

INTERNSHIP AFFILIATION REPORT ON Activities at the Analyst Department of TEKARSH

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As a partial prerequisite for the Bachelor of Business Administration degree, this report is presented to United International University's School of Business and Economics.



School of Business and Economics

United International University

Internship Affiliation Report on Activities at Analyst Department of TEKARSH

Submitted To:

AHMED IMRAN KABIR

(Faculty, SOBE)

United International University

Submitted By:

MD SAROARE JAHAN

111 181 060

Management Information System (MIS)

Date of submission

19th Feb, 2023.



Letter of Transmittal

Date: 19 Feb, 2023.

To,

Ahmed Imran Kabir

Lecturer, School of Business and Economics

School of Business & Economics

United International University

Dhaka, Bangladesh

Subject: Submission of Internship Report on “Activities at Analyst Department of TEKARSH”

Dear Sir,

This internship report, titled "Activity at Analyst Department of TEKARSH," was given to me as a requirement for the competition for the Bachelor of Business Administration degree.

It is a privilege for me to work for a reputable company in Bangladesh and acquire in-depth expertise in lending procedures and monitoring strategies. I have made every effort to include as much material and pertinent topics as I can throughout the study and to adhere to the guidelines you have provided. I made every effort to include as much information as I could in this report

I appreciate all of your help and cooperation while I worked on this report and appreciate it very much. Please review the report and give your assessment of my performance. I will be eternally thankful.

Sincerely yours-

Md Saroare Jahan

ID: 111 181 060

School of Business and Economics

United International University

Acknowledgement

I would like to take a moment to express my gratitude to my honorable professor Ahmed Imran Kabir for giving me the extra time I needed to complete my temporary employment program and for providing me with supportive advice throughout my internship. I would like to express my sincere gratitude to every member of TEKARSH LLC. They prevented me from completing the report. I'd want to express my gratitude to all of my coworkers for their assistance during my internship.

The paper, titled "**Activity at Analyst Department of TEKARSH**," was created to satisfy the BBA degree requirements. I consider myself really fortunate that I had the best and most sincere supervision, direction, and cooperation from numerous persons while writing my report.

The Analyst office Operations Management Expert **Siddartha Chowdhury**, Assistant Manager, Operations **Modashirul Haque Sufyani**, and HR Business Partner **Mohammad Rayhan Ahmed** of TEKARSH deserve my deepest gratitude for guiding me and providing all necessary information required to set up my internship report. I also want to express my sincere gratitude to, Head Trainer of the Analyst Department **Suvradeb Samadder** who has provided me with all the necessary preparation, as well as to, Assistant Lead-Trainer of the Analyst Department **Md. Abidur Rahman**, and **Sanjida Ria**.

I want to express my deep gratitude and appreciation to United International University, all of the TEKARSH members who offered their best to assist me in learning and writing my internship report, and you for giving me the chance to gain so much knowledge about restaurant management. My report should provide a comprehensive image of American restaurant management, I hope.

Executive Summary

I completed my internship at TEKARSH during the final semester of the Bachelor of Business Administration (BBA) program. My internship report's topic is "**Activities at TEKARSH's Analyst Department.**"

In the introductory chapter, I stated a few sub-parts of my reasoning process where I provided context and justifications for writing this report, described my motives for doing it, and discussed the report's basis where I looked at the organization's representation and history. As a result, the company outsources the activity to a third party, commonly known as a third party administrator. An outsourcing firm is TEKARSH. The fundamental service that TEKARSH offers to its customers is data processing and quality assurance.

I've managed restaurant vendors, processed invoices, and performed a variety of other tasks. I've also completed some extra crucial tasks, like cost management, ratio analysis, packaging creation, payment options, and reports. I encountered a few issues that I observed and noticed, such as server problems, etc. I have learned a lot about the operational aspects of the US restaurant management system throughout these four months of my internship.

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CHAPTER 1: INTRODUCTION

Background

Every Bachelor of Business Administration (BBA) students must complete an internship program or submit a project paper in order to graduate. An internship is a program where a student can work in a company to obtain experience, practical knowledge of the workplace, and to meet qualifying criteria. So that I can finish my BBA program by choosing an internship program. A pupil cannot become perfect for handling real-life working through classroom study alone. Students can learn about the organizational environment through internships. Because theoretical knowledge alone is insufficient for a career. On October 1st, 2022, I started working in the corporate world as an intern with TEKARSH in order to gain practical experience. A four-month internship program was offered. I received a formal appointment to the position of Analyst (Vendor invoicing process). This report primarily covers the general operations of TEKARSH's Analyst section. This report will include information about the company's past, its various goods and services, as well as conclusions and advice gleaned from the experience.

Objectives

This report's major goal is to give readers a better understanding of the American restaurant management system from which I learnt how to handle vendor invoice paper for the restaurant industry. By submitting this affiliation report, you can obtain knowledge and experience in the Bangladeshi business sector. I can also draw connections between my academic background and the job I've done for the organization.

The specific objective of this research is:

- To know about the American Restaurant management software.
- To acquire a clear knowledge about all the divisions and departments of TEKARSH

- To know the practical work on the “Analyst” of the Restaurant management.
- To get the detail idea of about Marginedge software and websites related to the Invoice processing, cost management.
- To apply theoretical knowledge in the practical field.
- To achieve the practical knowledge of corporate strategy.
- The problems involved in training new employees. And the Ways to solve those problems.

Scope of the Report

The Analyst department of TEKARSH is the subject of this internship report. The TEKARSH new-business sector. Fundamentally, the restaurant business's vendor invoice process. Marginedge performs the invoice processing, POS system, and accounting system according client request. For the purpose of creating this report, this data and associated information were gathered from numerous sources. Discussed with TEKARSH staff members and gathered their operating handbook. During writing this paper, I learnt a great deal about the restaurant business in the USA and its operations. My understanding of the American restaurant sector, restaurant management, and some extremely useful database & processing tools as well as IT abilities were all improved as a result.

Area and Time:

Area: With the use of POS connectivity and invoice data from MarginEdge, a restaurant management program, Clients can see their current food and labor costs now rather than waiting weeks to make decisions.

It also covers managing Marginedge's enormous plan database, which uses a variety of server-based web applications and is quite important to me. It has to do with my academic focus area of Management Information System (MIS).

Time: On October 1, 2022, I started working at Marginedge as an intern. A four-month internship program was offered. I received a formal appointment to the department of analyst.

Methodology

Any study's objectivity largely depends on how methodologically it is conducted. In order to provide this report with a clear chance for judgment, I have used both qualitative and quantitative data. As a result, there are two main sources from which this report's data was compiled.

Primary Sources:

- By observation.
- Analysis of the system.
- Real work experience.
- By Email.

Secondary Sources:

- TEKARSH information Guide
- Analyst Handbook
- Websites

Limitations of the Report

I experienced a lot of challenges during the reporting period, and it was challenging to get over them. But at last, I was able to regulate myself. The Constraints are


- It was really hard to understand the reconciliation part of the Invoice process.
- Direct Communication with foreign team
- Maintaining office hours.
- Professional Software Training.
- Completely new environment for me.
- A brand-new sector for me.
- Lack of knowledge about this sector.

There were many more obstacles I had to overcome in order to finish this report, many of which I am unable to adequately describe. But I am able to go through all of this thanks to the Almighty's favor and the assistance of my course instructor.

CHAPTER 2: COMPANY ANALYSIS

Company History:

A completely integrated software development business firm is TEKARSH. As clients' businesses need to expand, TEKARSH creates premium custom software, top-tier quality control, partner-centric client services, and full-scope invoice processing. It was formally registered as a private limited IT Firm owned by Rakib Siddiqui in 2008. He is a Founder & Chief Executive Officer of this company.

	
Company Name	TEKARSH
Year of establishment	Mar, 2017
Address	House#259, Level – 2 Road# 19, Mohakhali DOHS, DHAKA
Company Website	www.tekarsh.com
Organization's Head in Bangladesh	Rakib Siddiqui Chief Executive Officer
Legal Structure of the Company	Private Limited
Table: 1.1	

Vision: Building the best product for our customers.

Mission:

As a technology organization in building and maintaining the highest-quality software, faster, better and more cost-efficiently. They believe better software products begin with better ideas. From assessing our clients' needs to build-out, delivery, and maintenance, our team of developers and quality-assurance professionals offers highly customized support throughout every step of the process.

Service:

1. **Highest quality software development**

Tekarsh is a promoter of diversity and dynamics. Tekarsh sees past the issue to see the fundamental difficulty with which we all must contend just to survive. So welcome on board if you're eager to experience greatness with programming magic. Tekarsh Divergent Development Team, an IT company, aims to advance innovation rather than just adding a chip to a solution by using a comprehensive programming approach. Instead of considering a problem, their aim is to succeed in the challenge. They value development every day in the radical realm of computation. Object-oriented programming, scripting languages, cross-platform technologies, cloud services, web and mobile application services, and database services are not the only technical capabilities of Tekarsh. Their specialized teams often work with Java, C#, Angular.js, React.js, Android, Flutter, React Native, Relational and Non-Relational DBMS, AWS, and Python, among other platforms. Data science and machine learning are our newest horizons. They believe there will be more in the future.

2. Better quality-assurance

The client's Project Goals Will Be Determined by Tekarsh QA-Engineer, Who Will Then Develop an Attack Plan. Working with clients from the beginning will help them fully comprehend the reasoning behind your design. By bringing in their QA-Engineer from the start, they can immediately begin writing test plans and test cases, which leaves time on the project's back end for unforeseen changes.

3. Client services

The highly skilled TEKARSH customer care team offers round-the-clock assistance to ensure timely and effective responses to any new inquiries for their clients. Because "YOUR success is our success," they are committed to working successfully with their clients. TEKARSH assists clients at every stage of the process and offers accurate answers to their challenges.

4. Data processing

The staff of highly trained data analysts at TEKARSH makes sure that the data of their clients are handled quickly. The TEKARSH team can efficiently arrange your data processes to streamline business operations and provide customers more time for better decision-making. They process data from any format using their own proprietary technology, methods, and skilled personnel.

Logo:

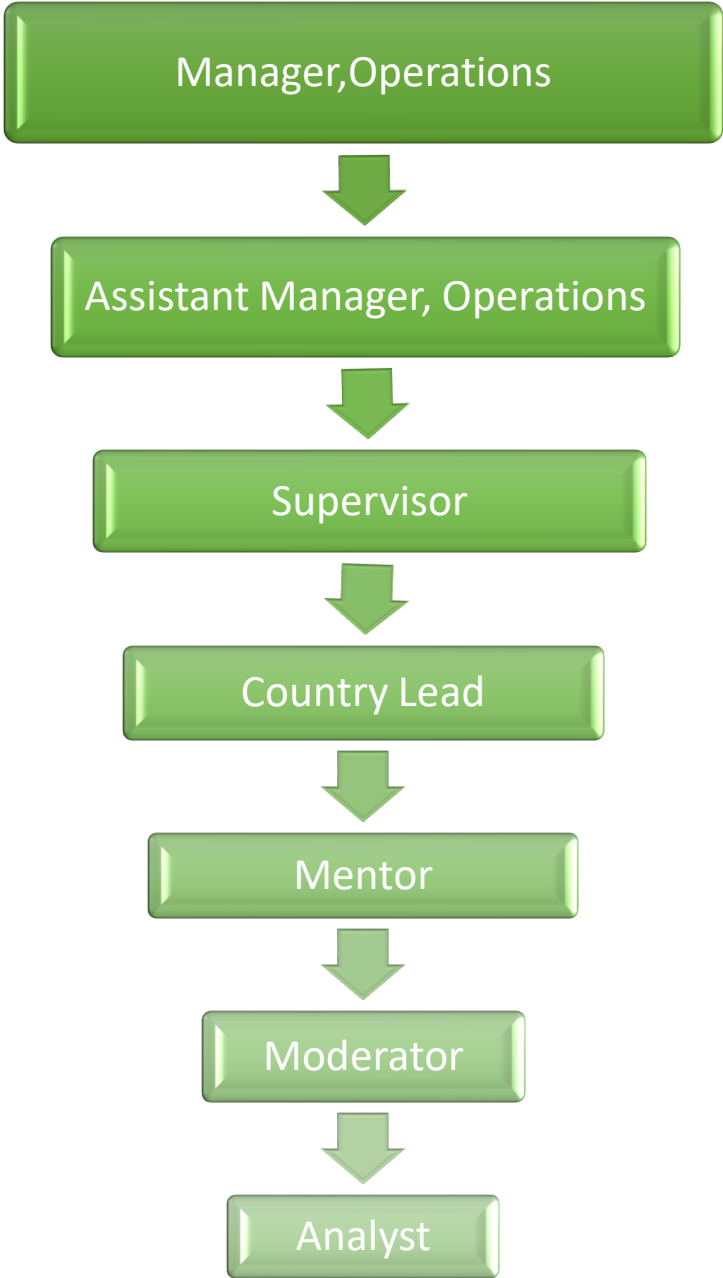


Organizational Structure:



My position is Trainee Analyst and I am working in the Analyst department. Every department has its extended structure.

Analyst Departmental Structure:



Strategic SWOT Analysis

SWOT Analysis: “TEKARSH”	
<p style="text-align: center;"><u>STRENGTHS</u></p> <ul style="list-style-type: none"> •Secured software and IT-based service. •Less competitors in the local market. •Offering a lower price than other third parties in the USA. •Sustainable business growth in Bangladesh. •Earning foreign remittance for Bangladesh. 	<p style="text-align: center;"><u>WEAKNESSES</u></p> <ul style="list-style-type: none"> •Lack of face-to-face communication with the client. •The fully new service industry in Bangladesh. •Employees need to train from zero knowledge and it’s time-consuming. •Lack of promotional activities.
<p style="text-align: center;"><u>CONFRONTATION</u></p> <ul style="list-style-type: none"> - Clients don't change despite charging less. - Lower threat from competitors because new markets are yet to be explored. - Due to a reliance on a third party, the TEKARSH team collaborates with clients like Marginedge. 	<p style="text-align: center;"><u>AVOID</u></p> <ul style="list-style-type: none"> -Promotional activities are increasing. - With the clients, video conferencing is set up to prevent communication gaps. - We have more trained personnel to teach new hires as this business expands.
<p style="text-align: center;"><u>EXPLOIT</u></p> <ul style="list-style-type: none"> - Because highly educated people are more readily available, it is simple to offer services at a reduced cost. - Gaining overseas remittances aids in collaborating with international nations. 	<p style="text-align: center;"><u>UNDECIDED</u></p> <ul style="list-style-type: none"> - Bangladesh's burgeoning service sector is creating new employment prospects. - For sustained expansion trained individuals are available in the company.

<u>THREATS</u>	<u>OPPORTUNITIES</u>
<ul style="list-style-type: none">•Fully depend on third-party companies in the USA.•New competitors in the local market.•Not a renowned service sector in Bangladesh	<p>Creating new employment.</p> <ul style="list-style-type: none">•Creating a new service industry in Bangladesh.•Making a partnership with different countries.•Workflow depends on the US economy

CHAPTER 3: SERVICE ANALYSIS

Service Analysis:

TEKARSH is an IT service firm that provides services to clients through its professional expertise. In this case, the TEKARSH analyst department works for a USA-based, renowned company called Marginedge. Marginedge and TEKARSH have a partnership for the business that Marginedge does and will continue to grow and win together.

Here, we can see those services are necessary to ensure the efficient operation of this sector.



Services:

Restaurant management software called MarginEdge gives customers a real-time view of restaurant food costs and aids in automating back-office tasks.

1. Invoice Processing
2. Cost Management
3. Inventory & Food Usage
4. Recipes & Menu Analysis

5. Back Office Efficiencies
6. For Accountants

Invoice Processing: MarginEdge is here to ensure that restaurants never again have to manually enter invoice data through automated invoice processing. More than just paper on a desk should be used to save the information from invoices. Analysts categorize client invoices in a way that benefits the management team after clients upload them in the manner they desire. The MarginEdge platform transforms that data into potent reports that assist in managing and tracking everything entering a client's restaurant so that clients can concentrate on what is leaving.

Cost Management: After it affects, instead of when it's too late, understand restaurant meal costs and take greater action. It assists clients in controlling or lowering their expenses for restaurant cuisine. After owning and operating restaurants for many years, Marginedge realized there has to be a better way for restaurants to receive their prime expenses on a daily basis rather than only at the end of the month, so they created one. From the same platform, MarginEdge can display almost every facet of a restaurant's costs, including daily P&Ls, price adjustments for the client's most-used products, and even food usage.

Inventory & Food Usage: Nobody like conducting inventories, thus the firm set out to make them both simpler and more worthwhile when developing MarginEdge's inventory solutions. Better inventories result in better cost control for food. They support reports like Theoretical Usage, which compare the amount of product the customer really used to the amount you should have used (based on sales and recipe quantities) (based on the inventory you still have on hand). Restaurant management will be able to identify any gaps and intervene before the time period is over.

Recipes & Menu Analysis: The bedrock of the restaurant industry is recipes. They merit a consolidated answer. Everything is impacted by recipes, including worker training and profitability. Even if a client has several locations, MarginEdge's recipe management is a

centralized system that computes plate costs, automatically changes ingredient prices for Businesses, and offers a single, common playbook for the client's whole staff.

Back Office Efficiencies: Ordering, paying bills, or making transfers are all handled by Marginedge. In the same way that having customers' back-of-house and front-of-house staff collaborate makes sense, using a holistically integrated restaurant back-office software solution makes sense.

For Accountants: The complete solution to expand a client's restaurant accounting profession is MarginEdge. More time should be devoted to growing the business and delivering value. Its services include the following

- ❖ Eliminate Data Entry
- ❖ Streamline Reporting:
 - Get accurate, automated reports.
 - Log in once to manage all clients.
 - Streamlines client communication.
- ❖ Free Bill Pay:
 - Streamline A/P process.
 - Save time on cutting checks.
 - Set and forget with Auto Pay
- ❖ Central Client Access
- ❖ Seamless Integrations
- ❖ Unlimited Support

CHAPTER 4: INTERN ACTIVITIES & LEARNINGS

Activities Undertaken:

Analyst Department:

As I earlier mentioned, the TEKARSH Analyst Department works for Merginedge. Marginedge is restaurant management software that gives customers a real-time view of restaurant food costs and aids in automating back-office tasks. So the main part of an analysis is invoice processing for the clients. There are two parts to invoice processing. Those two parts are:

1. Initial Review(IR)
2. Reconciliation

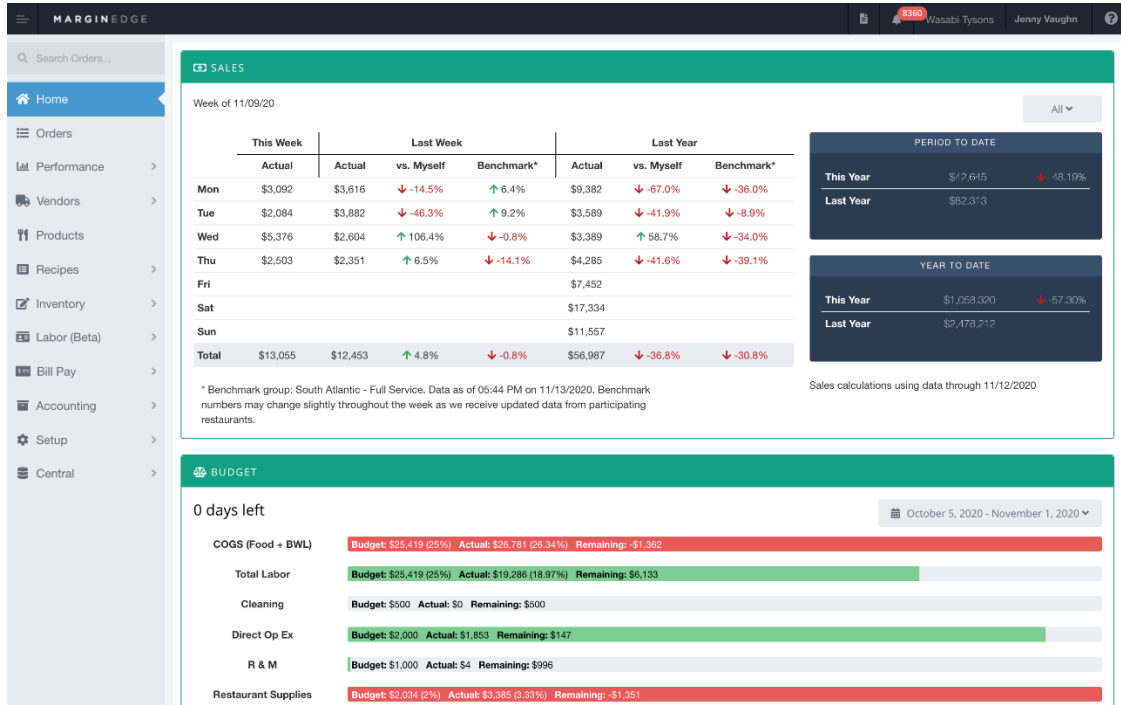
Initial Review (IR):

The goal of the Initial Review is to understand the Initial Review process of invoice processing and how an invoice is processed within MarginEdge by forming a solid understanding of the initial review process of invoice processing and being able to process invoices with speed and accuracy. Some processes of the Initial Review part are:

- Vendor Name
- Invoice Number
- Customer Number
- Invoice Date
- Verified Total/ Invoice Total
- Handwriting Box
- Payment Account

I discovered what a vendor is in this section of IR and discovered how to decipher a vendor name from an invoice. The invoice number, what it is, and how to interpret an

invoice number are covered in another section. I discovered what a customer number was, how to interpret a customer number, and how to determine the invoice date from an invoice during the same procedure.



In the same process for determining the verified total or invoice total and the handwritten box, interpret those parts of an invoice. The payment method is one of the most important parts of an IR account, which is also a payment account. Payment term is a factor for an invoice. Comparison of Payment Account/Method/Terms, Payment Account Rule of Thumb, Accounts Payable, Checking, Credit Card, Debit Card, Petty Cash, and Paid Out

Reconciliation:

With a thorough understanding of the reconciliation process of invoice processing and the ability to reconcile invoices quickly and accurately, the Reconciliation Course's objective is to what reconciliation is and how invoices are reconciled inside MarginEdge. Some processes of the reconciliation part are:

- Vendor items / Line Items
- Products confirmation

- Packaging system
- Ratio Analysis

In the reconciliation part, I learned what vendor items are and how to add new and existing vendor items and also what products are and how to associate vendor items with products. On the other hand, I learned what packaging is and how to create it in the system. Also, I have understood the process of invoices from the most widely used vendors and how to interpret their packaging. One of the main parts of reconciliation is ratio analysis I also know about what ratio is and how to calculate ratios in an invoice.

Lesson Learnt from the Organization:

Knowledge about the US Restaurant Management:

As TEKARSH is an outsourcing company working with US-based company Marginedge, I have learned lots of things about US Restaurant management and also learned about how to analysis their cost, POS, menu analysis, etc.

Improved personal skills / decision making

Throughout the course of my internship, I significantly enhanced both my preferred professional path and my talents, including the ability to complete tasks. Along with

improving my already existing skill, I also learned some fresh ones that will advance my profession, like the ability to think critically under pressure.

A greater sense of professionalism

It might have been challenging to adjust to working in a new setting with a completely different culture than mine. As I finished my education in Bangladesh, however, I gained practical knowledge of how to function in the working world. Now that I am more knowledgeable, I can act professionally in the workplace and make the necessary adjustments.

Time management and priority setting

Due to my workload and deadlines, I had to develop my time management abilities and learn how to prioritize my tasks in order to meet my deadlines. Setting priorities is essential if I'm to do my task on time. And that's exactly what I learned during my three-month internship.

Success comes through great work

Due to my workload and deadlines, I had to develop my time management abilities and learn how to prioritize my tasks in order to meet my deadlines. Setting priorities is essential if I'm to do my task on time. And that's exactly what I learned during my three-month internship.

CHAPTER 5: CONCLUSION

Conclusion:

Around the world, outsourcing businesses are growing, and Bangladesh is also doing very well in this sector. There are many outsourcing firms in Bangladesh, but just a few are doing well. One of those firms is TEKARSH. Rakib Siddiqui, who hails from America, is in charge of TEKARSH. They increased from five representatives to almost 200 employees in six years, and the company is still expanding, since they hired well-motivated people who were consistently eager to learn new things. During my four months at TEKARSH, I've come to learn that it's a wonderful company that operates in a setting where the staff members regularly share their ideas for improving and streamlining the process. Having to explain to someone where I have been doing my internship is never simple. I'm glad I had the opportunity to complete my internship program at TEKARSH since I learned a ton there and received professional advice from my administrator, which I will keep in mind and use going forward.

Reference & Appendix

References:

Tekarsh (2017) Retrieved from <https://tekarsh.com/>

Marginedge Retrieved from <https://www.marginedge.com/>

https://www.glassdoor.com/Overview/Working-at-Tekarsh-EI_IE4950272.11,18.htm

Operations management expert Chowdhury, S.

HR Business Partner Ahmed, M. R

Lead Trainer of Analyst Samadder, S.

Analyst Handbook

INTERN MONTHLY PROGRESS REPORT
INTERNSHIP PROGRAM
 Fall/Spring/Summer ()
 School of Business and Economics
 United International University

Student Name: MD Saroaxe Sahon	Institutional Supervisor: Suvradob Samadder
Student ID #: 111 181 060	Institution Name: TEKAREH
Major: MIS	Academic Supervisor: Ahmed Imran Kooir

Activities are undertaken during the month

Date	Dept.: Analyst	Activity: Basic Knowledge about Analyst's job. Canvas Reading and module exam.
01.11.2022		
Date	Dept.: Analyst	Activity: Initial Review and reconciliation Practice under the Practising app.
01.12.2022		
Date	Dept.: Analyst	Activity: Initial review and reconciliation word under the Production app.
01.01.2023		


Institutional Supervisor's

Date:

Time:

Additional Comments

During this period I found him sincere, attentive, energetic and well knowledgeable person. I wish him continued success.

Supervisor Signature:  10.02.2023

Date: 10.02.2023

Student Signature: Saroaxe Sahon

Date: 19.02.2023