

Impact of Management Information System in Recruiting in a Business Process Outsourcing (BPO) Organization - Quantanite Bangladesh

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Submitted to

Mohammad Behroz Jalil
Assistant Professor

Submitted by

TABASSUM ISLAM ORIN
ID: 111-191-162

16th June, 2025

United International University

Table Of Contents

Letter of Transmittal	1
Acknowledgment	2
Executive Summary	3
Chapter 1: Introduction	4
1.1 What is Business Process Outsourcing BPO?	5
1.2 History of BPO Industry in world wide	6
1.3 Why and When We Need BPO Service	8
1.4 Background of the report.....	10
1.5 Research Methodology	11
1.6 Scope of the study	12
Chapter 2: BPO Industry Overview	15
2.1 Market Size of the BPO Industry in world wide	15
2.2 Market size of BPO industry in Bangladesh	16
2.3 Growth of the Industry in Bangladesh	17
Chapter 3: Company Overview	19
3.1 Culture and Values	19
3.2 Objectives of Quantanite Bangladesh	22
3.3 Founder.....	22
3.4 Organization structure	23
3.5 Clients of Quantanite Bangladesh	30
Chapter 4: The Role of MIS in the Recruitment Process at Quantanite Bangladesh	32
4.1 Recruitment Process Overview	33
4.1.1 Job Vacancy Identification and Posting	35
4.1.2 Interview Coordination and Candidate Evaluation	36
4.1.3 Offer Management and Onboarding	36
4.1.4 Post-Hire Data Management and Analytics	37
4.2 The Critical Situation: An Unprecedented Surge in Applications	38
4.3 How MIS Tools Helped Overcome a Critical Situation	39
4.4 Recruitment Process Flowchart with Critical Situation Integration	44
4.5 The outcome: A successful hire	45
Chapter 5: An Insight into the MIS Processes of Information Technology Department of Quantanite Bangladesh.....	47
5.1 Usage of IT in BPO Industry	47
5.2 Hardware and software use in Quantanite	50
5.3 Information Technology Department: Managing Infrastructure and Security	55

5.4 Data-Driven Decision Making by Information Technology department	59
5.5 Data Protection and Privacy	60
Recommendation	61
Conclusion.....	62
References	63

Letter of Transmittal

16th June, 2025

Mr. Mohammad Behroz Jalil

Assistant Professor,

School of Business and Economics

United International University.

United City, Madani Avenue, Badda, Dhaka 1212, Bangladesh.

Subject: Internship Report on- “Impact of Management Information System in Recruiting in a Business Process Outsourcing (BPO) Organization - Quantanite Bangladesh”

Dear Sir,

It is my great honour that I was able to complete my internship under your supportive supervision. I am pleased to submit the report, which was carefully produced in compliance with the course requirements and criteria. Completing this report was a full learning experience. I have tried my level best to accumulate relevant, insightful data related to this topic from various sources. I have strived with utmost sincerity to make this realistic, comprehensive, and to the point, in the context of Quantanite Bangladesh with limited time, resources, and access. I hope it meets your expectations.

I am transmitting this report to your concern. Hopefully, you will find the report informative, and your acceptance and appreciation will surely inspire me. For any further explanations about the report, I will be gladly available to clarify the ins and outs.

Yours Sincerely,

Tabassum Islam Orin

ID: 111-191-162

Department of Business Administration

United International University

Tabassum Islam Orin

Acknowledgment

It would be unfair if such names were kept silent because nothing can be accomplished by one person alone. First and foremost, I want to sincerely thank Almighty Allah for providing me with the courage and poise I needed to complete this work on schedule. I would like to mention those names who tremendously assisted me in my daily operations, and shared their time and valuable information that went into preparing this report.

First of all, I would like to show my gratitude to Simanta Sarker my current Manager, would also like to convey my respect to my current Team Leaders Tariqul Islam and K M Asrafuzzaman Raju. They are an experienced practitioner who are specialized personnel in terms of Operational Planning. I am extremely fortunate to have them during my internship period because they were very kind and took the time to explain various concepts and their practical implications, they also made sure that I have the appropriate supervision. As a result, I have received the right attention that helped me to learn the tasks quicker.

Moreover, I would also like to acknowledge Md Noor Hasan, Rafsan Sunny, Farhad Ahmed who are my colleagues, who directly helped me and taught me a lot of the technical and execution plans. They showed me various techniques that have simplified my daily tasks and helped to get used to the corporate environment.

Eventually, I would like to present my genuine gratitude to Mohammad Behroz Jalil sir, United International University for his recommendations, guidelines, and motivation from time to time that has highly impacted my report. As a result, I could create this report within the deadline.

Executive Summary

During my last trimester at United International University for my "Bachelor of Business Administration," I completed a four-month internship with Quantanite Bangladesh. Quantanite Bangladesh is one of the country's leading BPO facilities. Business process outsourcing (BPO), on the other hand, is the practice of a corporation assigning all of its internal tasks to another organization. Business process outsourcing begins when an organization believes it can profit by contracting with an outside firm to manage a business function, including supply chain management, marketing, accounting, or management information systems.

In order to ensure client satisfaction, this study aims to investigate the quality of BPO services and how Quantanite Bangladesh Limited manages and maintains them for its contractual services. The report is structured as follows: Introduction, BPO industry overview, Company Overview, MIS in HR and how it is helping to cut cost and make the process efficient. Lastly How MIS process helps the IT department.

At Quantanite Bangladesh Limited, financial details were maintained through work experience. Lastly, the information acquired from working with Quantanite Bangladesh Limited is used to provide proposals for enhancing the field.

I became well acquainted with the company during my four-month internship and learned about their role and importance. I learned a lot about various apps and received a lot of training relating to my job. Working with these friendly coworkers and skilled lecturers also helped me get better at Excel. I had the chance to participate greatly and carry out live job. As an intern, I can attest that the entire journey was both alluring and challenging. I had the chance to test myself in every manner during the course of these four months. I can thus say with confidence that one of the best choices I've ever made was to collaborate with Quantanite Bangladesh.

Chapter 1: Introduction

Starting an internship, at Quantanite Bangladesh, a well-known Business process outsourcing (BPO) in Bangladesh has been an eye-opening experience that has helped me grow personally and academically especially in the area of analyzing the data. During my time getting fully involved in the atmosphere at Quantanite Bangladesh has given me a comprehensive understanding of how they operate from managing and taking care of client's need. Working closely with a team hasn't just improved my communication skills and ability to adapt. Has also built up my resilience for handling real world challenges like integrating and optimizing the data. This transformative journey hasn't just enhanced my path. This experience has reignited my dedication to making contributions, to society in the field of data analyzing.

This report will give a detailed view of the company's approach's successes and shortcomings, as well as the general influence and implications of data analysis for Bangladesh's business environment. Also, this report will provide knowledge of the organization's recruitment strategy, its successes, and areas for improvement, along with the extended impact and applicability of data analysis in the business context of Bangladesh. The application of a Management Information System (MIS) greatly decreases the cost of recruitment by avoiding long processes, minimizing manual fault, and expediting the hiring process. Thereby saving time and resources. I have gained valuable practical skills and working experience, as well as increased my knowledge.

One thriving and rapidly growing BPO company in Bangladesh is Quantanite Bangladesh. Business process outsourcing, or BPO, is the practice of contracting with an outside party to handle ancillary business functions. It is a sizable global customer service industry. Quantanite Bangladesh also offers third-party services. They have established offshore data teams and offer affordable lead generation solutions. Additionally, they provide both all-inclusive and tailored support. In 2014, they set out on their trip. Actually, this place employs close to 1200 people, where approximately 1000 people works as permanent employee and around 200 employee

works as project basis. In my report, I made an effort to include a wide range of topics that I came across throughout my stay. (Quantanite, 2025)

1.1 What is Business Process Outsourcing BPO?

Business Process Outsourcing (BPO) means strategic outsourcing of specific business processes or functions and not execution of these processes in-house. BPO is carried out by means of the outsourcing of the responsibility of certain business processes—like customer service, human resources, finance, accounting, IT services, and data processing—to third-party service providers who possess the capability, infrastructure, and resources to execute these processes at reduced costs and increased efficiencies. (Ramachandran & Voleti, 2004)

The BPO model relies on the premise that firms must concentrate on core competencies—where they excel and deliver value differentiation to the market—and outsource non-core functions to firms that have specialized in these functions. Through this, business organizations can lower the cost of operations, enhance efficiency, and attain higher overall performance without necessarily making further human resource and infrastructure investments.

For Quantanite, a leading BPO company, outsourcing is one among the prime drivers of international businesses across industries. Quantanite offers customer care, technical support, back-office operations, and data management. The company helps the clients by offering quality service at an economical price, which benefits the clients to improve customer satisfaction and operational effectiveness.

BPO is divided into three broad categories depending on the geographical location of the outsourcing provider:

Onshore BPO – When both the client firm and the outsourcing vendor are located within the same nation.

Nearshore BPO – Where the outsourcing provider is located in the next country or region that shares the same time zone as well as cultural compatibility.

Offshore BPO – When the foreign country provides the service provider, usually with lower-cost labor and high-quality talent. (Ge, Wang, & Yang, 2021)

Quantanite is a top offshore BPO service provider that serves clients in North America, Europe, and other parts of the world. Quantanite delivers superior results for clients through skilled staff, advanced technology, and measurement-based processes.

BPO is also divided into two types of functions:

Back Office BPO – They are inward-facing business processes, never visible to the client but necessary to be maintained in order to ensure smooth operation. A few of them are data processing, payroll management, IT infrastructure management, and human resources.

Front Office BPO – It includes customer-facing functions like customer service, sales, technical support, and marketing. Quantanite's largest strength lies in the fact that it works to take care of the back-office and front-office operations, thereby allowing its clients to save costs, enhance customer experience, and enhance business processes. Through these core operations, Quantanite allows its clients to be at liberty to pursue strategic objectives, innovation, and business development in the market. (Ge, Wang, & Yang, 2021)

1.2 History of BPO Industry in world wide

BPO is a vital business strategy when firms are unable to perform certain of the business operations well with fewer resources, high operating expenditure, or limited expertise. When firms expand and take their businesses to new geographies, managing processes in-house

becomes complicated. Sometime down the line, firms understand that performing everything in-house is not only inefficient but also expensive. That's where BPO comes in as a strategic choice.

Cost reduction is one of the largest reasons why businesses employ BPO. The cost of labor differs from one country to another, and outsourcing processes to a country where the cost of labor is low saves businesses a lot of money without compromising service quality. As an example, most of the Western corporations outsource customer services and data processing to India, Bangladesh, and the Philippines, where the cost of labor is less but there is a skilled workforce to provide back-office and customer services. Quantanite, being a BPO service provider in Bangladesh, enjoys the advantage of low cost with good quality up to international standards. (Ramachandran & Voleti, 2004)

In addition to cost reduction, BPO also enhances operational efficiency. BPO service providers specialize in certain business processes and have the infrastructure and knowledge to perform them more effectively than the client organization. For instance, Quantanite customer care operations have advanced customer relationship management (CRM) technology and data analytical software that empower customer agents to efficiently resolve customer complaints timely and accurately. This reduces the average handling time and enhances customer satisfaction.

Scalability is also another reason why companies choose BPO. Business processes are typically subject to fluctuations in demand. For example, during holiday seasons or periods of high promotion, e-commerce companies encounter a surge in demand for customer service. Increasing hiring, training, and equipment costs would be necessary to scale their internal operations to meet such a surge in demand. However, businesses can quickly and efficiently increase their operations without making long-term commitments by hiring a BPO partner like Quantanite.

BPO is also extremely crucial to the development of global markets. As an organization expands to another country, it has to contend with challenges in the way of language, culture, and compliance issues. A seasoned local BPO operator can guide an organization past these challenges. Quantanite, for instance, delivers multi-language customer service to help organizations engage consumers in other markets more effectively.

Besides this, BPO also enables the improvement of customer experience. Outsourcing customer care to a professional team, companies are able to provide 24/7 service and eradicate response time. Quantanite's customer care operations leverage data-driven insights to predict customers' needs and provide customized solutions. This assists in improving customer satisfaction and holding onto customers in the long term.

In summary, organizations require BPO when they wish to:

- a. Save money without compromising on quality.
- b. Improve functional effectiveness through specialization.
- c. Expand business operations at a quick and nimble rate.
- d. Pierce new markets and provide services to emerging customer segments.
- e. Boost customer satisfaction through improved service delivery.

Quantanite satisfies these business needs by offering tailored BPO solutions that combine qualified human capital, cutting-edge technology, and information-based insight to deliver measurable business outcomes.

1.3 Why and When We Need BPO Service

The genesis of BPO could be attributed to the early days of industrialization when companies started outsourcing some of their production and manufacturing tasks to external vendors who were specialists in them. Nevertheless, contemporary BPO started shaping up during the

1960s when large companies started outsourcing payroll processing and data entry operations to third-party service providers with the motive of cost reduction and efficiency.

The 1980s computer and telecom revolution were the catalyst for the BPO sector. As business companies began to use personal computers and enterprise software, they began to outsource more complex processes, like customer service and technical services, to third-party vendors. Global communications networks set up during the decade enabled companies to outsource these services to geographically distant vendors, giving a boost to offshore BPO.

India became the world's BPO hub in the 1990s because of its vast English-speaking population and relative labor costs. A few of the organizations that initiated large call center offshoring in India in this period were General Electric, American Express, etc. The decade saw BPO business reaching new levels as organizations not only outsourced customer services but also back-office operations like data management, human resources, and financial services.

By the early 2000s, the BPO market had further diversified with Knowledge Process Outsourcing and Legal Process Outsourcing joining the fray. Organizations started outsourcing high-value-added services like market research, legal documentation, and financial analysis to specialized vendors. (Kenton, 2025)

The introduction of artificial intelligence (AI) and cloud computing during the 2010s transformed the BPO industry. Cloud-based services enabled BPO providers to offer real-time information access and remote services, and AI-powered automation helped enhance efficiency and minimize human error. BPO providers started delivering more advanced services such as data analytics, machine learning, and customer behavior prediction.

BPO is a multi-billion-dollar industry worldwide today. The Philippines, Mexico, and Bangladesh are some of the countries that have emerged as top destinations in the BPO industry, offering an extensive variety of services to companies across the globe. Quantanite, as one of the major BPO operators in Bangladesh, leverages Bangladesh's competitive labor market and nascent technology infrastructure to deliver world-class BPO services. Its groundbreaking use of the latest MIS technologies and process-based solutions positions the company as a role model leader in business process management and customer care.

1.4 Background of the report

An excellent way to apply academic knowledge is through internships. For BBA students, making the connection between academic knowledge and practical comprehension is essential. BPO is the provision of services made possible by IT. Other BPO-related fields have also seen advancements. By gaining the required expertise, might be able to understand about the essential living conditions of a BPO company. Quantanite Bangladesh is a business process outsourcing (BPO) company that offers services to outside vendors. During the research, had the incredible chance to learn about the actual workplace and all of Quantanite Bangladesh's business ventures.

Objectives:

The report's objectives are to analyze the "Recruitment process in Quantanite" and provide a thorough evaluation of the impact of MIS on the recruitment process. The paper also provides an overview of my internship at Quantanite Bangladesh. The comprises an evaluation of the consulting services provided by BPO Quantanite Bangladesh.

The purpose of the project is to have a better understanding of the outsourcing sector in Bangladesh based on the highlighted areas of the project. An objective is frequently separated into two sorts:

- 1 Broad Objective:** To examine the influence of MIS on the recruitment function of a leading BPO company in Bangladesh and discover its role in the overall effectiveness and cost efficiency of the recruitment process.
- 2 Specific Objective:** To examine the present recruitment procedures at Quantanite Bangladesh.
 - a. To analyze how MIS is being used in the hiring process.
 - b. To assess how MIS enhances the transparency, speed, and accuracy of recruitment.
 - c. To monitor how automating activities like resume screening, scheduling interviews, and communication helps.
 - d. How administrative burden and paperwork are reduced.
 - e. How MIS is minimization of human error and delays.

In order to study the benefits and drawbacks of applying MIS in a BPO environment. To discuss self-learning and professional growth via the internship.

1.5 Research Methodology

Finishing research requires a proper methodology, which makes the process of conducting a study easier and more rational when establishing the report's theme. Tried to use a few strategies to clarify my findings for the study.

Design of Research:

Data is gathered from many sources and analyzed using a certain approach. The study discussed in the article that follows is factual. During my time as an intern at Quantanite Bangladesh to gain real-world experience.

Data Sources

All of the data gathered for this report is divided into two categories:

Primary Data: The hands-on experience and observations I gathered during my stay at Quantanite also serve as valuable primary data, offering firsthand understanding of the recruitment and MIS practices in the organization.

- a. In-depth discussions and interviews with management and other senior staff.
- b. Gain insight into decision-making processes and information exchange between departments.
- c. Meeting with my teammates.
- d. Interviews with other department supervisors.
- e. Useful insights based on my internship training experience.
- f. Obtain full support from management, the team leader, and colleagues.

Secondary Data:

- a. Data gathered from multiple BPO company websites. (Genex Infosys Ltd., Service Engine BPO-SEBPO, Digicon Technologies Ltd.)
- b. Online advertisement, post and news.
- c. Papers and reports based on analysis.
- d. The mail requirements for the UK office of Quantanite.
- e. Data derived from my studies, which incorporates some of the theory from my main subjects which is Management Information System.

1.6 Scope of the study

The report focuses on learning and understanding the contribution and impact of Management Information Systems (MIS) in the case of recruitment processes in a Business Process Outsourcing (BPO) company. The key objective is to find out how MIS assists in

making the recruitment process more effective, improve its efficiency, and reduce the costs involved in it. The scope of study is as follows:

- a. Evaluating how MIS supports end-to-end recruitment activities like job advertising, resume screening, applicant tracking, and onboarding procedures.
- b. Looking at how MIS enables coordination among the HR department and other departments (e.g., Operations, Quality Assurance, and Training) to guarantee that recruitment is aligned with needs of the workforce.
- c. Measuring the impact of automation of routine recruitment activities, such as arranging interviews, sending reminders, and databases of candidates, to determine improvements in speed and accuracy.
- d. Interviews of HR personnel and team leaders to define challenges faced during the recruitment process and how MIS applications help overcome such challenges.
- e. Determining the knowledge gaps of MIS platform users in recruitment procedures and proposing training courses to enhance user proficiency and system effectiveness overall.

Limitations of the Study:

During my stay at Quantanite have the chance to prepare a report about Quantanite Bangladesh's Management Information Systems (MIS) Procedures. Although made every attempt to create an in-depth and knowledgeable report, there were a number of difficulties encountered throughout the planning stage. Despite efforts to overcome these hurdles, various issues impacted the report's overall timeframe and depth. The following constraints were discovered:

- a. **Time Limitations:** There was insufficient time to thoroughly explore and understand Quantanite Bangladesh's MIS infrastructure and procedures. This restriction makes it more difficult to conduct in-depth study and provide a comprehensive review of system integration and operations.
- b. **Limited Resources Available:** complete understanding of the MIS setup and functioning was unattainable due to limited access to some critical papers and system-related reports. These resources could have provided critical information on integration strategies, data management techniques, and system architecture.
- c. **Insufficient Knowledge:** Due to confidentiality policies, competent authorities regularly refused to disclose information about internal management information systems. This inhibited the accurate collection of user input, interdepartmental integration, and system performance statistics.

Key terms

Information System Planning: Information System Planning is the process of establishing an organization's core MIS requirements, strategies, and technology frameworks in order to align them with business objectives.

User Selection and Assignment: Involves aligning users' skills, positions, and technical expertise with system needs and access levels to optimize performance and security.

MIS Research and Database Management: Manage a centralized database to store, update, and retrieve vital company data while assuring accuracy, accessibility, and security.

Customer relationship management (CRM): The main goal of CRM is to improve customer service, increase sales, enhance customer satisfaction and loyalty, and ultimately drive business growth.

Chapter 2: BPO Industry Overview

2.1 Market Size of the BPO Industry in world wide

The Business Process Outsourcing (BPO) industry has grown immensely over the past decades to emerge as one of the largest segments of the world services market. According to existing market figures, the global BPO market was valued at over \$245 billion in 2020 and is expected to increase approximately 9% during 2020-2027. This is because there is an increasing need for businesses to reduce costs, improve efficiency, and focus on core business, outsourcing non-core activities to external specialists. (Prado & Lourdes E, 2015)

The BPO sector can be divided into various categories based on the kinds of services, including:

- a.** Customer services (call centers, technical support, helpdesk support)
- b.** Finance and accounting services (accounting, payroll processing, financial analysis)
- c.** IT services (software development, IT support, data management)
- d.** Human resources (recruitment, training, employee management)
- e.** Legal process outsourcing (document review, legal research)
- f.** Healthcare outsourcing (medical billing, coding, claims processing)

Offshore BPO has witnessed growing demand as businesses aim to capitalize on low-cost labor in emerging countries. The most favored locations for outsourcing are India, the Philippines, China, and Latin American countries, with India being the industry leader due to its enormous talent pool, proficiency in the English language, and low costs.

In addition, Technology-driven BPO services such as Artificial Intelligence (AI), and cloud computing are rapidly changing the landscape. These technologies enable firms to improve

service delivery, streamline routine tasks, and provide real-time data-driven insights, which maximizes the value that BPO vendors bring to clients.

Overall, the BPO sector is growing due to increased business use of outsourcing by organizations across various industries like healthcare, finance, IT, retail, and manufacturing. The trend will continue as organizations look for ways to address the changing business environment and improve their competitiveness in the global market.

2.2 Market size of BPO industry in Bangladesh

Bangladesh witnessed the birth of the BPO business about 2007. Many years have passed, and Bangladesh is now considered as one of the world's largest outsourcing markets, with over 200-300 separate BPO and IT enterprises assisting foreign organizations across a wide range of industries. (Rahman, Ali, & Hussain, 2020)

Bangladesh's outsourcing corporate process sector is rapidly growing. To join the IT revolution, Bangladesh must first develop a skilled and globally recognized workforce. Economic investment alone cannot significantly impact the population of 136 million people, with a density of 900 people per square kilometer and over 50% under the age of 30. Foreign clients are shifting their outsourcing to Bangladesh due to rising costs in India, China, and the Philippines. Bangladesh's BPO sector offers comparable, if not superior, services to competitors in these countries. (Hasan & Karim, 2022)

Over the past decade, Bangladesh has seen rapid technological and digital progress. The government has implemented several steps to provide universal internet access. In fact, in recent

years, they have been pushing outsourcing to the youth via Several free government seminars and events. As a result, Bangladesh now ranks as the world's second largest online labor provider.

2.3 Growth of the Industry in Bangladesh

Over the past two years, this company has experienced approximately 150% growth. In March of the 2024 fiscal year (FY), revenue from the region exceeded US \$30 million, compared to less than \$30 thousand and \$20 million in previous years 2023 at the same period previous fiscal year. Bangladesh BPO stands out for its affordable hourly base rate. Their goal is to provide high-quality service in a timely and cost-effective manner. (Hasan & Karim, 2022)

Emerging nations such as Singapore, the US, India, South Africa, the UK, Canada, Sweden, and Australia have invested in regional IT talent for both offline and online careers in recent years. The average entry-level pay in comparison to other nations is as follows:

Average Salary cost of IT sources at Entry Level

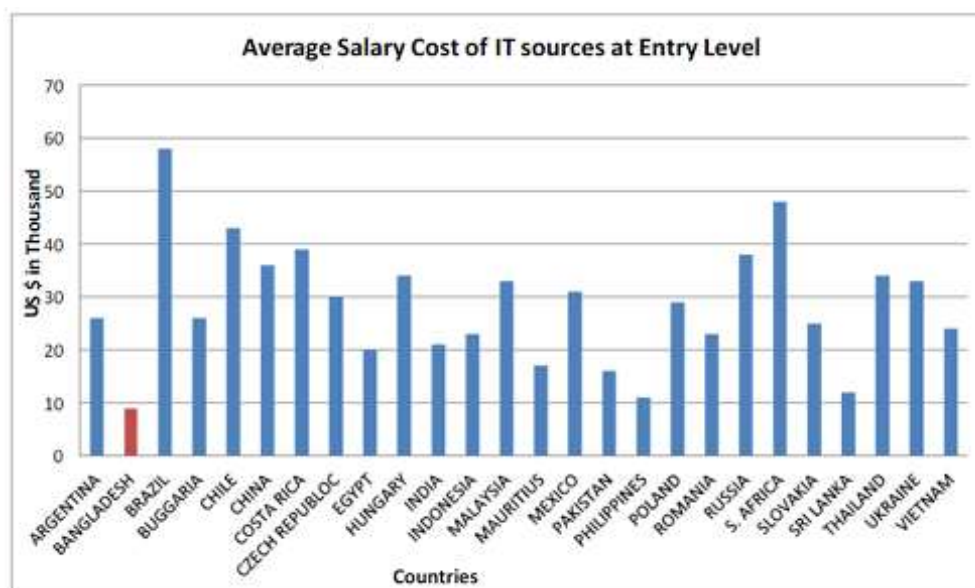


Fig.2.3.1. Average salary cost of IT sources at Entry Level.

From the Fig.2.3.1. we can observe that, Bangladeshi BPO firms offer high-quality services at affordable prices and have a large supplier base. As a result, foreign corporations desire to collaborate with Bangladeshi IT professionals because of low hourly base rate.

Services that given by BPO companies In Bangladesh:

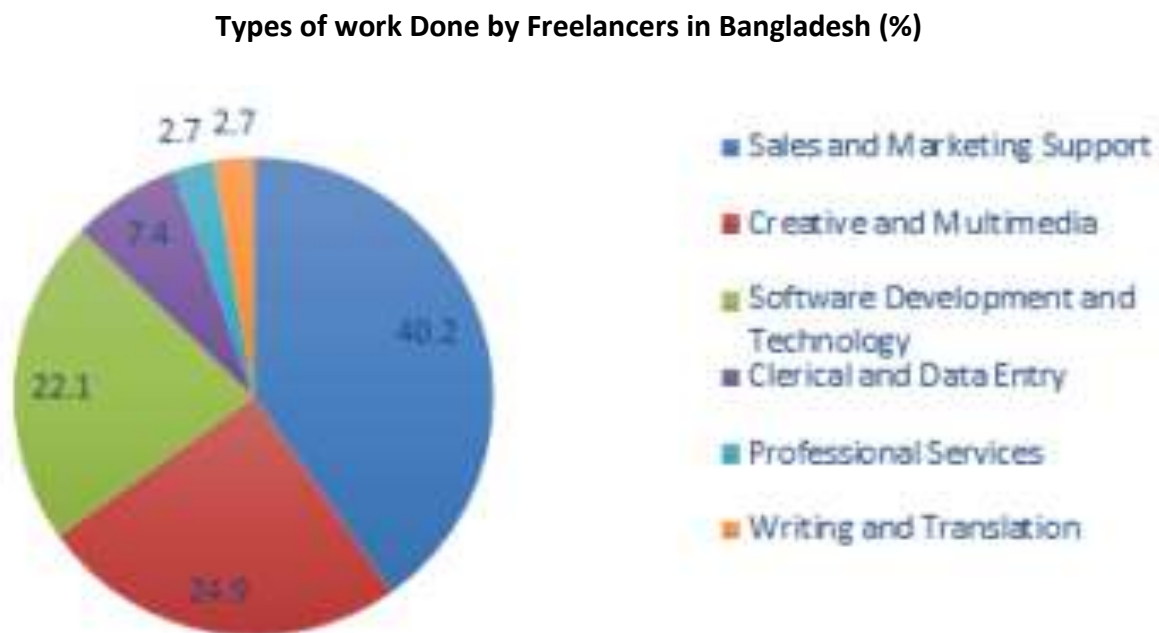


Fig.2.3.2 Breakdown of work done by freelancers in Bangladesh.

According to statistics shown in Fig.2.3.2, the marketing industry accounts for 40.2% of all work done by Bangladeshi freelancers. Bangladeshi freelancers provide the second most prevalent service: creative and multimedia development. Many fields remain unexplored by Bangladeshi freelancers, including: Bangladeshi youth lack advanced abilities in programming and artificial intelligence.

Chapter 3: Company Overview

Quantanite Bangladesh was founded in March 2014 by Mr. Mikko Tamminen in Dhaka, Bangladesh, with a vision to help companies simplify their operations with a managed offshore team and high-end technology. The company made its first international breakthrough in January 2015 by securing its first UK-based client, penetrating the UK market. This was with the intention of delivering BPO and customer experience services to the Europe, the Middle East, and Africa region. Quantanite had grown by this time, having over 150 staff in Bangladesh and the United Kingdom, with an aim of 1,000 staff within the following three years.

It entered the United States in January 2017, establishing a presence in New York to deliver its core customer experience service and BPO offering following prolonged sales growth. This was followed by the opening of its global headquarters in December 2017 in Waterloo, London, now a nerve center for executive operations and client engagement. In January 2019, Quantanite achieved the milestone of 1,000 global employees.

The company's growth trajectory continued steadily, and in March 2022, the company doubled its workforce strength to over 2,000 employees worldwide. To align with this fast-tracked global growth, the leadership team was further strengthened in May 2022 by appointing a new Chief Financial Officer (CFO) and Chief Commercial Officer (CCO) in London, bringing on board industry veterans from the customer experience and outsourcing space. (Quantanite, 2025)

3.1 Culture and Values

Employees at Quantanite Bangladesh place a high value on professional growth, helping one another advance as experts and picking up new abilities at their own pace.

- Through testing—or not testing—Quantanite Bangladesh gains and develops refined competency.
- Workers are responsible. They offer outstanding support and place a high value on personal responsibility.
- In order to generate high-quality work, the employee is aware of the specifics of the job.
- Workers are trustworthy, honest, and approach their work with positivity.
- Colleagues' contributions to company standards and strategy are valued by staff members.
- Employees put out more effort and time when given a job deadline after a meeting. Quantanite Bangladesh is always discovering our ability level or characteristics where we provide our best administrations.
- Workers are robust and can withstand more job stress; if there is a deadline for finishing the report, they will put in more effort and time.
- Quantanite Bangladesh is aware of the worth of our services and how they help their customers as well as themselves

The primary values of our organization are responsibility and accountability. This is the main goal. The main areas of accountability are local loyalty and dependability. People should set deadlines or goals for themselves in order to be perceived as responsible colleagues. (Quantanite, 2025)

During my stay at Quantanite as an Intern, they will fulfill their commitment. Whether they stated it informally or overtly in the meeting minutes, everyone is aware of their main points. Accountability necessitates monitoring related duties and relieving partners or collaborators of excessive stress related to delivery delays that could impact their work.

Cultural view of Quantanite:



Fig.3.1.1 Quantanite Bangladesh Culture of view.

In order to benefit all partners, Quantanite Bangladesh supports cooperative partnerships, taking ownership of our own development and proving our abilities. Instead of hiding characteristics, a list of qualities could soon be turned into a game. All of their merits are being recalled by the delegates. Instead of doing so independently, organizations usually exhibit a variety of qualities through planning and peer interactions. Some people could think that disclosing more than four, seven, or fifteen traits will make it harder to stick with each one, so they might decide to quit. The spirit, sense of community, and sense of justice of the Quantanite Bangladeshi people are embodied in their cultural pillars.

Their approach to customer connections and the development of a common culture are based on this alignment. To direct all of our activities, they draft a partnership agreement based on a common objective, set of values, and perspective. A culture of constant improvement exists. It looks into innovative ideas to help organizations expand expenses more effectively while

optimizing value for their customers, and it employs data analysis to speed up and improve existing solutions. (kissflow, 2025)

3.2 Objectives of Quantanite Bangladesh

As said earlier, responsibility is one of the organization's main goals. There is no defined vision or purpose statement for Quantanite Bangladesh. instead, a few specific goals:

- To reclaim a decision brand for a thriving European development corporation.
- Being the top BPO company is our aim.
- Our goal is to become the leading organization for young professionals in Bangladesh by providing excellent services in a timely and error-free way.

3.3 Founder

Quantanite Bangladesh was founded by its chairman Mikko Tamminen, to assist companies in improving their operations via the use of technology and controlled offshore human labor. This area, which he oversees, deals with the organization's system, finances, accounting, corporate events, legal issues, administrative growth, and staff supervision.



Fig.3.3.1 Founder and Chairman of Quantanite Mikko Tamminen.

3.4 Organization structure

Quantanite is a very structured and hierarchical organization to run its business successfully and achieve strategic growth. Mikko Tamminen, the Chairman, leads the corporation and determines its strategic direction and business strategy. He is reported to by six senior executives, the Chief Executive Officer (CEO) of whom is in charge of managing the company's overall performance and development, ensuring that corporate goals are accomplished efficiently. In addition, it has three Advisory Board Members who provide strategic counsel and industry knowledge to help the company achieve its long-term goals. Apart from that, two Non-Executive Directors are required to give governance and independent thought in order to optimize corporate performance. This well-defined leadership group enables Quantanite to function efficiently and strategically without deviating from its corporate vision.

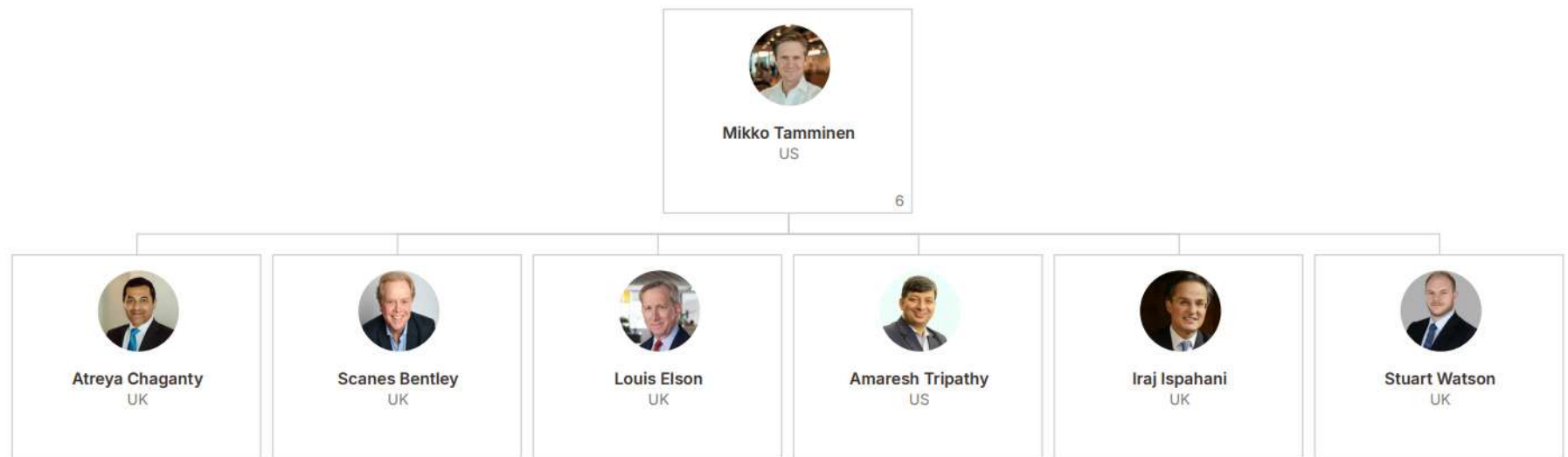


Fig.3.4.1 Peoples report to the chairman and founder Mikko Tamminen.

Ten senior officials report to CEO Atreya Chaganty and oversee the company's primary operational and strategic functions. They are made up of four Directors who manage various business divisions and service sectors, ensuring that operations run smoothly and that the firm's strategic objectives are met. To maintain competitiveness, the Chief Transformation Officer drives innovation, business process improvements, and technological developments. The Chief Operating Officer (COO) controls day-to-day business operations to ensure that corporate objectives are met. The Chief Financial Officer (CFO) handles the financial welfare of the company, such as budgeting, investing, and accounting reporting. The Chief Commercial Officer (CCO) is in charge of the company's commercial strategy, with the purpose of acquiring customers and growing the business. The General Counsel manages all the company's legal matters and ensures the company complies with local and international legislation. Also, a consultant provides expert advice on operational matters and business strategy, contributing to the company's growth and stability.



Fig.3.4.2 Peoples report to CEO Atreya Chaganty.

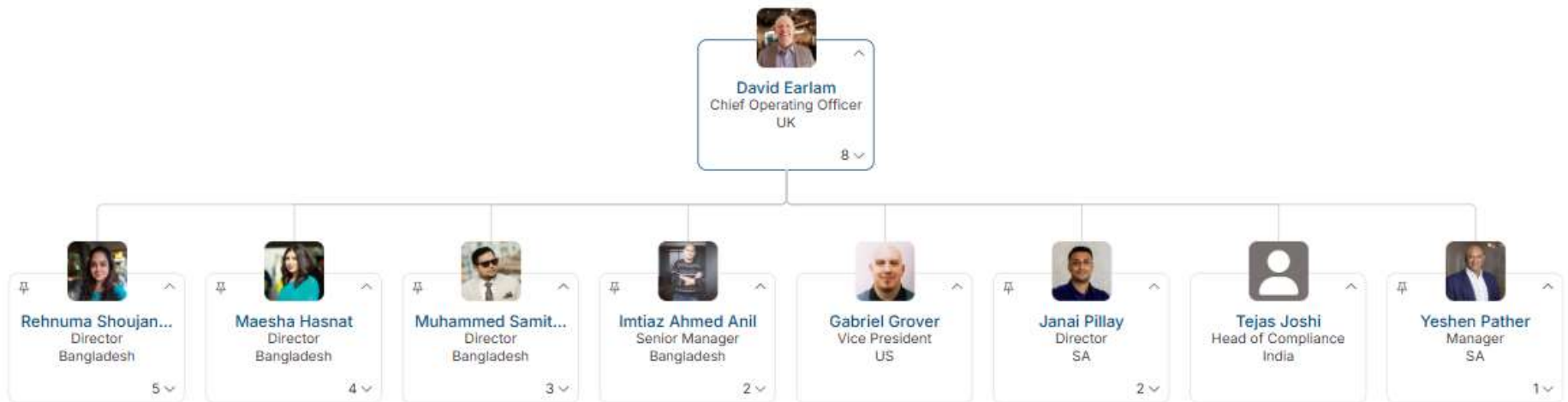


Fig.3.4.3. Peoples report to Chief Operating Officer David Earlam.

Four directors are in charge of different operational departments under Chief Operating Officer David Earlam. Rehnuma Shoujanya, my director, is one of them. She is in charge of a team including two managers, among whom is Simanto Sarkar, my manager. Two assistant managers and one senior manager are also managed by her. This is a clearly defined hierarchy that makes management effective and workflow smooth within the company's operations.

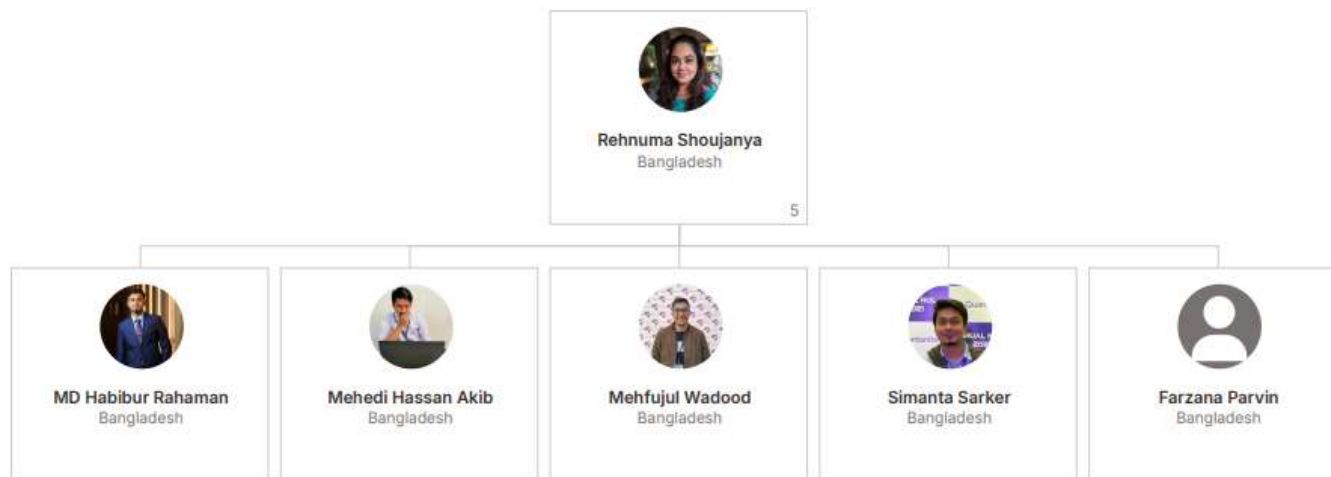


Fig.3.4.4 Peoples report to Director Rehnuma Shoujanya.



Fig.3.4.5. Peoples report to my Manager Simanta Sarker.

My Manager, Simanto Sarkar, has four senior associates and four team leaders reporting to him and Nauto team is running under his supervision. Among them is K M Asrafuzzaman Raju, who is my reporting team leader and manages 20 associates reporting to him, including me.

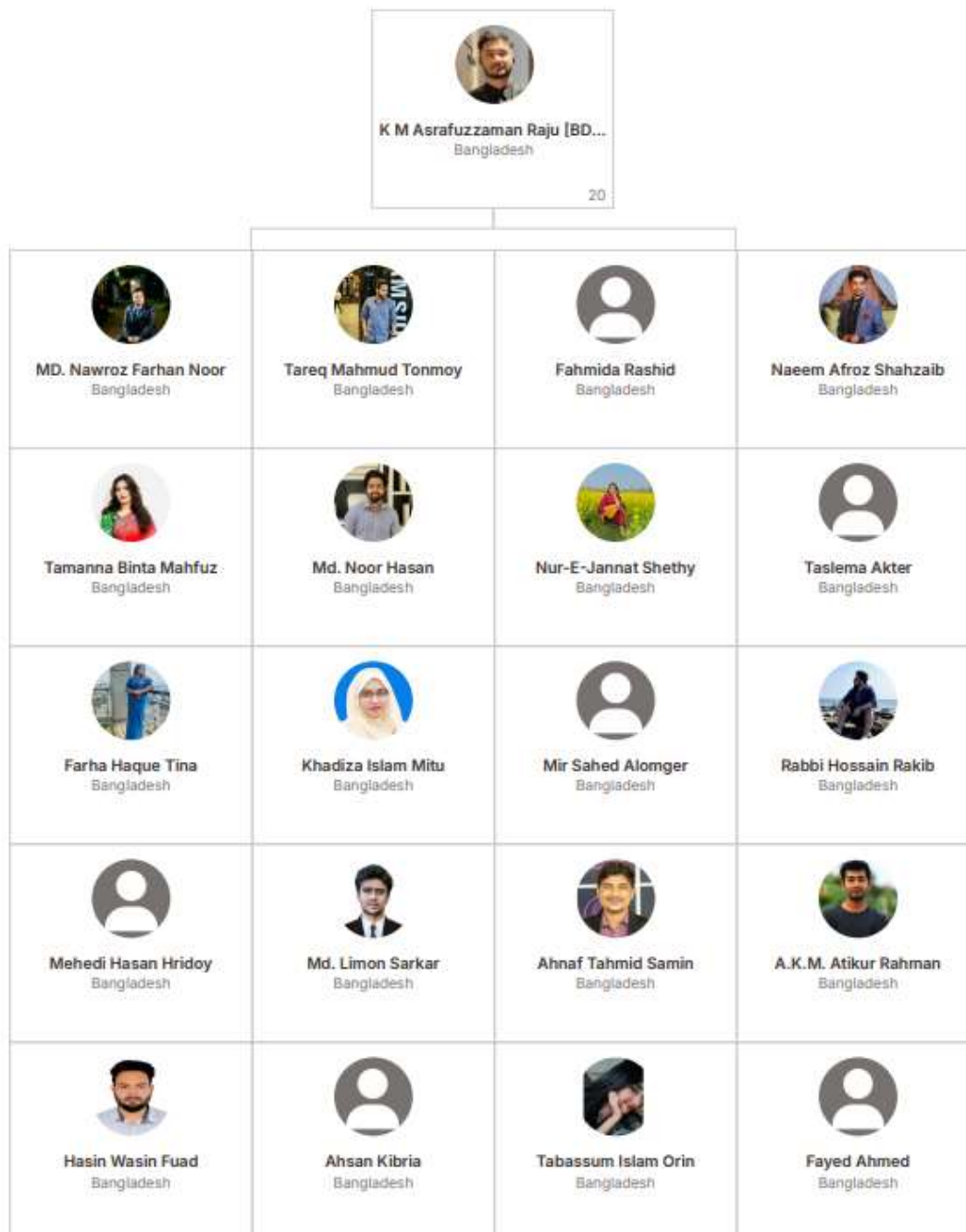


Fig.3.4.6 Peoples report to my Team Leader (Nauto) K M Asrafuzzaman Raju.

3.5 Clients of Quantanite Bangladesh

Quantanite Bangladesh has become a reliable BPO services provider, offering top-notch business solutions to a wide variety of clients belonging to different industries. To date, the Bangladesh operation of Quantanite is honored to serve 39 clients in the technology, logistics, finance, healthcare, legal services, and hospitality sectors. The firm's dedication to quality and customized service delivery has enabled it to establish long-term relationships with established brands as well as upstart companies.

Following is the step-by-step description of the top clients Quantanite Bangladesh is serving currently:

9Fin – A financial intelligence tool offering market intelligence in debt capital markets.

Beauhurst – A data platform that monitors fast-growing businesses in the UK.

Bigo – Social networking and live streaming website.

Braintrust – A decentralized talent network that links freelancers with employers.

Chow Now Inc – A web-based restaurant ordering system for independent restaurants.

Complete Care – A health care service organization offering total patient care.

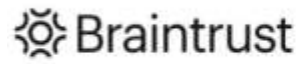
Door dash – A website for online food delivery.

Indeed Flex – A work platform matching workers with companies.

Mix Cloud – A streaming platform for artists and DJs.

Nauto – An artificial intelligence-driven driver safety platform.

Quantanite's client roster is a reflection of the company's ability to be the business' back-office resource for a wide range of customer service and technical support, information management, and back-office operation's needs. Its client relationship strategy combined with scalable and flexible BPO solutions made the company a choice outsourcing provider among global enterprises. (Quantanite, 2025)



BrainTrust



Brycer



ChowNow Inc



Complete Care



CRC Salomon



CyberDyne



Doordash



Edozo Limited

Fig.3.5.1 Clients of Quantanite Bangladesh.

Chapter 4: The Role of MIS in the Recruitment Process at Quantanite Bangladesh

Recruitment is an important role for any organization since it directly affects talent acquisition strategy, workforce makeup, and, ultimately, long-term performance. Quantanite Bangladesh, an innovative outsourcing firm that specializes in business process outsourcing (BPO) and IT services, relies heavily on the recruitment process to secure highly trained workers who are critical to driving operational efficiency and assuring service excellence. Given the industry's fast speed and the company's rapid growth trajectory, an effective, streamlined, and data-driven recruitment process is critical for managing talent acquisition on a large scale.

Quantanite Bangladesh's Human Resources (HR) department is important to this process, as it manages job advertisements, applicant tracking, candidate evaluation, and onboarding. Traditionally, these duties were completed manually, resulting in inefficiencies, bottlenecks, and inaccuracies that hampered recruitment efforts. However, as the company expanded, it became clear that manual methods were no longer viable, especially in the face of unanticipated obstacles.

A prime illustration of such a dilemma happened in early 2024, when the company advertised a position for a vital role - Operations Manager. The job posting went viral across several job portals and social media channels, resulting in over 2000 applications in just one week, greatly exceeding the average number of 800-950 applications for similar posts. This increase produced a critical situation in which the HR team struggled to effectively manage the large number of applications, resulting in communication delays with candidates, sluggish decision-making, and the risk of losing top talent to competitive employers.

In response to this spike, the HR department relied on its integrated Management Information Systems (MIS) technologies, which had been implemented as part of the company's overall digital transformation strategy. These solutions, including Bamboo HR, Hire Vue, Microsoft Teams, and Power BI, are intended to automate and optimize key stages of the recruiting process, assuring efficiency, accuracy, and speed in the face of rising demand. (Maroof, 2023)

This chapter examines how these MIS technologies were used during the vital recruitment surge, allowing HR to successfully manage the process. It investigates how each tool impacted the recruiting cycle, from initial application gathering to final offer management and onboarding, with an emphasis on optimizing workflows, increasing communication, and assuring data-driven decision-making. Furthermore, we will examine how the integration of these technologies not only addressed immediate difficulties, but also created the groundwork for more efficient, scalable, and strategic recruitment methods in the future. (Prado & Lourdes E, 2015)

By analyzing this critical recruitment scenario, this chapter highlights the importance of MIS in assisting HR in managing complex, high-pressure scenarios, as well as how technology may be a game changer for current talent acquisition techniques. The findings presented here serve as a road map for other divisions at Quantanite Bangladesh and similar organizations wishing to leverage MIS to streamline processes, improve decision-making, and deliver better business results.

4.1 Recruitment Process Overview

Quantanite Bangladesh's recruitment process is a systematic series of steps designed to pick the best candidates for the company's workforce. The process is broken down into stages, each with a set of tasks that use Management Information Systems (MIS) tools to streamline, automate,

and improve efficiency. These technologies are crucial for managing huge numbers of applicants, decreasing human error, and providing a consistent experience for candidates and HR personnel.

Overall Attrition Rate



Fig.4.1.1 Overall attrition Rate from January 2025 to March 2025.

Employee requisition form

Employee Requisition Form - Operations (Responses)											
File Edit View Insert Format Data Tools Extensions Help											
Menu 100% View only											
	4	5	6	7	8	9	10	11	12	13	14
	Requisition	Approved of Requisition	Viewing of Requisition	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress
	Requisition	Approved of Requisition	Viewing of Requisition	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress	Requisition in Progress
1	5/11/2024 11:12:23	Approved									
2	5/6/2024 13:26:36	Approved									
3	5/6/2024 13:16:36	Approved									
4	5/6/2024 13:26:54	Approved									
5	5/6/2024 16:52:32	Approved									
6	5/16/2024 11:16:24	Approved									
7	5/16/2024 16:46:18	Approved									
8	5/17/2024 11:28:48	Approved									
9	5/17/2024 16:43:56	Hold									

Fig.4.1.2 Employee requisition form.

4.1.1 Job Vacancy Identification and Posting

The first step in the hiring process is to identify job openings within the organization and promote them across various platforms to attract potential candidates.

MIS tools use: MIS tools utilized include Bamboo HR, LinkedIn, Glassdoor, and various job boards (BD Jobs).

Process: When hiring managers identify a requirement for a new role, the HR team develops a comprehensive job description that outlines the essential qualifications, responsibilities, and skills needed. The job advertisement is then promptly distributed across multiple recruitment channels, such as LinkedIn, Glassdoor, and the company's internal portal, which is managed through Bamboo HR.

MIS Functionality: Bamboo HR's functionality allows for the automation of the posting process, making certain that the position is advertised simultaneously on multiple channels, thus enhancing visibility. Additionally, candidate engagement metrics, such as views and applications, are monitored in real-time, offering valuable insights into the effectiveness of the recruitment efforts.

Total Headcount in Bangladesh



Fig.4.1.1.1 Total head count and overall summary.

4.1.2 Interview Coordination and Candidate Evaluation

The next step after the resume screening process is to schedule interviews with the shortlisted persons. Efficient interview coordination and candidate evaluation are critical to determining the best fit for the company.

MIS tools use: Include Microsoft Outlook, Microsoft Teams, Bamboo HR (interview scheduling), and Google Forms (candidate evaluation).

Process: HR collaborates with interviewers and candidates to plan interviews. These interviews can take place in person or virtually, depending on the company's hiring procedures and candidate availability. Following each interview, the interviewers provide input to assist assess whether the candidate is qualified for the position.

MIS Functionality: Microsoft Outlook and Bamboo HR allow HR professionals to sync calendars, ensuring that interview schedules are well-coordinated and reducing scheduling problems. Virtual interviews are carried out utilizing Microsoft Teams, which incorporates video conferencing, screen sharing, and real-time feedback collection. Following the interview, Google Forms and Bamboo HR are used to collect and save candidate assessments and comments. This information is used to determine a candidate's suitability for the position and track their progress throughout the recruitment process.

4.1.3 Offer Management and Onboarding

Once the final applicant has been chosen, the HR team must extend the job offer and oversee the onboarding process to guarantee a smooth transition for the new employee.

MIS Tools Utilized: DocuSign, Bamboo HR onboarding.

Process: The HR staff drafts and sends the offer letter to the selected candidate. Following acceptance, the onboarding process begins, which includes completing paperwork, setting up accounts, and scheduling training.

MIS Functionality: DocuSign is used to send electronic offer letters, which can be quickly signed. The process eliminates paper-based documents, a transition that greatly accelerates the acceptance of offers. Bamboo HR Onboarding makes many aspects in the onboarding process simpler, including the distribution of training materials, corporate policies, and tax forms. Reminders and checklists automate the completion of each stage before the new employees.

4.1.4 Post-Hire Data Management and Analytics

After a candidate is hired, HR must track important indicators linked to the recruitment campaign's success and evaluate new hires' performance over time.

MIS tools use: Include Power BI, Tableau, and Bamboo HR. The HR team analyzes recruitment indicators including time-to-hire, cost-per-hire, source of hire, and retention rates. They also track new employee performance, engagement, and satisfaction to determine whether the hiring decision was successful.

MIS Functionality: Post-hire candidate data handling in Quantanite Bangladesh is handled successfully through the application of BambooHR, which is the centralized platform for recording and handling all the candidate information. This includes resumes and interview feedback sheets as well as ratings gathered during the recruitment process. Google Forms are also utilized in pre-interview tests, where interviewers can record their observations and

comments into the system. After being brought on board, BambooHR continues to serve a vital purpose by logging post-hire data, such as employee performance reviews, training completions, and feedback. These data points are vital for having the ability to perform detailed analytics on the efficacy of the recruitment process and the hire quality. By merging pre-hire and post-hire information, the system obtains intelligent insights that allow HR professionals to streamline their hiring processes and make informed, data-driven decisions for future hires.

My Bamboo HR Profile.

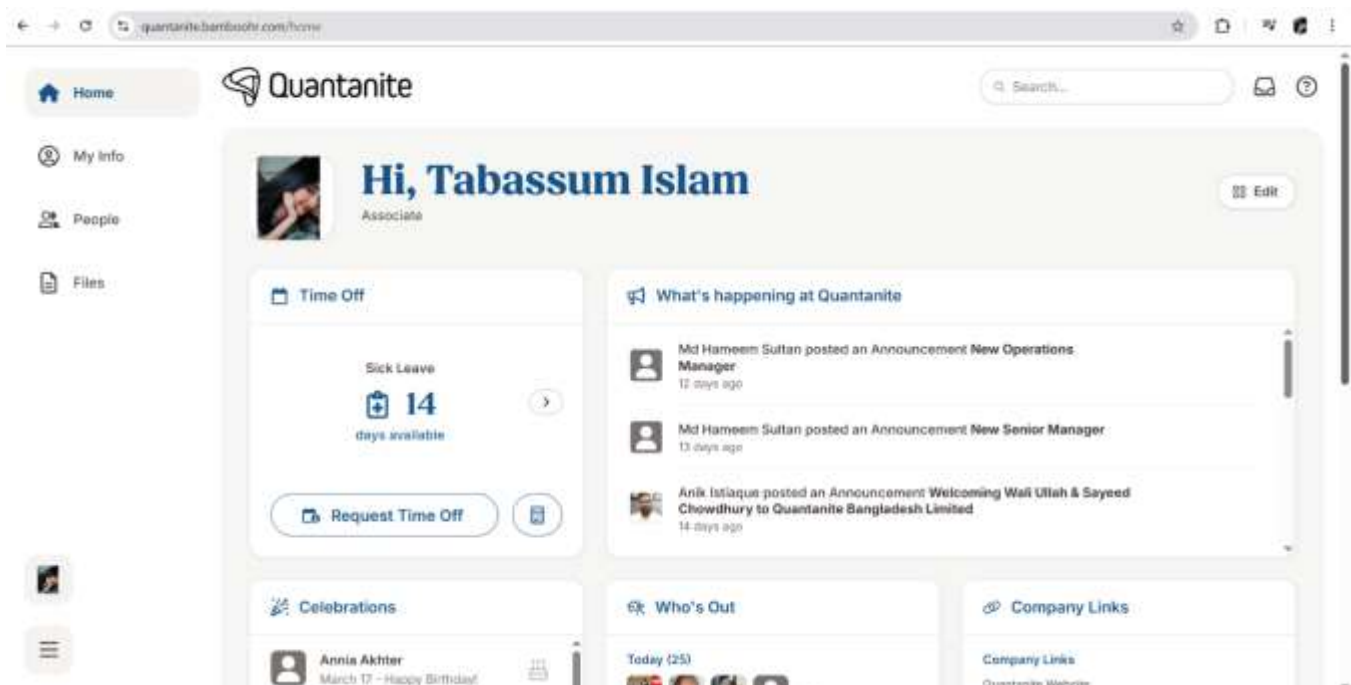


Fig.4.1.4.1 Bamboo HR for Job posting and employee details management.

4.2 The Critical Situation: An Unprecedented Surge in Applications

In early 2024, Quantanite Bangladesh advertised a critical vacancy for an Operations Manager in its newly established department. The job was promoted through a variety of platforms, including LinkedIn, Glassdoor, and an internal career portal hosted by Bamboo HR. The company's human resources team was unprepared for the massive response. Within one week, the job posting attracted over 2000 applications, much beyond the typical of 800-950

applications. This surge imposed a significant burden on the recruitment process, leading to the following challenges:

Overload in Resume Screening: The HR team had an overwhelming volume of resumes to sort through, with no efficient way to discern between qualified and unqualified candidates.

Communication breakdown: Candidates were not receiving timely feedback, which caused delays in interview scheduling, and some accepted offers from competitors.

Data Management Complexity: The HR department struggled to acquire and manage data from multiple sources, making tracking candidate progression through phases cumbersome and error-prone. These worries slowed the hiring process, raising the risk of losing top talent. In this high-pressure situation, HR depended on integrated MIS technologies to effectively handle the influx.

4.3 How MIS Tools Helped Overcome a Critical Situation

Step 1: Improving Resume Screening with AI-Powered Tools

With over 2000 applications, manual resume screening became impractical. To address this, the HR team implemented AI-powered resume screening tools integrated with SAP SuccessFactors.

Bamboo HR (Applicant Tracking System): It was used, together with HireVue AI-Powered Screening. The system was set up to automatically select resumes based on keywords such as "operations management," "leadership," "supply chain," and "project management."

Action Taken: The AI tool removed applications that did not satisfy the baseline standards, decreasing the pool to approximately 950 prospects. The system then graded candidates depending on how well their experience matched the job description.

Outcome: HR workers no longer had to manually sort through resumes, reducing initial screening time from three days to eight hours. The technology assisted in identifying the top 20% of applicants who were most qualified for the position, allowing HR to focus their efforts on high-quality prospects.

Step 2: Enhancing Communication Through Collaborative Tools

One of the most pressing challenges encountered during the recruitment rush was timely communication. As HR staff worked to organize interviews with the growing list of candidates, numerous interview times were missed or overlapped.

Tools: Microsoft Teams and Outlook were the tools used.

Data: HR used Outlook Calendar to coordinate interview schedules for all interviewers. Candidates received automatic email confirmations and reminders 24 hours before their interview.

Action Taken: Automated interview invitations and reminders were put up to ensure that candidates and interviewers were in sync. Virtual interviews were conducted using Microsoft Teams, and HR could track interactions with the "Meeting Insights" function.

Outcome: The average time to interview was lowered from 48 hours to 12 hours because HR was able to communicate and schedule interviews more efficiently without relying on manual follow-

up. The increased communication efficiency resulted in a 20% decrease in no-shows and improved engagement with high-priority applicants.

Step 3: Streamlining Data Management using Centralized Systems

With 2000+ applications from various sites (LinkedIn, Glassdoor, internal portal), the HR team struggled to manage candidate progress manually. Disorganized candidate data increased the chance of errors and miscommunications.

Tools: Bamboo HR, Google Forms, and Power BI were the tools used.

Data: Bamboo HR housed all candidate information, including resumes, feedback forms, and evaluation ratings. Google Forms were used to conduct pre-interview evaluations, and interviewers provided comments directly through the system.

Action Taken: The HR staff automated data entry and used Power BI dashboards to monitor important metrics including time-to-hire, interview-to-offer ratio, and candidate status. Data from Google Forms exams were immediately imported into Bamboo HR, ensuring that all candidate information was captured in a single system.

Outcome: Data handling became significantly more efficient, with HR eliminating double entries and lowering the chance of errors. The centralization of candidate data in Bamboo HR reduced processing time from two hours to thirty minutes per candidate. The technology also created weekly progress reports, providing HR leadership with real-time updates on the status of the recruitment effort.

Step 4: Optimize Offer Management and Onboarding

After selecting candidates, HR needs to immediately extend offers and oversee onboarding. With tight competition for talent, HR needs to move fast to obtain top prospects.

Tools: DocuSign and Bamboo HR onboarding were utilized to send and sign electronic offer letters.

Data: The HR staff automated the onboarding process with Bamboo HR onboarding, sending out training programs, tax paperwork, and corporate policies in a streamlined manner.

Action Taken: DocuSign allowed HR to send out offer letters in bulk that could be signed digitally. As soon as a candidate accepted, the onboarding process began immediately, delivering them a personalized welcome packet and timetable.

Outcome: The speedier return time resulted in a 25% improvement in the offer acceptance rate. Onboarding was automated, which reduced manual labor and sped up the process, reducing onboarding time by 35%.

Step 5: Data-Driven Post-Hire Analysis

Following the hiring process, HR needed to analyze the effectiveness of the recruitment effort and assess the quality of the hires. HR used Power BI and Tableau to examine critical indicators such as cost-per-hire, time-to-hire, and source of hire.

Tools uses: Power BI and Tableau Data, metrics such as time-to-hire, cost-per-hire, and hiring quality were tracked across many recruitment channels.

Action Taken: HR used Power BI to visualize these metrics in real time. They discovered that job boards produced 25% higher-quality candidates than social media sources, prompting a change in future recruitment approach. They also discovered that recommendations had the lowest time to employ (an average of 15 days), which changed how they conducted future sourcing.

Outcome: HR was able to cut hiring costs by 18% by focusing on more productive channels such as job boards and referrals. The hiring process also became more data-driven, helping HR to make better recruitment decisions in the future.

4.4 Recruitment Process Flowchart with Critical Situation Integration

Here's a more detailed flowchart demonstrating the recruitment process in action, including the usage of MIS tools during the key increase of applications:



Fig. 4.4.1 Recruitment Process Flowchart.

4.5 The outcome: A successful hire

In spite of the early difficulties encountered in identifying suitable candidates, the Human Resources department eventually filled the Operations Manager position with a candidate whose credentials surpassed expectations in experience, leadership qualities, and organizational culture compatibility. The strategic use of Management Information Systems (MIS) during the recruitment process was instrumental in achieving this.

Major Improvements Enabled by MIS:

- 1 Time-to-Hire:** Before the integration of MIS, it was taking an average of 45 days to make hires because of the cumbersome coordination, delayed feedback loops, and fragmented communication. Through MIS applications like Google Forms and BambooHR, resume screening, interview scheduling, and sending evaluation comments were either automated or streamlined. Consequently, the time-to-hire was brought down to 25 days, an improvement in recruitment efficiency of 44%.
- 2 Cost-per-Hire:** Manual processes and longer hiring times formerly inflated recruiting expenses—especially in terms of advertising, recruiter time invested, and lost productivity caused by a vacant key position. MIS assisted in streamlining resource allocation, minimizing administrative burdens, and removing duplications. This led to an 18% reduction in cost-per-hire, which saved the company significant amounts.
- 3 Candidate Experience:** Candidate communication was streamlined using automated emails and interview notifications, enabling timely and transparent communication at every stage. Online form-based feedback collection enabled the candidates to provide their experience after the interview. The data indicates that 90% of candidates expressed a favorable experience, highlighting that the procedure was characterized by transparency, consideration for their time, and professionalism in its execution.

- 4 Offer Acceptance Rate:** Historically, offer delays in generation and communication led some of the best candidates to take offers from other companies. By integrating MIS with template offer letters and faster approval procedures, the HR department could reduce turnaround time for offers. Consequently, the offer acceptance rate increased by 25%, as top candidates were more likely to commit when offers were extended promptly.

The recruitment of the Operations Manager validated the true worth of applying MIS in HR operations. Beyond just filling a position, the improvements led to:

- 1.** Quick decision-making
- 2.** Lower recruitment expenses
- 3.** Enhanced employer brand by better candidate experience
- 4.** Moreover, a more successful overall recruitment result.

This case underscores how tech-enabled HR practices can convert problems into success stories if backed by the appropriate tools and strategy.

Chapter 5: An Insight into the MIS Processes of Information Technology

Department of Quantanite Bangladesh

The Information Technology (IT) division of Quantanite Bangladesh is essential to achieving the company's strategic and operational goals. The IT team uses technology and data management to improve organizational efficiency, guarantee smooth system integration, and deliver precise, timely information for decision-making. The department is committed to enhancing teamwork and communication while maintaining strong security protocols to safeguard the company's digital assets. (Maroof, 2023)

5.1 Usage of IT in BPO Industry

Quantanite Bangladesh's MIS procedures include a variety of essential areas. System integration and data management are prioritized to ensure that all departments can connect smoothly and receive the information they need quickly. The IT staff ensures data security, accuracy, and consistency by using a centralized database. Another critical responsibility is resource planning and allocation, in which the department locates and utilizes technological resources to meet operational objectives while supporting data-driven decision-making using dashboards and analytical tools.

System design and development are another critical component of the IT department's activities. The team develops user-friendly technologies that enhance workflows and maintain data integrity by tailoring solutions to the company's specific requirements. The IT team also stresses training and development to ensure that employees are capable of using the available technology. To develop digital literacy and support the organization's use of new technologies, continual training efforts are implemented.

Another important function of the IT department is to monitor and maintain system performance. To ensure minimal downtime and disruptions, regular updates, patches, and troubleshooting processes are carried out. (Ramachandran & Voleti, 2004) The group is also committed to implementing stringent data security measures to protect private data from internet threats while following to company policies and data protection requirements.

By enhancing efficiency and streamlining operations, the IT department greatly improves Quantanite Bangladesh's performance. As the company grows, the IT systems and tools enable scalability while also facilitating real-time communication and collaboration. IT ensures that the business is prepared to handle rising needs and changing challenges by integrating IT infrastructure with organizational goals.

Key Responsibility of IT in BPO



Fig. 5.1.1. Key Responsibility of IT in BPO Industry.

During my four-month internship with Quantanite, I was able to participate in a range of activities that helped me better understand MIS procedures. My responsibilities included supporting data

analysis activities to generate relevant insights, monitoring system performance, and assisting in the development of new technologies. In addition, during my time at Quantanite, I assisted with user support and system maintenance, ensuring that everything worked smoothly and resolving any technical issues that arose. Quantanite also assisted in the creation of user guides and the facilitation of training sessions to improve staff understanding of MIS tools and systems.

The IT team at Quantanite Bangladesh is also critical during the probationary period for new hires, handling employee data to ensure accurate performance tracking. This data-driven strategy allows HR and management to make informed decisions on career advancement and employee confirmation.

The organization employs innovative MIS solutions to enhance decision-making, speed up procedures, and ensure departmental cooperation. Each department creates a united and successful working environment by using customized MIS solutions tailored to its specific needs.

Quantanite IT work scope



Fig. 5.1.2 Work Scope of Quantanite IT.

5.2 Hardware and software use in Quantanite

Quantanite relies on a combination of high-end hardware and complex software solutions to provide seamless business processes, data security, and excellent services for clients. Quantanite's technological platform is designed for large-scale data processing, secure communication, and efficient service delivery. This section offers an overview of the most essential hardware and software used by Quantanite to support its business process outsourcing (BPO) services.

Hardware

Quantanite has made investments in new high-performance hardware to sustain operational efficiency and provide ongoing service. Some of the company's hardware infrastructure are:

Desktop Computers and Laptops:

Quantanite provides its personnel with high-end desktop and laptop computers for technical support, data processing, and customer service. The majority of PCs include Intel Core i5 or i7 processors, 16 GB of RAM, and SSD storage to support multitasking and resource-intensive programs. And we run Windows 10 Pro and Windows 11 Pro as operating systems. All are licensed operating systems.

Work Station setup in Quantanite

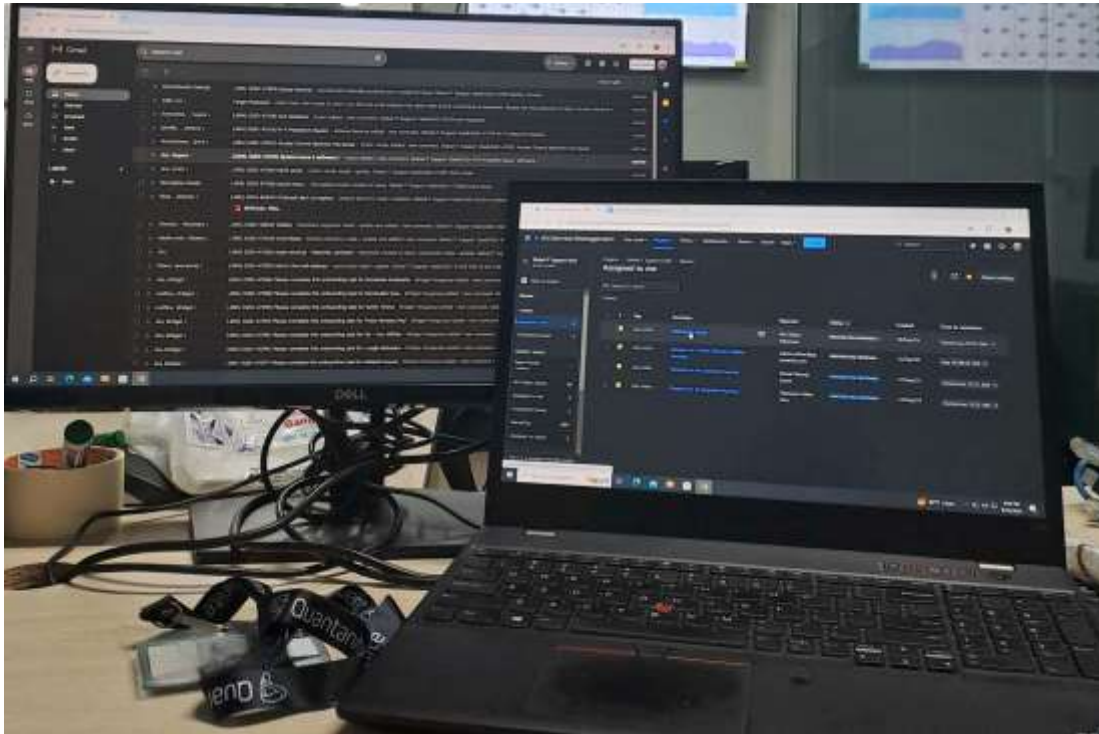


Fig. 5.2.1. Work Station Setup.

Current Hardware device Uses data



Fig.5.2.2. Hardwire devices using currently in Quantanite.

Servers:

Quantanite's server infrastructure is safe and scalable, allowing it to store client data and run internal programs quickly. To maintain data security and integrity, servers are hosted in secure data centers with restricted access. The infrastructure is continually upgraded to protect against security risks while maintaining great performance.

Quantanite now maintains an on-premises Active Directory (AD) server running Windows Server 2022. The server is critical for user identification, access control, and network security within the firm. The corporation has a redundant backup service in place to ensure business continuity and prevent downtime. In the event of a server failure, a backup server is set up to take over control immediately, ensuring uninterrupted operation and data preservation.

Server Configuration of Quantanite

Item	Value
OS Name	Microsoft Windows Server 2022 Standard
Version	10.0.20348 Build 20348
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	BD-ADDS-2
System Manufacturer	Microsoft Corporation
System Model	Virtual Machine
System Type	x64-based PC
System SKU	None
Processor	Intel(R) Xeon(R) Silver 4314 CPU @ 2.40GHz, 2394 Mhz, 1 Core(s), 2 Logical Pr...
BIOS Version/Date	Microsoft Corporation Hyper-V UEFI Release v4.1, 5/13/2024
SMBIOS Version	3.1
Embedded Controller Version	255.255
BIOS Mode	UEFI
BaseBoard Manufacturer	Microsoft Corporation
BaseBoard Product	Virtual Machine
BaseBoard Version	Hyper-V UEFI Release v4.1
Platform Role	Desktop
Secure Boot State	On
PCR7 Configuration	Not Available
Windows Directory	C:\Windows
System Directory	C:\Windows\system32
Boot Device	\Device\HarddiskVolume1
Locale	United States
Hardware Abstraction Layer	Version = "10.0.20348.2849"
User Name	Not Available
Time Zone	Bangladesh Standard Time
Installed Physical Memory (RAM)	12.0 GB
Total Physical Memory	12.0 GB
Available Physical Memory	0.06 GB
Total Virtual Memory	13.8 GB
Available Virtual Memory	9.88 GB
Page File Space	1.81 GB

Fig.5.2.3. Server Information.

Networking Devices:

Quantanite uses a robust and secure network infrastructure to enable fast and reliable internal communication. The company uses Cisco managed switches, like the Core Switch model CBS350-24XS, that enables high-speed data transmission and sophisticated network management capabilities. The network is also supported by Unifi AP devices, from routers, switches, and access points, to provide end-to-end connectivity within the company.

Network Map of Quantanite

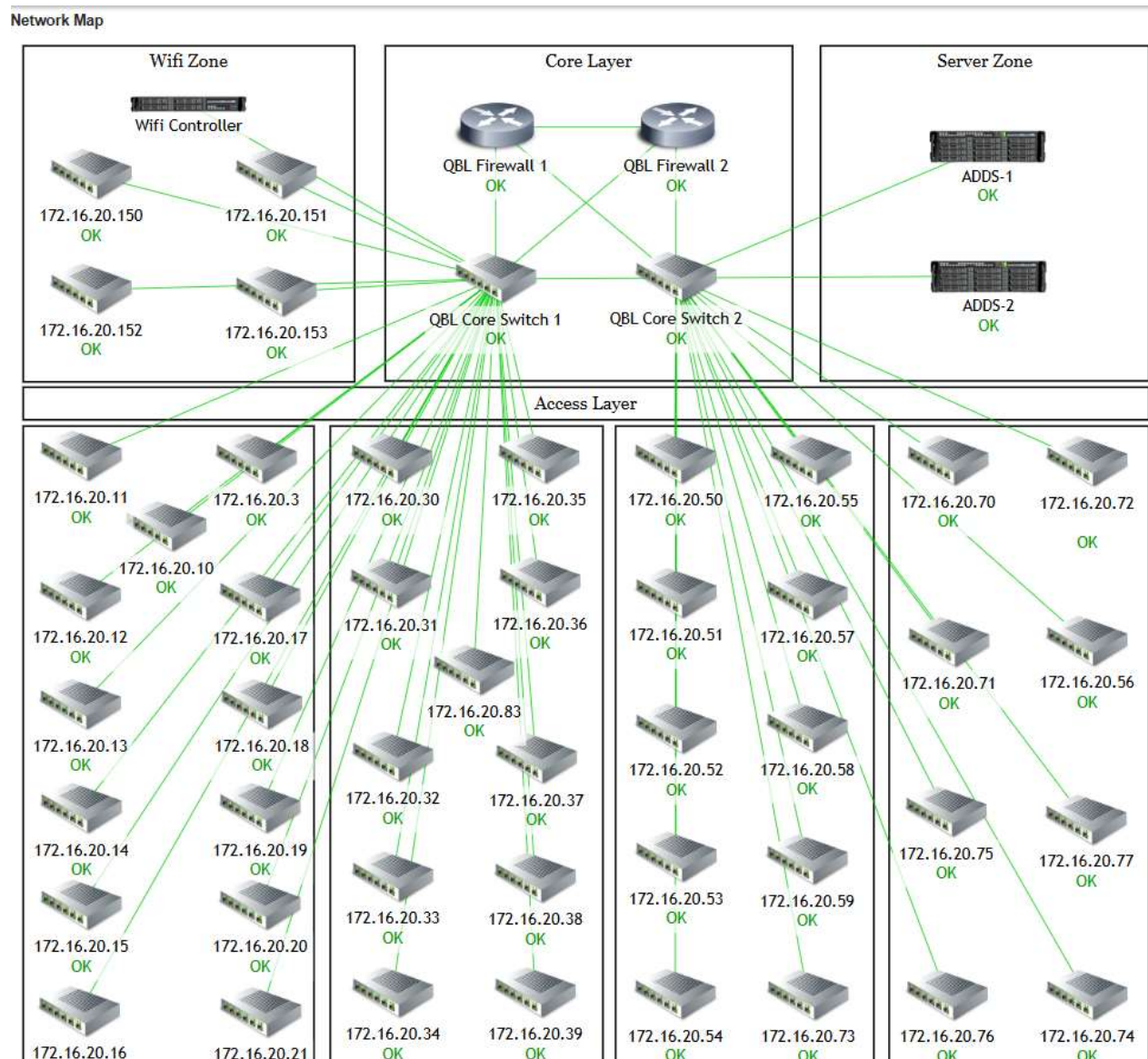


Fig.5.2.4. Network map with IP Address.

Live Bandwidth monitoring tools of Quantanite

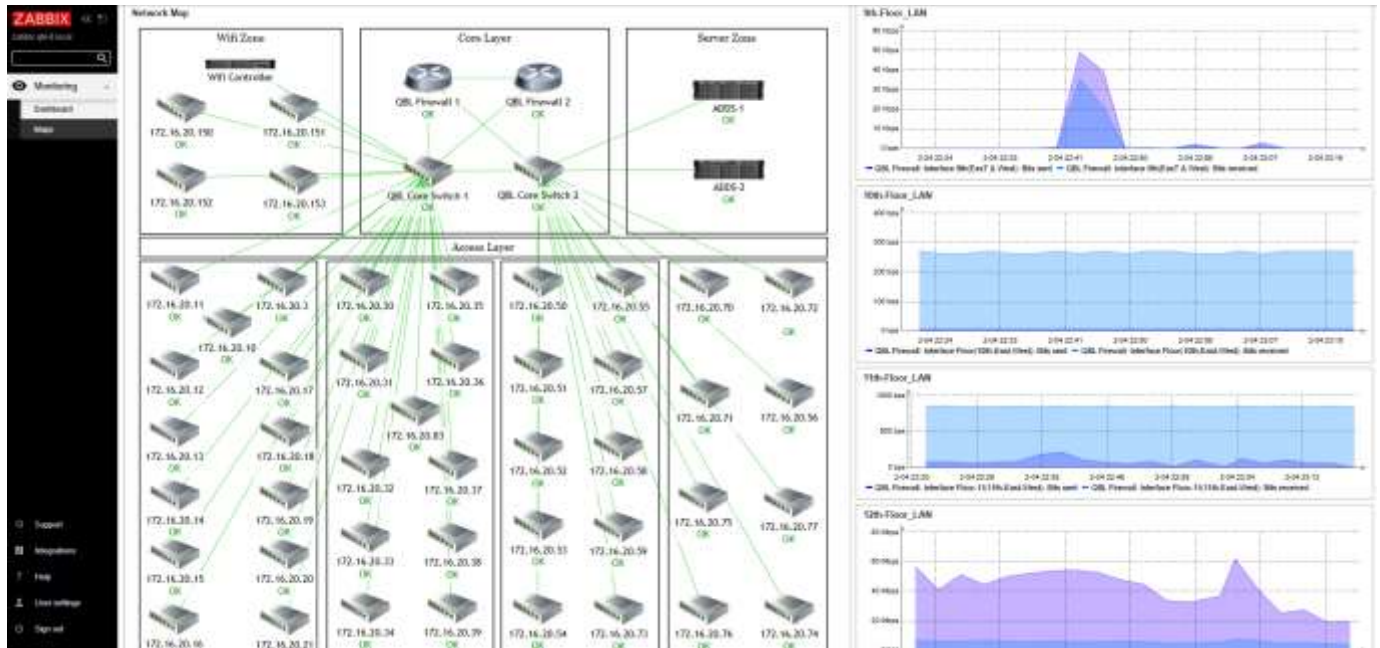


Fig. 5.2.5. Zabbix tool for gathering network information and representation.

To enhance network security and protect against unauthorized entry, Quantanite has implemented VPN (Virtual Private Network) and firewall protection. The company uses a Fortinet Firewall model FortiGate 400F and Sophos XG 210 to protect the network from external attacks and unauthorized attempts. (Fathima, Khan, Uddin, & Waris, 2024)

Firewall Information of Quantanite

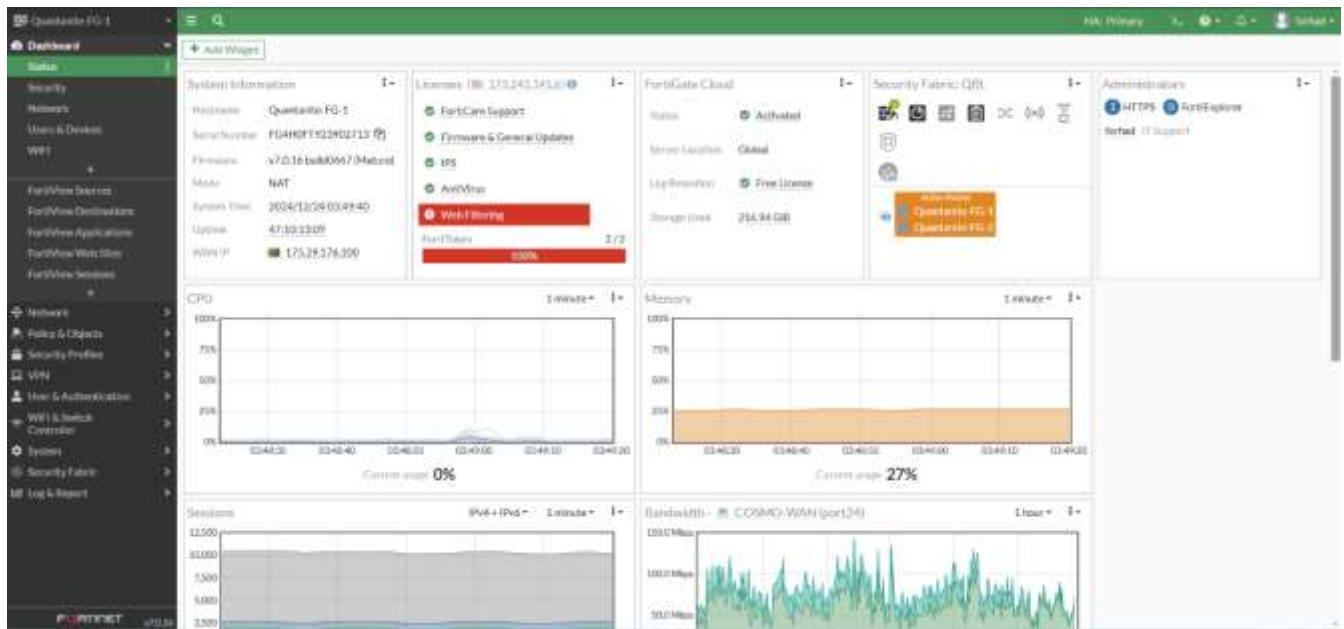


Fig. 5.2.6 Fortinet Firewall view for protecting data.

The firewall setup is redundant in case one is compromised, so another will be in control automatically, ensuring safe and uninterrupted network activities.

5.3 Information Technology Department: Managing Infrastructure and Security

MIS tools are used by the IT department to monitor systems, maintain cybersecurity, and maintain the company's technological foundation.

Equipment Uses:

1. JIRA: Ensures prompt resolution by managing service requests and incident tickets.
2. Fortinet Firewall: Offers proactive threat detection through real-time log analysis.
3. AMS: Asset Management and System Monitoring.
4. Zabbix: Monitors server uptime, bandwidth, and network health.

Managing service requests and incident tickets:

JIRA has become a vital MIS tool in Quantanite Bangladesh for Information Technology in the effective management of service requests, incident reports, and access requests. As such, JIRA ensures that MIS will have organized data collection, automated workflow, and real-time tracking of all IT-related issues. Employees begin the process through portal access of JIRA Service Desk or integrated communication software like Microsoft Teams. Further, they start raising service requests based on choosing the appropriate category and furnishing details like Summary, Description, Priority, attachments (error logs, screenshots). The system logs create a support request with classification and generates a distinct ticket number that sends via email to notify the IT support team. JIRA's workflow automation assigns the tickets to the concerned personnel with predefined rules and thus ensures efficient delegation of tasks. A user can track in real time a ticket flowing through the different statuses like Open, In Progress, Awaiting User Response, Resolved, and Closed. The MIS functionality of JIRA lets data-driven decisions by providing analytics related to response times, resolution efficiency, and recurring issues that help IT managers find out bottlenecks and optimize processes. Additionally, JIRA maintains a knowledge base in one place, minimizing redundancy and enhancing long-term problem resolution. Integrating JIRA as an MIS tool, Quantanite Bangladesh enhances IT support efficiency, reduces downtime, and ensures a structured, data-driven approach toward service management.

JIRA Ticketing system of Quantanite

Key	Summary	Reporter	Assignee	Status	Created	Time to resolution	Time to first response	Region
SD-1001	Issue with Laptop's CPU Temp (110°C, 10/10/21)	Isak Almet	Tyler St...	Waiting for customer response	11/Oct/21	Today 07:08 AM (H)	Dec 17 05:28 PM	Donghai
SD-1001	Issue On registration Request	Spud Zafu	Shankar Ray...	Waiting for customer response	23/Oct/21	Today 03:04 AM (H)	Yesterday 08:42 AM	Donghai
SD-1002	VPN	Isak Almet	Shankar Ray...	Waiting for customer response	23/Oct/21	Today 07:04 AM (H)	Yesterday 08:59 AM	Donghai
SD-1003	Official assets Takeaway (J28, 10/10/21)	Shankar Ray...	Shankar Ray...	Waiting for customer response	23/Oct/21	Today 07:04 AM (H)	Yesterday 02:49 PM	Donghai
SD-1004	Issue On registration Request	Spud Zafu	Shankar Ray...	Waiting for customer response	11/Oct/21	Today 04:41 AM (H)	Dec 21 10:44 AM	Donghai
SD-1005	Issue On registration Request (11/10/21)	Spud Zafu	Shankar Ray...	Waiting for customer response	10/Oct/21	Today 04:41 AM (H)	Dec 18 11:03 AM	Donghai
SD-1006	Issue On registration Request (11/10/21)	Spud Zafu	Shankar Ray...	Waiting for customer response	10/Oct/21	Today 04:41 AM (H)	Dec 18 11:03 AM	Donghai
SD-1007	Issue On registration Request (11/10/21)	Spud Zafu	Shankar Ray...	Waiting for customer response	10/Oct/21	Today 04:41 AM (H)	Dec 18 11:03 AM	Donghai
SD-1008	Issue On registration Request (11/10/21)	Spud Zafu	Shankar Ray...	Waiting for customer response	10/Oct/21	Today 04:41 AM (H)	Dec 18 11:03 AM	Donghai
SD-1009	Issue On registration Request (11/10/21)	Spud Zafu	Shankar Ray...	Waiting for customer response	10/Oct/21	Today 04:41 AM (H)	Dec 18 11:03 AM	Donghai

Fig.5.3.1. JIRA ticketing system

JIRA service of Quantanite

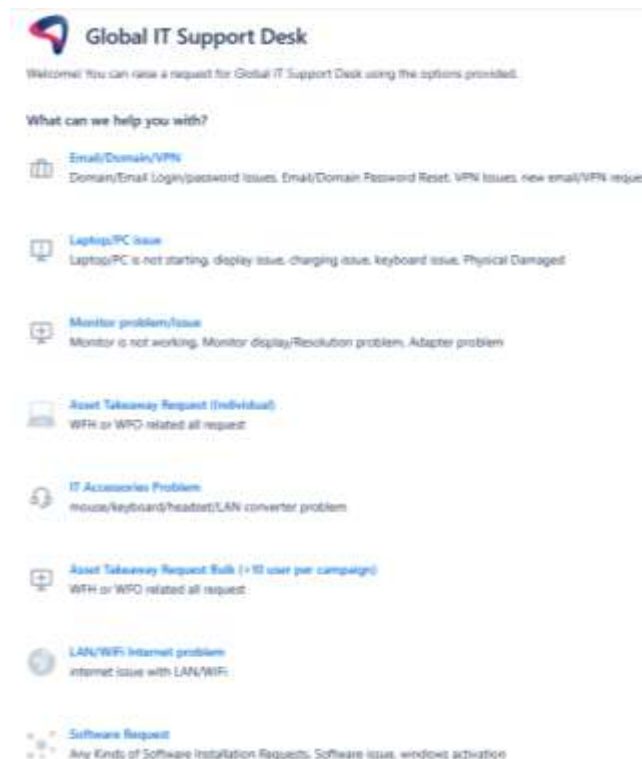


Fig.5.3.2. Type of service user can get through JIRA.

Asset Management and System Monitoring

The IT department tracks all hardware and software assets and guarantees optimal performance with technologies like customize asset management software. These systems' predictive analytics reduce downtime by seeing possible problems before they affect operations.

Asset Management Software of Quantanite

ID	Location	Device	Tag No.	Serial No.	Assigned To	Status	Location	Action
1	Laptop	ThinkBook 16 G6	N/A	PWSG0001	Not Assigned	Good	N/A	
2	Laptop	ThinkBook 16 G6	N/A	PWSG0002	Not Assigned	Good	N/A	
3	Laptop	ThinkBook 16 G6	N/A	PWSG0003	Not Assigned	Good	N/A	
4	Laptop	ThinkBook 16 G6	N/A	PWSG0004	Not Assigned	Good	N/A	
5	Laptop	ThinkBook 16 G6	N/A	PWSG0005	Not Assigned	Good	N/A	
6	Laptop	ThinkBook 16 G6	N/A	PWSG0006	Not Assigned	Good	N/A	

Fig. 5.3.3. Customize asset management software.

5.4 Data-Driven Decision Making by Information Technology department

Large datasets are processed and interpreted by the analytics team using MIS tools, which facilitates strategic decision-making throughout the company. How many assets in use and how many assets in backup those decision making is taking by the information and forecasting.

Equipment Uses:

1. **Power BI:** Provides data visualizations and real-time dashboards for monitoring performance.
2. **Tableau:** Offers interactive data analysis for identifying patterns and understanding.
3. **Google Analytics:** Tracks user activity and website performance.

IT Asset Overview of Quantanite



Fig.5.4.1. Report from Analytics Department.

Analytics for Prediction

The IT Department at Quantanite Bangladesh deploys MIS tools toward strategic decision making through data analysis and forecasting at Quantanite Bangladesh. The analytics team at Quantanite Bangladesh analyzes the key trends in large databases of IT asset posture, system performance, and operation efficiency to recommend optimal resource optimization, enhanced security, and assuring seamless continuity of business.

One of the most important areas of MIS-driven decision-making is Asset Management, with regard to how many IT assets-cum-instruments are in current operation and how many are in current backup or spares. (Hasan & Karim, 2022) "Tracking" done by the department is fundamentally important for being able to foresee future needs and optimize costs.

5.5 Data Protection and Privacy

Quantanite maintains stringent data protection policies that safeguard client data from unauthorized users, leaks, and breaches. The company observes global data privacy regulations like the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). Client data is encrypted during transit and storage with AES-256 encryption so sensitive information is secure in case of interception.

Client data is made accessible according to the Principle of Least Privilege in a manner that employees only view information needed to perform their work functions. Access to client data is audited and tracked in order to watch and audit any suspicious behavior.

Recommendation

Internet connectivity: Although the connection is usually reliable, using a VPN to work in the US and the UK may reduce productivity. The efficiency of the entire firm will increase with faster internet.

Office space: Due to a shortage of seating options, many senior staff members are working from home more and more, which could slow down operations. The business should therefore shift or advance to a higher level in order to increase its spaciness.

Make the process of training easier for yourself: Although Data-path offers two weeks of education, their material is extremely challenging to understand. It would be better if Data-path spread out the training period over the four months of the internship so that interns could more easily understand the understanding. This will improve intern comprehension, which will result in more output.

Improve Work-Life Balance and Employee Well-being: Focus on Work-Life Balance: While the company's culture emphasizes a fun work environment, it's important to balance work and personal life. Consider offering flexible working hours, remote work options, or additional personal leave days to help employees manage work stress and maintain a healthy work-life balance.

Wellness Programs: Introducing wellness programs or efforts aimed at improving physical and emotional well-being would benefit overall employee health. Initiatives such as gym memberships, counseling services, and relaxation sessions could help to reduce stress and increase productivity.

Conclusion

Quantanite Bangladesh, a leading player in the country's business process outsourcing (BPO) market, has risen and expanded rapidly in recent years. The company continues to hire more individuals while providing a choice of advertising options to consumers all over the world. Since its inception, Quantanite Bangladesh has consistently generated a profit and is now one of the most successful organizations in the BPO sector. As part of its commitment to improving business processes, the organization has made significant efforts to improve its management of administrative information systems (MIS). Maintaining company success necessitates excellent information flow, streamlined procedures, and real-time data availability, all of which this focus enables.

Quantanite Bangladesh offers a wide range of services to clients throughout the world, including back and front office BPO, RPA-managed services, sales facilitation, and data identification and interpretation. Customers from Finland, Sweden, Denmark, South Africa, India, the Netherlands, the United Kingdom, Australia, the United States, Lithuania, France, Canada, and Germany are among the company's foreign customers. Customers rely on Quantanite Bangladesh to manage certain operational cycles, allowing them to focus on expansion and other essential business fields.

Quantanite Bangladesh maintains its position as a profitable and rapidly expanding BPO leader, well-positioned for long-term success, by constantly improving its operational and technological capabilities, including an improved MIS infrastructure.

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