



**Internship Report on
The Operational Activities of
ASL BPO**

Submitted to:
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Date: 18th September, 2019



Letter of Transmittal

18th September, 2019

To
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Subject: Submission of the Internship Report

I am submitting my internship report on “**The Operational Activities of ASL BPO.**” as it is a partial requirement of the internship course under BBA program. I would like to thank you for assigning me to this report as it provided me the opportunity to experience the real-life scenario and broaden my understanding on the Operational Activities and other systems of the company. I hope that my work comes up to the level of your expectation.

It will be my pleasure to answer any queries you have.

Sincerely Yours,
Md. Arif Khan
ID: 111 141 434
School of Business Administration
United International University

Certification

This is to certify that Md. Arif Khan, a student of BBA, ID: 111 141 434, under School of Business Administration, United International University (UIU) has completed the Internship report titled “**The Operational Activities of ASL BPO**” as a part of requirement for obtaining BBA degree. He has tried his best to complete the report.

I wish all the best in his future endeavors.

Supervisor

Ahmad, Mosabbir Uddin
Assistant Professor
School of Business & Economics
United International University

Acknowledgement

The success of this internship report is for the involvement of number of people without whom it would have been impossible for me to complete this report. It is difficult for me to thank all those people who have some contribution in this report. But there are some special people I must have to mention.

First of all, I would like to thank my honorable academic supervisor Ahmad, Mosabbir Uddin, Associate Professor, School of Business and Economics, United International University. I am thankful to him for his continuous support, supervision and suggestion. That was very much needed for me to complete this report.

Then, I express my sincere gratitude to Mr. Zayed Ahmed, Founder & CEO, ASL BPO, for his sincere support.

But I would like to thank specially my internship Supervisor Mr. Khan Osmani, Head of Management, ASL BPO, without whom I would not have been able to learn how an Operation department works on which I was able to do my report.

I was also constantly supported by the Operation team, who taught me different aspects of the department. I am highly grateful to all the people who made this report possible.

Lastly, I would like to say that from this internship program, I believe the experience that I have gathered will definitely help me in the future.

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Executive Summary

ASL BPO is one of the leading IT solutions or Business Process Outsourcing (BPO) firm in Bangladesh. They provide business process outsourcing & services. As this kind of firms are not so new in the country, so it did not take much time to get the recognition in the IT market.

One of the most important department of an organization is its operation department. This department basically help to maintain the work environment according to the organization policy and help to align all the requirements. To carry those duties sometimes they need to face critical situation and need top management approval.

While doing internship in this organization, I have learnt how to deal with organizational critical situation though I have experienced a very little critical situation. While doing work on the forum, I have realized it is really tough to maintain various clients with their requirement in very short period of time. I have learnt about operational job responsibilities while work on in their core business process. Also, I gathered detail idea about Virtual Assistant (VA) & Property Press Wizard (PPW). As I am from business background, still I got an opportunity to experience how operational department works of an organization.

Overall it was really a good experience to work in an organization who are very much caring about their clients and employees.

Chapter 1: BPO Market in Bangladesh

1.1 Current Market

It was around 2007 that the Business Process Outsourcing (BPO) Industry began in Bangladesh. 10 years has gone from that point forward and today Bangladesh is viewed as among the world's driving redistributing markets, with more than 200 - 300 distinctive BPO and IT organizations giving their administrations to remote organizations in numerous parts. Numerous remote prospects are presently hoping to re-appropriate their work to Bangladesh instead of to India, China or Philippines, because of the increasing expenses in these spots and because of the way that Bangladesh's BPO division has had the option to give a similar quality, if worse, as that given by the rivals in India or Philippines.

Here is our list of top 10 outsourcing companies in Bangladesh (us included), whom you may want to hire for your business solution needs:

- **Taskeater:** Established in 2013, by Mikko Tamminen, it was worked as a redistributing organization to support huge organizations and quickly developing organizations in Europe. What began with 4 representatives in a little office is presently a worldwide group of experts with over 150 workers working in workplaces dependent on London, Stockholm, Helsinki and Dhaka. Its present mastery ranges from Content Moderation, Transcription to Online Data Collection.
- **Genex Info Sys Ltd.:** A sister worry of IPE Group UK, Genex is another driving redistributing organization in Bangladesh, with a worldwide group of specialists around the world. Its present customer base comprises of companies in the Telecom Industry, Banking Sector, Government and in the Retail Industry. A noteworthy piece of its administrations incorporates Inbound and Outbound Customer Service, just as Digital Services and Backoffice Management.



- ASL BPO:** ASL is a startup BPO firm founded by Zayed Ahmed. It currently provides round the clock 24/7 Back End Office Support to a large number of Real Estate and Asset Management Companies in USA, providing support in areas such as Comparative Market Analysis (CMA) and Broker Price Opinion (BPO). Another major sector that it provides service to is in Digital Marketing (SEO, SEM, and SMM) to small and medium sized companies. One of its largest successes in 2017-18 has been to partnering up with European and Chinese businesses in handling back-end projects.



Khan Osmany, Client Relations

- Service Engine BPO:** SEBPO is one of the first BPO organizations established in Bangladesh. It is sponsored by perhaps the biggest aggregate in this nation and as of now has around 500 workers giving administrations to US organizations, for example, AOL, AdTheorent and ScrollMotion. Its skill incorporates however isn't constrained to Digital



Advertising Operations, Application Development and Quality Assurance administrations.

- Digicon Technologies Ltd.:** Digicon is a pioneer in Bangladesh's Call Center Industry, it has been giving its Outbound and Inbound Customer Service Support to the Commercial Vehicle Industry, Banking Companies, Pharmaceutical Industry, Multinational Beverage and Electronics Companies, producing a yearly income of about \$350,000 USD.

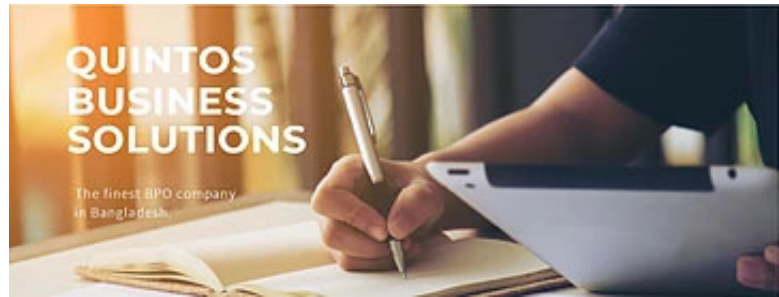


- FifoTech:** FifoTech was founded by Towhid Hossain who is currently its Managing Director & CEO. It is one of the oldest Contact Center, that has been providing its services since its inception in 2004. Other Areas that it has expertise in are Finance Accounting Outsourcing, DLP Solutions and Human Resource Management.



- **Quintos Business Solution:**

Quintos is another BPO Startup founded by Gazi Musayab Raffan. It offers its business solutions services in areas such as Digital Marketing, Web Development, Software



Solutions, Mobile App Development and eCommerce Solutions.

- **Aamra Outsourcing:**

Aamra Outsourcing LTD is a sister concern of Aamra Companies a leading business corporation which has its operations in Textiles, Information & Communication Technologies and Lifestyle Services.



- **BCS:**

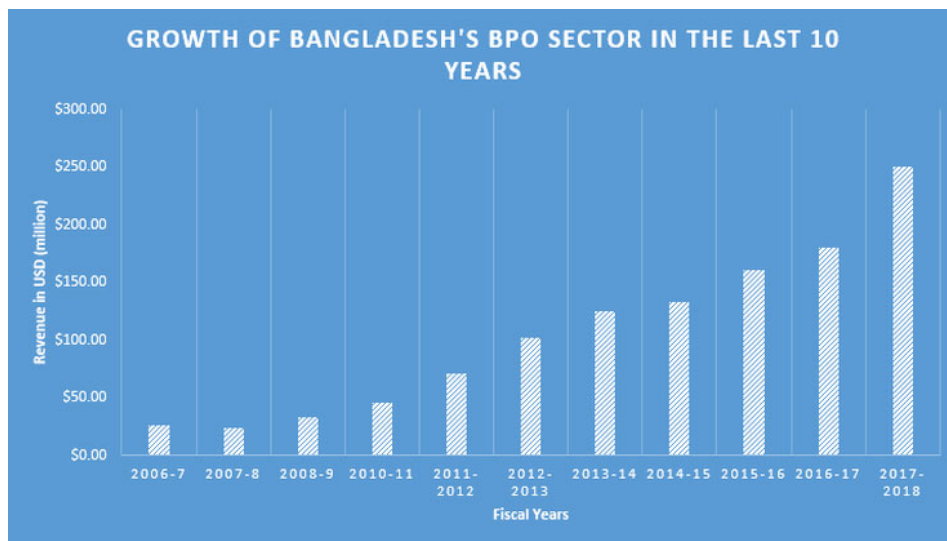
Business Consulting Services, is a member of BDO International Limited, an UK based Company. Its expertise in the areas of Accounting and Financial Support, Payroll, HR Outsourcing and Recruitment Services.



- **Syntech Solutions Ltd.:** Syntech provides its services in the areas of Software and Mobile Application Development, as well as Web Design and Web Developing. Its clientele includes, Australian Stone house, Pinstrip UK, and Decen Décor (Dubai) among others.



1.2 Growth & the Future of BPO with Economical Effect in Bangladesh



There has been an unprecedented growth in the BPO industry of Bangladesh in the last 10 years. The annual revenue from the ICT sector exceeded \$1 Billion in 2018, with a target to reach \$5 Billion by 2021. As outsourcing expenses rise in countries such as China, India and Philippines, Bangladesh will become an even bigger hub as an outsourcing destination. The streamlining of a roadmap with proper collaborations and policy support to make the BPO industry worth \$1 billion by 2021, and contribute prominently towards the GDP growth of the nation's economy.”

In the most recent decade or something like that, Bangladesh has seen a phenomenal development in its BPO industry. In 2007, what began as generally little contact focuses and specialists working in redistributing stages, for example, Upwork now moved toward becoming, starting at 2017-18 financial year, an industry which has an income of roughly 250 million dollar for each year, with various quickly developing BPO firms, for example, ASL BPO, Virtuworx, FieldNation and ServiceEngineBPO each acquiring a huge number of dollar every year.

1.3 Prospect of Outsourcing in Bangladesh

Bangladesh is bit by bit drawing consideration of the created nations in regard of re-appropriating of their IT-empowered items through consultants principally in light of focused cost and quality, industry insiders said. Created nations, particularly the USA, the UK, Canada, Australia and Singapore are progressively relegating neighborhood IT (data innovation) specialists for building up their both on the web and disconnected based programming for the most recent few years.

Thinking about the possibilities, Elance, oDesk and some other worldwide online business stage have approached to work with Bangladeshi IT specialists. As per the business individuals, both work and pay from the segment have accomplished a powerful development of around 150 percent year on year reason throughout the previous two years.



In excess of forty thousand neighborhood IT work force have so far been utilized in the part and salary from the segment has come to about US\$30 million till March of the current money related year (FY) which was under thirty thousand and \$20 million separately during the comparing time of the last FY.

IT outsourcing has taken off in a major manner in Bangladesh, with around 100 to 150 percent development for the most recent few years. In excess of 40,000 consultants are presently working from their homes in Bangladesh for various worldwide organizations. Be that as it may, how a lot of cash they are winning from abroad every year is hard to quantify as their pay is excluded in the product trade information, while proposing a pay of around \$30 million.

Of the specialists, around 45 percent were for IT and programming, 25 percent for structures and mixed media, 13 percent for deals and showcasing, 10 percent for organization support, 5 percent composing and interpretation and 2 percent for various occupations. Because of certain abnormalities, specialists get their cash through Western Union, VISA card, Master card or different channels which doesn't go into the administration's fare procuring programming.

Bangladesh is rivaling India, Pakistan and some eastern European nations in independent work, which certainly talks about the high bore of Bangladeshi IT experts. On the off chance that the administration takes adequate measures to prepare up new alumni of the nation then the procuring from the area would build complex in the blink of an eye. "Introductory procuring of an individual isn't that much appealing yet subsequent to picking up encounters in the field; one can gain more than any expert of Bangladesh. Consultants win \$15 to \$20 every hour on a normal for specialized work, and \$5 to \$10 for regulatory or non-specialized work. Another comer in the area gains around \$2 to \$5 contingent upon sort of employment. Be that as it may, to further help the area, BASIS has been giving various types of preparing and the Information and Communication Technology (ICT) Ministry has meanwhile finished a Tk70 million undertaking for preparing up individuals in a similar field. Plus, World Bank is planned to fund around Tk500 million out of a comparable preparing venture soon.

1.4 Challenges

There are significant difficulties which must be tended to before the business can thrive: Gartner gave Bangladesh a "poor" rating in three imperative zones – foundation, language abilities and information, and licensed innovation security. Poor foundation, including incessant power emergencies and moderate and questionable internet associations are the quickest issues for re-appropriating. Ahmadul Hoq, leader of the Bangladesh Association of Call Center and Outsourcing (BACCO) expressed that "We have told the administration that we need a continuous power supply and a second association with high data transmission, including that progress these issues was moderate." Some significant issues are referenced underneath:

1.4.1 Power Crisis

Bangladesh's organizations have since quite a while ago experienced an intense power emergency, as plants produce just around 5,000 megawatts of power a day, yet request is more than 6,000 megawatts and developing at a pace of 500 megawatts per year.

1.4.2 Low Internet Speed

The nation has just one submarine Internet link and urgently needs a subsequent line to anticipate visit disturbances, Hoq said. "We are associated with submarine link arrange SEA-ME-WE-4, which gives an Internet data transfer capacity of 24 gigabytes, yet more speed required and an elective association is basic to charm abroad customers," Hoq said. 40% of the organizations are fundamentally influenced by moderate web speed here in Bangladesh. Web engineer and programming designer firms experience this issue more frequently than the others. In any case, organizations appear to adapt up to the circumstance and 60% organizations have revealed that they by one way or another oversee it, despite the fact that the working pace gets slow.

1.4.3 Monetary Transaction Problem

Bangladesh Government doesn't permit online exchange yet. With no perplexity what-so-ever, Bangladeshi electronic organizations have shown it as the most concerning issue they face. Practically every one of the respondents are influenced by this hindrance while managing globally. The Biggest deterrent to maintain the outsourcing business, again larger part of the organizations has demonstrated global cash exchange trouble as the most disquieting one.

1.4.4 Changing Political Scenarios

Political circumstances in locales of America and Europe can influence the BPO business radically. Resident dissents, wars, falling economies, and so forth can constrain the administrations to pass certain bills which counteract re-appropriating to different nations. This can majorly affect the BPO organizations.

1.4.5 Exceeding Customer Expectations

Giving clients complete fulfillment has consistently been a troublesome assignment for all BPO organizations. Different web-based life diverts and expanding rivalry in the market has brought about expanding client desires to the rooftop and demonstrates to be a significant test for the BPO business.

1.4.6 Shoestring Budgets

One of the real difficulties looked by the BPO business is the spending limit. The majority of the occasions redistributing organizations are relied upon to create the best outcomes with insignificant expense. They are compelled to get the most extreme out from a set number of assets.

1.4.7 Health Concerns

Most of the outsourcing companies are situated in regions which come under different time zones; hence the resources may be working at all times of the day. This can result in major health concerns among the employees and reduce their efficiency drastically.

1.4.8 Customer Attrition

At some point of the project, the client may just terminate the deal and hand over the project to your competitor for different reasons. The cost of such sudden deal termination can be huge and can affect most BPO companies to a large extent.

1.4.9 Scarcity of Talent

One of the real challenges in BPO enrollment is to locate the privilege capable workforce to work in the business. As per an ongoing review it was seen that lone a small number of alumni are really appropriate and prepared to work in the BPO business.

1.4.10 Communication Channels

The quantity of correspondence channels has expanded radically over the previous decade. Individuals have proceeded onward to web-based life channels to send messages separated from the typical calls and sends. This demonstrates to be very trying for the BPO organizations to choose which channel to focus on when communicating with their customers.

Chapter 2: The Internship Report

2.1 Summary

ASL BPO. hired me as an employee from 9th May 2019. ASL BPO. is known to be one of the best Business Process Outsourcing (BPO) firms in Bangladesh. As I am working in this company, I have gathered some knowledge about corporate world as well as its system. While working under the Operation department, it had showed me how an organization is maintained and keep things going into the proper direction. I have seen very closely and has been a part of various assignments of this department, they make sure employees get the proper environment to work and make the business run successfully.

My supervisor has helped me a lot and guided me to learn things which were very important for a successful career life to survive in an organization which made me expert in MS Excel, MS Word and understand the organization in quick time. I have also seen HR work as I had to attend few meetings with them. Providing support service to the team was one of the main jobs I was assigned. Support services include like VA, Date Entry. Operation department team leader tries hard to fulfill all queries and demands of the employees.

2.2 Objective of the Report

The objective of the Report is:

- To know the system, policy and procedure of the operation department
- To learn how an organization's operation department maintains its working environment
- To know how an organization provides support services to its employees to achieve their goal.

2.3 Methodology

To make this report, I have to gathered information from various sources. I have collected the information both from primary and secondary sources. I have collected the Primary information from my supervisor and seniors of the department. Admin panel helped me lot in this case. Some of the information I have gathered directly from my work experience while working for ASL BPO for this report. I also collected secondary information for this report which includes sources such as ASL BPO website, Corporate Profile brochure, and other various internet sources.

2.4 Limitations

For this report, I didn't face that much obstacle as I was working closely with the department and observed by my own. So, it was easy for me to collect the information to make this report. But a major drawback was that, I was working under operation department but I wasn't involved directly within overall activities within this department. I was working for specific project under this department. So, when I was making and deciding what my report should be on, I was informed from the HR department that I have to select topics for the report within the department I was working for. That is why I was bind with limited topics within the operation department.

Chapter 3: About Organization

3.1 Introduction

ASL is a Startup Business Process Outsourcing Firm that provides a wide array of outsourcing services worldwide. It was founded in 2014, with the aim to provide cost effective back-end services & outsourcing solutions to businesses and help them reduce overhead costs, increase efficiency, save time and let them refocus their resources to the core operation of their business.

ASL's operational headquarters is in Bangladesh, and it is among the top BPO firms that resides in this country. It has been able to retain a 18.9% annual growth since its inception and as of 2019 services businesses and companies in USA, Canada, Europe and China.

3.2 Mission

A mission statement is a short statement of an organization's purpose, identifying the goal of its operations: what kind of product or service it provides, its primary customers or market, and its geographical region of operation. It may include a short statement of such fundamental matters as the organization's values or philosophies, a business's main competitive advantages, or a desired future state.

As we know a mission is not simply a description of an organization by an external party, but an expression, made by its leaders, of their desires and intent for the organization. ASL BPO has its mission. The purpose of their mission statement is:

“Our mission is to provide outstanding quality of service that provide value to our customer’s needs. We follow best practices to provide a wide range of outsourcing services that help them achieve their desired business goals.”

3.3 Vision

Vision is combination of three things; purpose, picture of future and values. Purpose is your organization's reason for existence. Picture of the future is a results-oriented picture of where you are going and what it will look like when your purpose is fulfilled. Values are the guidelines for daily behavior and decision-making. When choosing values, it is important to ask “what values are need to support the organization's purpose?”

Their vision statement is:

“To provide cost effective outsourcing solutions to clients that aim to grow their business.”

3.4 Values

Organizational values are abstract ideas that guide organizational thinking and actions. Organization values represent the foundation on which the company is formed. Defining an organization's unique values is the first and most critical step in its formation and development.

ASL BPO aims to become a brand in the outsourcing industry of Bangladesh, and create jobs in the country through providing cost-effective business solutions to foreign companies, whereby they hire Bangladeshi employees for their back-office operations.

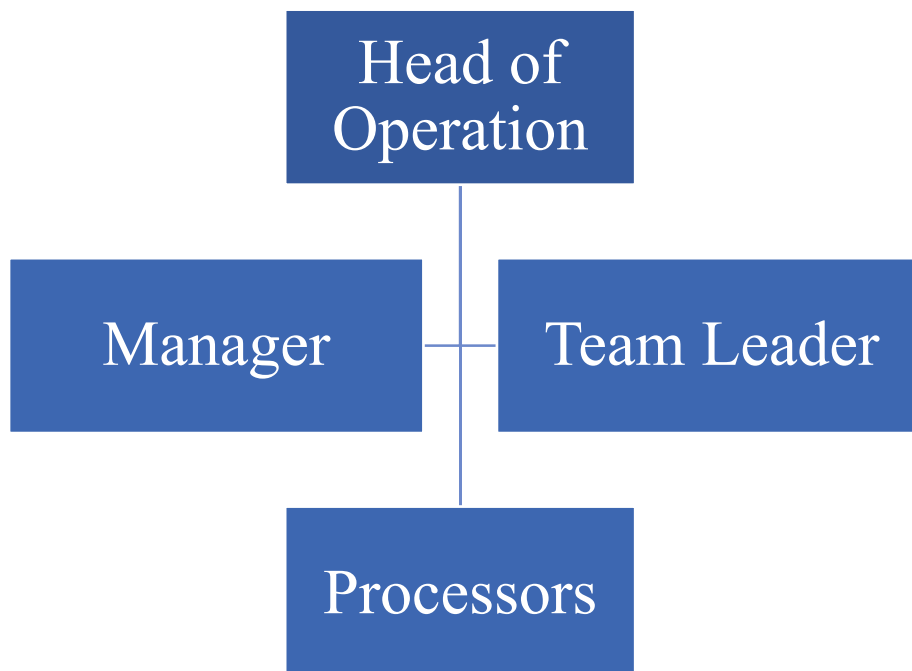
3.5 Corporate Philosophy

ASL BPO aims to provide a positive environment to its employees whereby they enjoy coming to work for ASL. This creates an efficient work force for the company that helps to achieve company's business goals.

3.6 Corporate Profile

Name of the Company	ASL BPO
Name of Acting CEO	Zayed Ahmed
Name of Director	Khan Osmani
Number of Board of the Director	2
Number of Employee	30
Number of Employees on Operational Department	20
Corporate Office Address	6th Floor, HS 6, RD 3/F, Sector 9, Uttara, Dhaka, Bangladesh

3.7 Hierarchy of Operation Department



3.8 Product & Services

ASL BPO. is a product and service-based company. Here is the list of their products and services are following:

- **Broker Price Opinion and Comparative Market Analysis Outsourcing Services:** They provide exclusive Broker Price Opinion and CMA Outsourcing services to Agents, Brokers and Asset Management Companies.
- **Data Entry Services and Outsourcing Solutions:** All businesses have back-end data entry work that are part of the non-core processes. Outsourcing this non-core section of operations is important to reduce your overhead costs and save time to help you grow.
- **SEO Services:** They provide SEO services to small and medium sized companies throughout the globe. Our service is transparent, with comprehensive report and analysis provided at every step.
- **Virtual Assistant:** They provide virtual assistant in a way their client demands.
- **Property Preservation:** They are a Business Process Outsourcing Firm who primarily provides property preservation data entry service to Preservation Companies. Additionally, they also offer services like correcting Returned orders and Vendor Management. Other Target is to reduce or eliminate the cost you would incur in hiring and training in-house processors and in setting up an office for them. Our specialization guarantees you to lower your costs but all the while keeping an outstanding quality with it.



CMA Price Adjustments

2938 Guyanoga Rd. Branchport, NY 14418	Price Adjustment	9663 Lamed Rd. Lima, NY 14485	Price Adjustment	16905 W Lake Rd. Branchport, NY 14418	Price Adjustment
R1065341		R1066813		R2059863	
SOLD		SOLD		SOLD	
Branchport		Lima		Branchport	
\$310,000.00		\$338,000.00		\$390,000.00	
\$349,000.00		\$349,000.00		\$409,000.00	
-11.17%		-3.15%		-4.65%	
113		82		163	
3	\$14,785.00	4	\$0.00	4	\$0.00
1	\$7,969.00	3	\$7,969.00	2	\$4,666.00

ASL BPO DATA ENTRY SERVICES

Why keep tedious tasks such data entry in house when you can outsource to a specialized team at us?

NON-CORE BUSINESS PROCESS

They increase your Over-Head Costs

They take up your Time and Business Resources

Hampers your Business Growth

WHY OUTSOURCE TO US?

24/7 Availability 365 Days a Year

Cost effective Business Solutions

Quality Assurance on all Data Entry Projects

OUR SCOPE OF SERVICES

Internet Research

Medical Billing & Claims

Accounting & Quickbooks

OUR SCOPE OF SERVICES

Insurance & Real Estate related Data Entry

Data Scrapping, Sorting & Editing

Image indexing & Handwritten Document Entry

AND MUCH MORE!

VISIT OUR WEBSITE:
[HTTPS://WWW.ASLPRESERVATIONSOLUTIONS.COM/](https://www.aslpreservationsolutions.com/)

Chapter 4: My Experience

4.1 Nature of the Job

I joined at ASL BPO at 9th May, 2019. I hired as an VA in the department of Operation. This department is basically responsible for all kind of works that are important to maintain the organization. This department is responsible to provide support other departments and also help to keep them together. The admins under this department are responsible to look after the organization premises. Any kind of problems or support they provide whenever its needed. Suppose problems related business card, Id card, cleanliness etc. all these things are maintaining by them. If any other department need requisition for computer, or cash to arrange or buy anything as office resource they need to take approval from the head of operation. Any kind of major decisions or others mainly taken Head of Operation. An organization with 100 employees requires appropriate directions and supports.

4.2 Specific Responsibility of the Job

I was mainly hired as Virtual Assistant (VA) for a Canadian Organization named “SecuriWorld”. My job was to handle their guard management and HR department for taking primary interview over phone and selected them and send to headquarter for the final process. I scheduled suitable guards for various sight and shifts. I had to check the client requirement before scheduling them into work. Sometimes, I had to contact clients directly for various reasons like solving issues. I worked as VA for 2 months.

After that, I was moved in “Data Entry” department. There was a huge project from “Whirlpool” with a very limited time frame. The job was little bit different from ordinary data entries work. I worked in this department 1 month.

With data entry I also started as VA again for a British huge organization called “SK Foods”, they are the supplier of restaurants. My work is to call all their customers and taking the order of items. Weekly 3 days still I am doing this task with Preservation department.

And then, after judging my performance they moved me in the main operation department as a “Processor” in Property Preservation division. This is their core business department. I joined from 1st September. Still I having training and sometimes I do very small work order like Grass Cut & Winterization.

4.3 Critical Observation

As I joined in the operation team which is directly and indirectly related to all other department so it gave me the idea about organizational and policy. It provided me the closer view that how an organization actually work and run. Though it took time to know about the organization, the departments, the employees, the system, the procedure, the hierarchy, its values, and norms but I got that understanding within due time. Though I was under operation department but I got the opportunity to work with other department too and also got an opportunity to know closely about their Data Entry department, as I work there for a month.

Working under operation department, I got a clear view of how an organization run internally. The main responsibility of this department is to provide support and handle clients.

In this organization, everything needs to go on a process and requires approval from upper management which is helpful to maintain the organization's environment in the same time make the process lengthy.

Another thing I have observed, employees held very less authority and the department under operation team can't communicate directly with CEO. For any kind of requisition, they require signature to get approval. Before approval, verification must be needed to finalize the requisition. This process can be shortening and less time consuming.

Chapter 5: Findings and Analysis with Recommendation of ASL BPO

5.1 ASL BPO

ASL BPO. is an organization which provides IT solution and out sourcing services to their clients. I joined in this organization under operation department. Due to confidentiality I was told that I cannot use information for my report from any other departments but only of the department I had worked for. That is why I have limited information regarding my findings and analysis. Despite of all these limitations, after working for four months in this organization under the Operation department, I have found out many things that I could include into my report. Though I worked for a specific department but still I some opportunity to access various working system of ASL BPO. I was given some major tasks. Among these tasks some assignments were very important as they were not only for the employees of ASL BPO but also for all the employees of ASL family.

5.2 Client Losing

An issue I have to mention that in Business Process Outsourcing (BPO) market, an organization is always in scare of client losing. There are many companies like us offers our client in low cost and thus we might lose the client. So, all the time we have to be very active and also try to make client very happy. Another matter is here that inside the organization there are employees who works for specific vendor, they offer the clients in very low cost as the employee will work from home where he/she doesn't have to think about the office cost. So, sometimes own employees may become threats.

5.3 Major Limitation

For a Business Process Outsourcing (BPO) firm in Bangladesh, the biggest limitations of any outsourcing company in Bangladesh is manifested in a two-fold issue: One for BPO companies that are solely based on this country and does not have a foreign headquarters it is hard to convince foreign businesses to hire a Bangladeshi firm when they may have better alternatives (multi-international BPO companies) in India and Philippines. So, to compete with other countries like India and Philippines we need to have a corporate office in USA, Canada, France etc. to have a trustful and better view upon us. For, example “Field Nation” established an office in USA. Now, their profit margin goes higher day by day.

The second problem lies with the fact that due to the current educational infrastructure of the country being much back warded it is extremely hard to find competent and skilled labor suited to meet the demands of foreign businesses.

5.4 ASL BPO is different

They are unique, ASL is not quite the same as other re-appropriating firms through the way that they give adaptable arrangements that oblige customer's individual needs. They pride ourselves on the nature of their administration, their two-advance checking procedure ensures higher quality: a different Training office that guarantees all representatives are up to standard and experienced before they can begin customer's work and a Quality Control office that QCs all work to limit mistake and supervise that proficiency is kept up. In light of the necessities of the customer's matter of fact, they will supply them with remote helpers that exceed expectations in the field they require, basically reach them and advise ASL regarding your needs. They will at that point dole out the correct collaborators for customer, and once they set the errands, they will be done in an auspicious way, before they report the status of the work. ASL BPO can ensure that they won't lament employing ASL to help the improvement of customer's undertaking.

Chapter 6: Conclusion

IT sector or BPO (*Business Process Outsourcing*) sector of Bangladesh is increasing at the moment because of technological evaluation and will increase more day by day. As it is also very important for us to keep with the pace of the latest world, without doing this it won't be possible for us to take our step forward.

ASL BPO provides outsourcing solutions to their clients. After being a part of this organization, I have realized how a tech firm does its job properly with a right track. ASL BPO started their venture five years back with its own name.

Operation department is such a department of the organization that takes care of the full business from every brick to the full office building and whatever along comes with it, procurement, sales, and marketing so on. Because of working under this department, I have observed some of their working techniques which helped me to relate with my education. I have observed how a department is responsible to maintain an organization. It was an honor for me to work as an employee in this organization which taught me so much about corporate culture, norms, behavior, values and strategies. The priority I get there as an employee that will be unforgettable. The knowledge I have learnt from this organization would help me enough to keep up with the organization culture and will help me to adopt it quickly in my upcoming future.

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