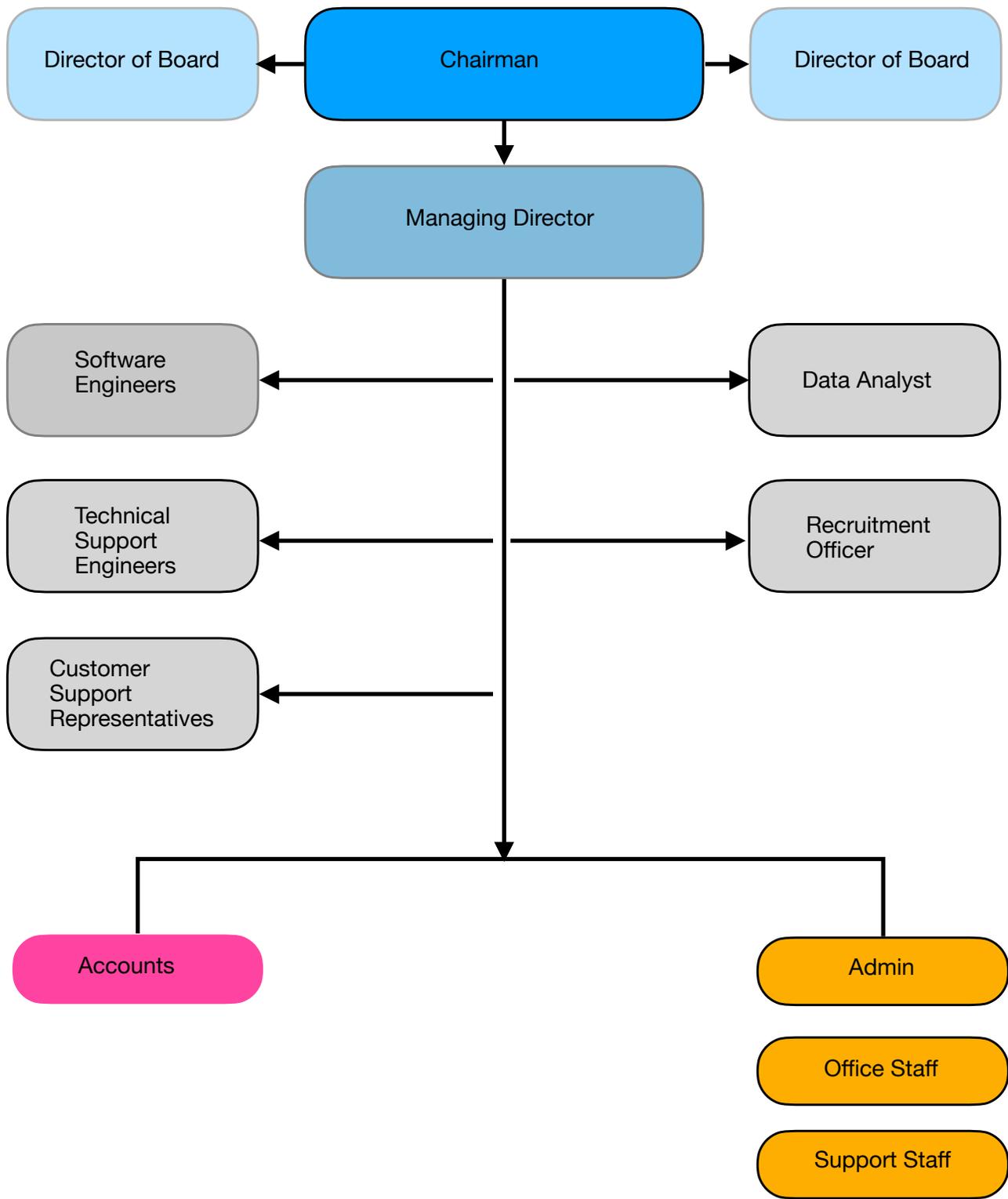
Our clients find the delivered job worthy and we make profit from the deal.



# How do We Work



# Organogram



# Disclosure

We do not disclose any business information concerning our clients without their permission

We are ready to sign a Non-Disclosure Agreement (NDA) anytime the client needs it.

The client is the ultimate owner of the product he paid for.

# Where we are



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