

## Overview

**Eastern IT Limited** has achieved successful record to deliver innovative and cost-effective technical services to customers in both Corporate and public sectors undertakings.

The company is being praised by the customers for its Education Management, Garment & Buying House ERP, Micro credit and Hospital Management Software.

## Vision

**To build the Bangladesh as “Digital Delta”** by innovation, integrity and quality solutions.

## Mission

To maintain the leading software solution provider ensuring benefit of customers, shareholders and employees.

## Snapshot

- » Established in 2012
- » Industry expert IT resources
- » Focused Practice Group
- » Flexible engagement models
- » Committed towards all stakeholders
- » Global vision, strategies and values for building and nurturing relationships



# Skill Matrix

## » PROGRAMMING LANGUAGES:

C, C++, VC++, C#, VB.NET, VB6, JAVA, ORACLE 9i DEVELOPER, ACTION SCRIPT

## » WEB TECHNOLOGIES:

APACHE-APP, ASP, ASP.NET. JAVA SCRIPT, JAVA WEB SERVER-APP, JSP, PHP, SERVLETS, TOMCAT-APP, VB SCRIPT, WEB SERVICES, XML/XSL

## » SCRIPTING LANGUAGES:

JAVA SCRIPT, AJAX

## » FRONT END APPLICATIONS:

VISUAL BASIC (WITH ACTIVEX AND COM/DCOM), JAVA SWING, POWER BUILDER

## » DATABASE:

MS SQL SERVER, MY SQL

## » DESIGNING TOOLS:

MACROMEDIA FLASH, 3D MAX, ADOBE PHOTOSHOP, DIRECTOR, DREAM WEAVER, FIREWORKS, FLASH, ADOBE ILLUSTRATOR, PREMIER

## » WEB SERVER:

APACHE, MS-IIS, TOMCAT

## » RAPID APPLICATION DEVELOPMENT TOOLS:

VISUAL STUDIO, JBuilder, ECLIPSE, NETBEANS, KAWA ETC.



## Products, service & solutions

## Software:

- Smart Education Management Software (EduEasy).
- Buying House ERP
- Garments ERP
- Hospital Management Software
- Inventory Management Software
- Micro-Finance Management
- Dynamic Job Portal
- Web Application
- Website Design & Development
- Fixed Asset Management system
- Financial Management System
- HRMS & Payroll (Human Resources & Payroll Management System)

## Web Design & Development



- HTML, CSS, Java script, Ajax, Flash
- JQuery, HTML5, CSS, XHTML
- PHP with My SQL
- Design with Graphics
- Search Engine Optimization (SEO)



## Domain & Hosting

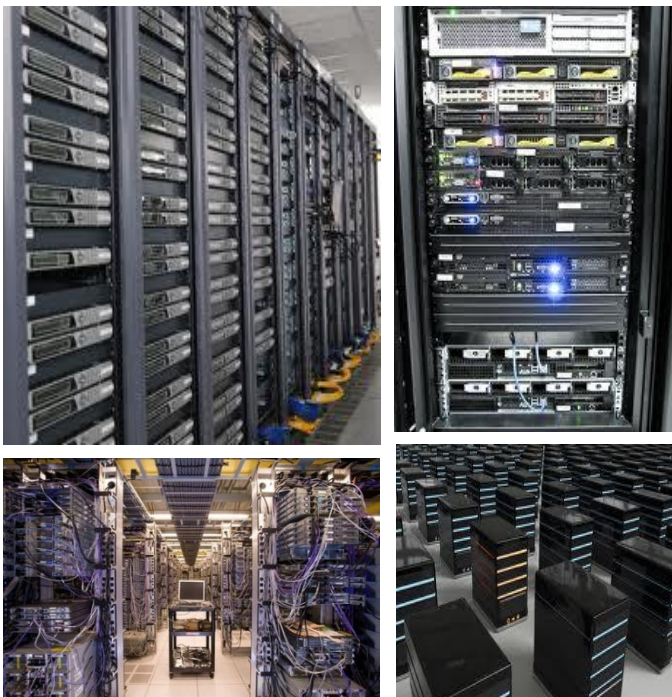


All kinds of Domain name registration.

- Linux Hosting
- Windows Hosting
- SQL Server Hosting
- Small Enterprise Hosting
- Large Corporate Hosting

## Technologies

### Server and Related Software:

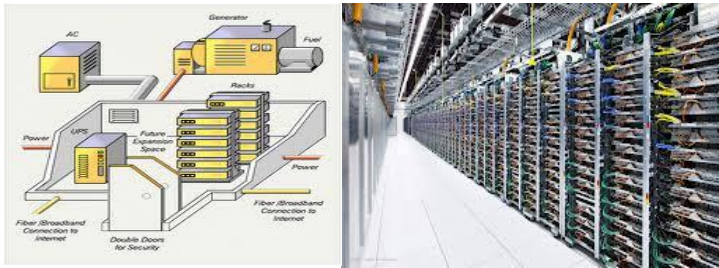
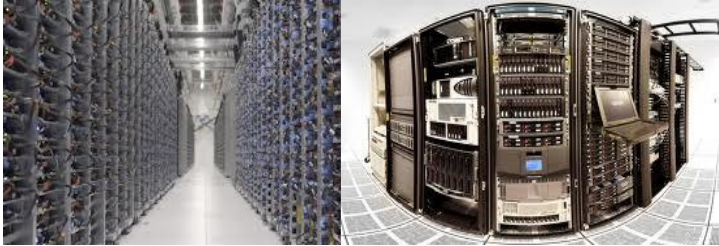


- We have Highly Qualified Oracle Specialist Consultancy skills
- We can make Significant Cost Reduction against the cost of Oracle Support
- We have Flexible SLAS for Round-The-Clock Global Support
- Types of Servers:
  - Entry-level Servers
  - Midrange Servers
  - High-End Servers
  - Blade Servers
  - NEBS-Certified Servers
  - Server Appliances
  - Compute Grid
  - Cluster Interconnects



# Data Center Solutions

## Data Center (Hosted Model):



- Are equipped and ready to take care of all of your collocation needs, that can dependably manage and also maintain a disaster recovery site
- It has a robust infrastructure, and designed with mission critical data servers that can ensure crucial security of valuable data

You have the option of bringing and using your own equipment, purchasing equipment through ANL, or renting equipment.

# Network device Solutions

## Solutions:

- Data switching and routing Solution
- Security solutions
- BW, Caching, Load balancing management solution

## Capabilities

- Simplified Management
- Solution based architecture
- Maintain Qos



Allen-Bradley SIEMENS Schneider ABB





## Network Monitoring Solutions:



- Network Monitoring Solution can auto-discover your entire network
- It groups your devices into intuitive maps, monitor network in real-time, alert instantaneously on failure and provide comprehensive reports and graphs

## Call Center Solutions:

- A call center agent might handle account inquiries, customer complaints or support issues
- Eastern IT provides round the clock services and support to our clients
- We ensure that our clients Reach their customer Anytime, anywhere



## Video Conferencing Solutions:



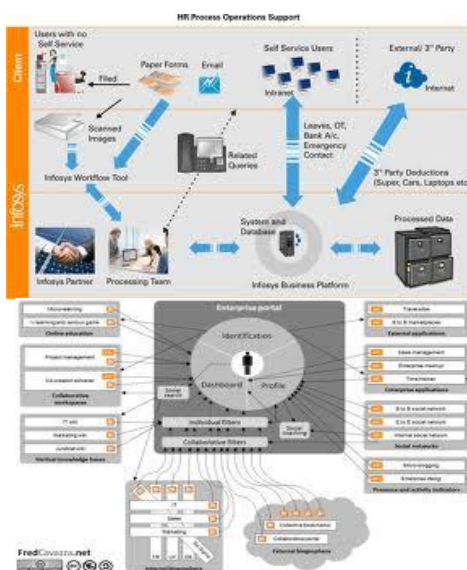
- It is a process of interactive telecommunications which allows two or more locations to interact via two-way video and audio transmissions simultaneously.
- Any corporate meetings with the clients/colleagues who are sitting anywhere (home or abroad) outside the office need this solution.



- It increases productivity, saves time and make effective face to face virtual collaboration

Solutions:

### Capabilities:



## **Capabilities:**

- Network or server uptime
- Historical Data
- Monitor Application performance
- Utility and optimization of IT Resources

## **Wireless Network Solutions**

- Wi-Fi, the short form of Wireless Fidelity, is a technology that allows connecting to the internet without a cabled network
- With Wi-Fi you can access the internet From your laptop, PDA or Smart Phone As long as you are within the range of a Wi-Fi access point
- 84% growth increased of internet users Since 2008. Within this statistics, a significant Percentage is engaged in Wi-Fi-Usage



## **E-Payment Solutions –ATM**



- We provides Diebold ATM machines which are transacting BDT 1.15 billion annually in Bangladesh
- Future Plan: To bring on Cash Recycler and Driveway machines and other cash loading facilities
- 800+ATM machines, 40% market share, dispensing BDT 35 billion annually
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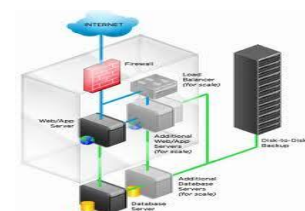
## Post Terminal Solutions

- We provides VeriFone POS Terminals which are transacting 16.8 billion annually
- VeriFone is a global leader in secure Electronic payment technologies
- Our solutions enable electronic payment Transactions and value-added services at the point of sale
- 11,500 POS Terminals (Credit/Debit card charging), 70% make share Dispensing BDT 511 billion annually



## Host Security Module

- We deals with Thales which is a World leader in Mission-critical Information systems for defense and Security, aerospace and transportation
- Leveraging its international Operations and spanning the entire Value chain from equipment to Systems and services, Thales is Playing a pivotal role in making the World safer place



# Storage Solutions:

- Oracle's complete portfolio of storage are Engineered to work together to deliver Record-breaking performance, simplified Management, and cost-saving efficiencies.



- **Some types of storage are:**
  - Data Center Storage
  - Midrange Storage
  - Workgroup Storage
  - SAN
  - Boot Disk Solutions
  - Tape Backup and Restore



## IT Audit Solutions

- Technological innovation process audit.
- Innovative comparison audit.
- Technological position audit.
- Systems and Applications.
- Information Processing Facilities.
- Systems Development.
- Management of IT and Enterprise Architecture.
- Client/Server, Telecommunications, Intranets, and Extranets.



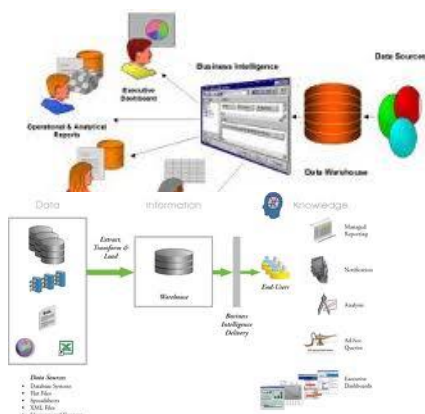
# Data Center Storage and Security Feature

## Physical Infrastructure

- Security Control System
- Power Supply System
- Racks
- Environment Control System
- Fire Detection and Suppression system
- 27 x7 Customer Support Center
- Structured Cabling System



## Business Intelligent Solutions



### BI Tool Solutions:

- Present the right information to the right manager
- Transform into Actionable information
- Collect and consolidate data
- Determine the KPI of each level of operation

### Capabilities:

- Leverage existing data by collecting and storing it.
- Drilling down to find underlying causes
- Shorten time frames for decision-making with self-service reporting and reduced planning time lines
- Get everyone on the same page with a single and reliable version of business issues



## Risk Management Solution

- Risk Monitoring Service (RMS)
- The card Alert Service
- Authorization Blocking Service
- Capabilities
- Implement a framework for risk assessment and mapping
- Outline the responsibilities of risk managers
- Identify and define the risks and how to map incidents
- Determine the threat level
- Establish levels of controls
- Record and retain risk incident
- Conduct periodic risk assessments

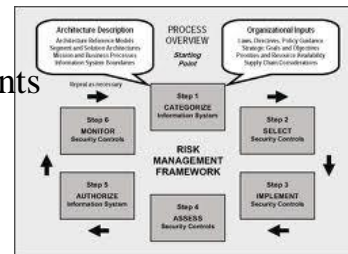


FIGURE 3-2: RISK MANAGEMENT FRAMEWORK

## Business Automation Solutions

- Oracle delivers on its Applications Unlimited commitment, the long-term plan to provide continuing enhancements to your existing investments in Oracle applications
- We want to position our Oracle ERP as Business Automation Solutions to the market to give the customers one stop solution

Oracle Applications - Complete Business Suite involves:



- Order management
- Procurement
- Service
- Supply Chain Planning
- Manufacturing
- Logistics
- Maintenance Management
- Product Lifecycle Management
- Finance





- ## Core Banking Solutions

- [illegible]

## **Support Service**

EITL provides comprehensive after sales support services for all the products offered to clientele. EITL has strategically located expert engineers throughout the country to serve their customers. Their support teams are comprised of product-wish dedicated field service engineers, supervisors, software engineers, systems administrators & managers; who continuously work with the product manufacturers/ developers to stay updated with the latest technologies. EITL takes a proactive approach to software maintenance, by focusing on long-term functionality, stability and preventive maintenance to avoid problems that typically arise from incomplete or short-term solutions. This approach, coupled with quality processes, allows clients to reduce recurring maintenance costs. EITL also invested in internal development and purchase of software tools to increase automation of their delivery systems and thereby enhance productivity.

## **Managed Services**

Managed Services is the practice of transferring day-today related management responsibility as a strategic method for improved effective and efficient operations.

EITL's vision is to empower companies and individuals to access personalized solutions, products and services when, where and how they may choose. It will integrate all elements of a system – new and existing into a single solution that addresses strategic growth, outstanding service and community involvement. This puts EITL in a perfect position to offer “Managed Services” to Banks, Financial Institution, Telecom companies and SME's in any area of their operations process – be it in through set up of data Centers all across the country.. There are other areas where EITL can offer the “managed services” model – such, as generation of invoice for Telco's and SME's and non-core operations areas where direct interaction with the customers are not required. Since EITL as well as companies has a strong footprints in above sector already, EITL will get advantage to enter into” managed Service” model business surely.

Globally, the “Managed Services” Model is widely acknowledged as the best practice to adopt for information technology outsourcing. Widely tipped as the holy grail of information technology outsourcing, “Managed Services” model is an attractive proposition both to customer's as well as the service provider.



In this model, Banks, Financials Institutions and SME's have the opportunity to opt for a monthly charge based pricing methodology that is referred to as "Operating Expense Based (Opex) model. This enables them to enjoy the advantages of hassle free operation without any pressure on their capital expenditure –referred to as "capital Expense Based (Capex) model. The Opex model not only minimizes the cost of operation for the client but also enables them to concentrate on their core business and enable them to divert their funds to other deserving areas within their business. The model also has the advantage of "one point service" This means that the customer can get the benefit of dealing with one service provider instead of involving numerous providers. One other advantage is the access the customer has to specialists with defined skill sets. The service provider maintains a staff of specialists whose skills benefit the companies that subscribe to the "managed customer is not required to continually expand its own technical staff. It is challenging for nontechnology institutions to retain highly skilled technology staff once they have reached maturity. Technology being its core business, we are in the perfect position to retain strong competent talents well Versed in the practice of providing technology support to customers.

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