

*Pioneering
Total ICT Solution*

since 1997...





EMPOWERING **ICT EXCELLENCE**

Embedded within the core ethos of '**Connecting Progress**', BDCOM Online Ltd. has emerged as the foremost **Total ICT Solutions** provider in Bangladesh. Our legacy is defined by pioneering advancements and unrivaled services that transcend mere internet provision. Since our inception in 1997, amidst the fledgling technological landscape of Bangladesh, we have been instrumental in orchestrating a transformative journey within the ICT sector.

At BDCOM, our commitment to '**ICT Excellence**' resonates deeply, rooted in the principles of collaboration, integrity, and relentless advancement. As the technological landscape evolves globally, we stand at the forefront, adapting and innovating to meet the dynamic needs of our clients and stakeholders.

Our journey towards excellence is fueled by the unwavering support and trust of our clients, who inspire us to push boundaries and redefine industry standards. Through a holistic approach to **Total ICT Solutions**, we pledge to continue delivering unparalleled service excellence. From internet services to advanced technologies like VTS, IPTSP, Software, System Integration, and Managed Services, BDCOM offers comprehensive ICT solutions tailored to your needs. We are dedicated to empowering our clients with cutting-edge technology solutions, ensuring success in an ever-changing digital world.



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WE ARE **BDCOM**

BDCOM Online Ltd. is a publicly traded company listed on the Dhaka Stock Exchange (DSE) and Chittagong Stock Exchange (CSE), having its successful journey of over two decades as an Internet Service Provider (ISP) and ICT Service & Solution Provider. BDCOM was initially incorporated as a Private Limited Company under the Companies Act of 1994 on 12th February 1997. Subsequently, on 12th December 2001, BDCOM was converted into a Public Limited Company. On 10th February 2002, the company transitioned into a listed company through an Initial Public Offering (IPO).

Since its incorporation back in 1997, BDCOM has consistently been a trusted

and forward-looking ICT service and solution provider, committed to building nationwide ICT services and solutions compatible with the demands of the 21st century. BDCOM operates under the licensing authority of the Bangladesh Telecommunication Regulatory Commission (BTRC).

With its diversified business policies and experienced, strong management capacity, BDCOM has consistently held significant market leadership in various sectors including ISP, IP Telephony, VTS and the Software industry. BDCOM has established a robust countrywide MPLS network covering 495 Upazilas out of 495 in the country.



BDCOM AT A GLANCE

BDCOM Online Ltd. was incorporated under the Companies Act. 1994 on 12th February, 1997 as a Private Limited Company with an authorized capital of Tk. 10,000,000.00 consisting of 100,000 ordinary shares of Tk. 100.00 each. On 12 December 2001, BDCOM was converted into a Public Limited Company with an authorized capital of Tk. 250,000,000.00 consisting of 25,000,000 ordinary shares of Tk. 10.00 each. At present authorized capital of Tk. 1,000,000,000.00 consisting of 100,000,000 ordinary shares of Tk.10.00 each increased as on 29 June 2010. At present paid up capital of the Company is Tk. 599,408,240.00 consisting of 59,940,824 ordinary shares of Tk. 10 each.

NAME AND ADDRESS

Name of the Company: **BDCOM ONLINE LTD.**

Registered Office: Rangs Nilu Square (Level-5)
House # 75, Road # 5/A
Satmosjid Road, Dhanmondi
Dhaka-1209, Bangladesh

Corporate
Head Office: JL Bhaban (Level-5)
House # 1, Road # 1,
Gulshan Avenue, Gulshan-1
Dhaka-1212, Bangladesh

Phone: +8809666 333 666

Email: office@bdcom.com

Web Site: www.bdcom.com
www.bdcom.net

ISO CERTIFICATION

Name: ISO 9001:2015

Certificate No.: BQSR25338

Registration Date: 01/06/2024

Issue Date: 01/06/2024

Expiry Date: 31/05/2027

Issued By: BQSR Systems Registech
Private Limited, USA

CERTIFICATE OF INCORPORATION

Number: C-32328(1449)/97

Date: 12th February, 1997

Registered To: Registrar of Joint Stock
Companies and Firms of
Bangladesh
Dhaka, Bangladesh

Listed in Stock
Exchange (s): Dhaka Stock Exchange PLC.
Chittagong Stock Exchange PLC.
"A" Category

Credit Rating: By EMERGING Credit
Rating Ltd., Bangladesh
on December 30, 2024
up to December 29, 2025

Rating Action: Surveillance-2

Long Term rating: AA

Short Term Rating: ST-2

Outlook: Stable

Number of years
in operation: **28 years (+)**



VISION

VISION

To be a trailblazer in the digital landscape providing quality services with trust and reliability.



MISSION

MISSION

To empower individuals and organizations to limitless opportunities offering Total ICT Solutions.

VALUES

BDCOM Online Ltd., a business house with a framework of ethics, focus on customer insights and priorities, compliant with rules, transparent on policies, and with a target on achieving the highest standard and quality of services that we provide with the underpinning values.

MORALS

At BDCOM, we are dedicated to delivering unparalleled value to our stakeholders, placing our customers at the forefront of our operations, empowering employees to reach their full potential, harnessing the power of technology to drive excellence, and fostering a culture of relentless innovation to stay ahead in a dynamic market landscape.

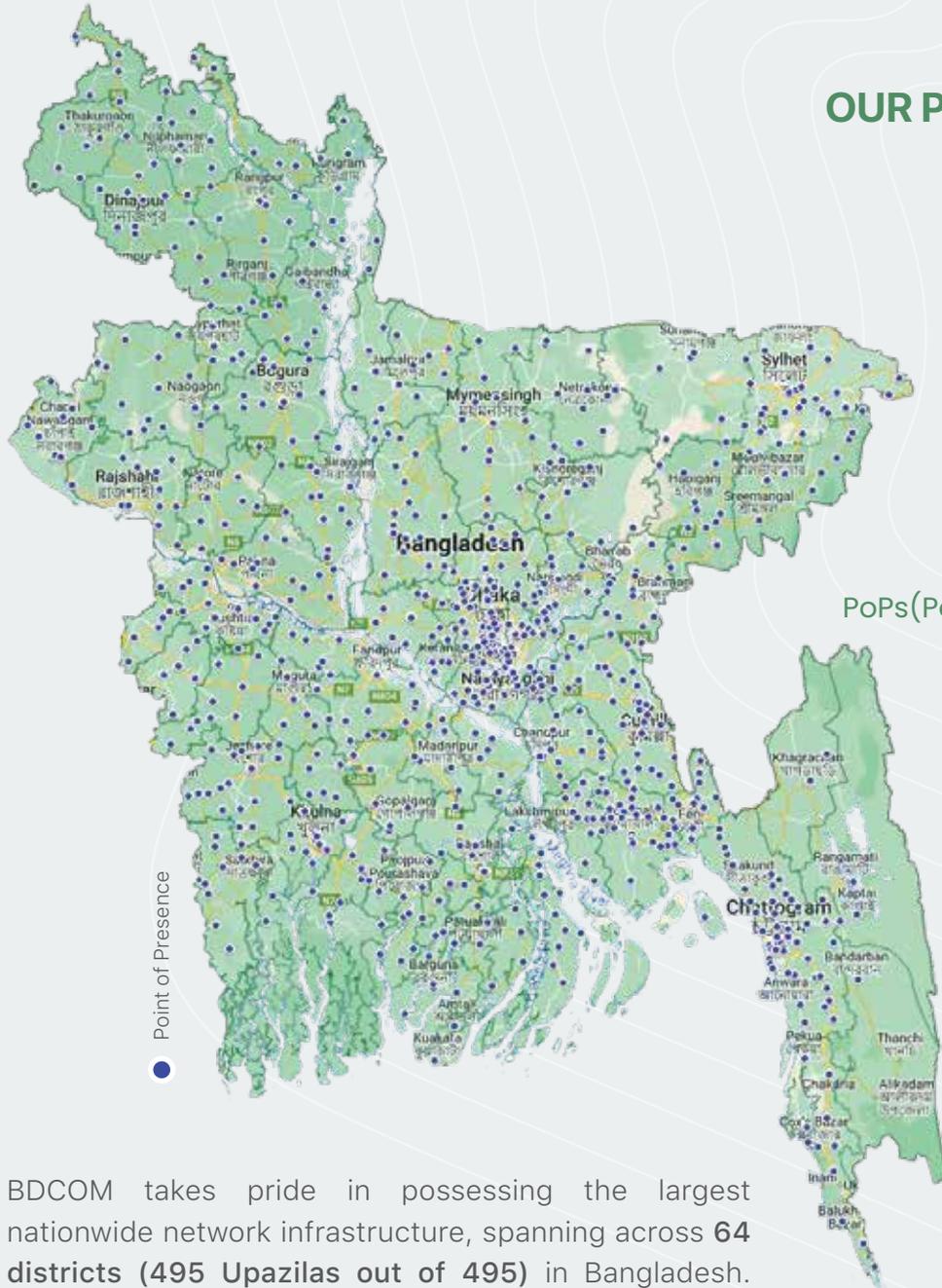
COMMITMENT

Deliver our services in a secure and sustainable way ensuring commitments and compliance with ethical business practices and social responsibilities.

BUSINESS PRACTICES

BDCOM Online Ltd. focuses to provide highly integrated solutions, inherit and follow best business practices, on-time delivery of products & services, complete linkage between up, mid and downstream sectors through establishment of effective communication infrastructure, optimal utilization of resource capacity, achievement of high productivity, capacity scheduling, follow up activities, quicker response, greater accuracy, and rational decision making.

NATIONWIDE NETWORK STRENGTH



OUR PRESENCE IN

64
District

495
Upazila

With

900+
PoPs(Point of Presence)

BDCOM takes pride in possessing the largest nationwide network infrastructure, spanning across **64 districts (495 Upazilas out of 495)** in Bangladesh. This extensive infrastructure comprises high-capacity MPLS networks, fully secured fiber optics, and radio network transmission infrastructures, all empowered by Telco-grade Gigabit state-of-the-art technology.

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We Are Committed
To Delivering

**UNPARALLELED
SERVICE
EXCELLENCE**

tailored to meet
your every ICT needs.

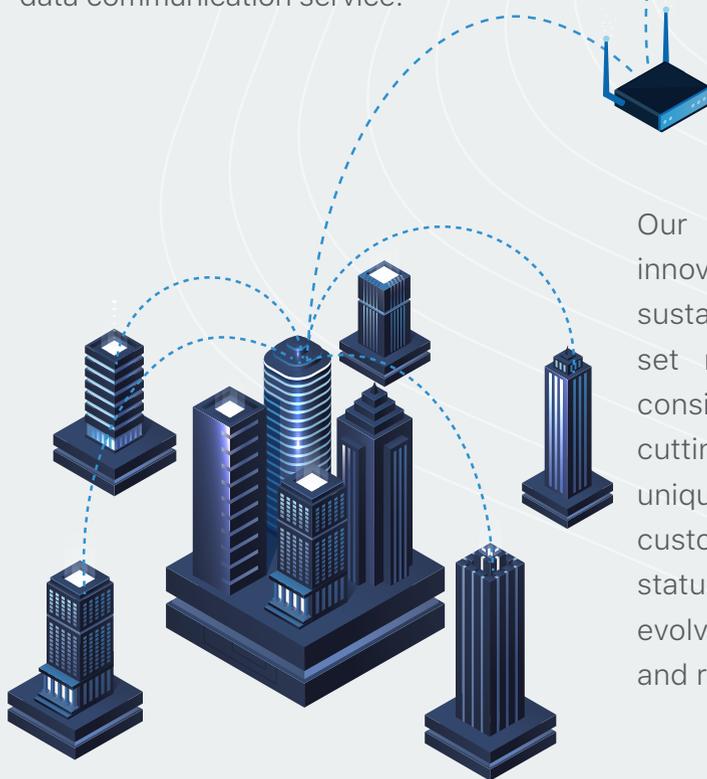
Let's Explore Our Services >>>

DATA COMMUNICATION

BDCOM maintains its unparalleled market leadership in the Data Communication segment, boasting nationwide network coverage, a team of dedicated experienced engineers, and technological expertise that surpasses any other data communication players in the market.

BDCOM's financial strength, coupled with its long-experienced management team, robust solution portfolio, and diversified business strategy, solidifies its formidable position as the leading data communication solutions provider.

Presently, more than **60+ Govt. & Commercial Banks and numerous large Corporates** benefit from our extraordinary data communication service.



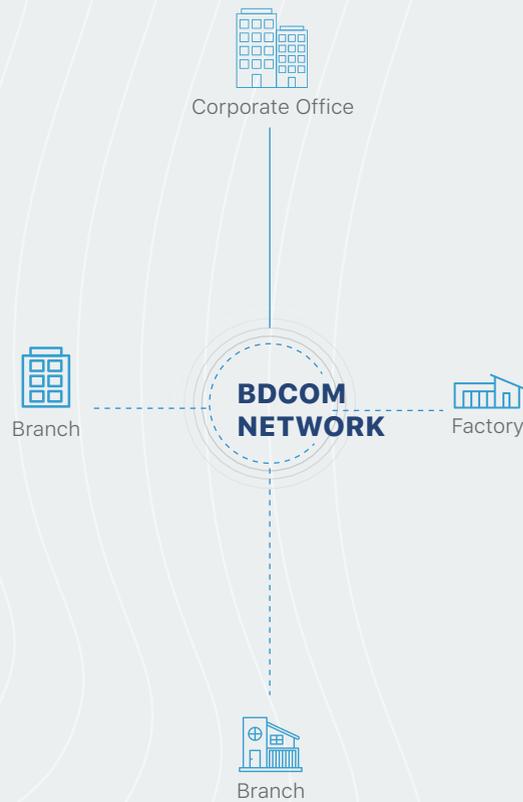
Our unwavering commitment to innovation, customer satisfaction, and sustainable growth ensures we continue to set new benchmarks in the industry, consistently delivering reliable and cutting-edge solutions tailored to the unique needs of our diverse clientele. This customer-centric approach reinforces our status as the industry leader, meeting the evolving needs of our clients with superior and reliable solutions.

SERVICE PORTFOLIO

CORPORATE INTERNET

In the contemporary business landscape, digital communication stands as the primary vehicle for progress. BDCOM subscribes to a philosophy of connecting individuals through its proprietary ecosystem built on technological innovation and a diversified business model. With a commitment to delivering internet services characterized by maximum stability, rapid delivery and enhanced efficiency, BDCOM offers highly flexible, customizable, and exclusive packages tailored to meet the needs of corporate clientele.

This means that customers have the freedom to select services according to their specific requirements. Furthermore, **BDCOM boasts the widest network coverage**, ensuring that clients can access its services seamlessly from any location within the country.



HOME BROADBAND

"SMILE BROADBAND" & "BROADBAND360°" are two esteemed home broadband service brands offered by BDCOM Online Ltd., renowned for their exceptional value packages. These broadband packages encompass a wide range of services including ultra-fast bandwidth, accurate speed, day-night 24/7 helpdesk and all available on-demand. Tailored to cater to diverse user segments, our broadband packages empower our valued customers to select purposefully according to their needs.



"SMILE BROADBAND" boasts unparalleled coverage, extending to areas unmatched by other providers across the nation. With high-speed connectivity, we have established our presence in nearly every district of the country. On the other hand, "BROADBAND360°" is specifically crafted for elite customers requiring demanding ultra-fast high-speed internet bandwidth alongside other premium services offered by BDCOM. Our primary aim is to ensure seamless accessibility for our customers, guaranteeing uninterrupted services at all times.

SERVICE PORTFOLIO

IP TELEPHONY SERVICE

KOTHA, the IP Telephony service brand of BDCOM Online Ltd., was established with a vision to provide reliable, robust, cost-effective, next-generation IP-based telephony services. Since its introduction in 2009, KOTHA has revolutionized Bangladesh's telecommunications landscape by transitioning from traditional analog systems to digital **IP PBX technology**. Today, KOTHA stands as the most widely deployed customized enterprise solution in Bangladesh, commanding the majority market share.

KOTHA caters to a diverse clientele, including government organizations, large enterprises, banks, multinational corporations, corporate houses, and even households, efficiently handling large volumes of call traffic. It offers unparalleled voice quality and a plethora of features. Businesses favor KOTHA IP PBX for its stability and cost-effectiveness. From **single DID setups to high-volume concurrent channels**, KOTHA provides a range of value-added services such as



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Short Code



IP PBX



Call Center Solution



Voice Blast

call center solutions, short code parking, voice blast, audio conference bridges, call forwarding, automatic call diversion, video conferencing, and hosted IP PBX solutions. With numerous successful implementations and service delivery experiences, KOTHA remains the leading-edge IP telephony service in the country.

VEHICLE TRACKING & FLEET MANAGEMENT

BDCOM takes great pride in pioneering enterprise-level Vehicle Tracking Service (VTS) provision in the Bangladesh market, dating back to 2005. Our expertise extends beyond simple track and trace functionalities to encompass comprehensive safety and security solutions for vehicle operations and enterprise fleet management. The BDCOM "SmartTracker" Vehicle Tracking System integrates automatic vehicle location technology in individual vehicles with a sophisticated software platform. This platform collects fleet GPS data via the GSM network, providing an in-depth analytical overview of vehicle movements.

GPS, or Global Positioning System, utilizes a network of satellites orbiting the Earth to provide information on the location, speed, time, and direction of GPS receivers. Currently, a constellation of **24 satellites** forms this network, facilitating precise positioning and tracking capabilities.

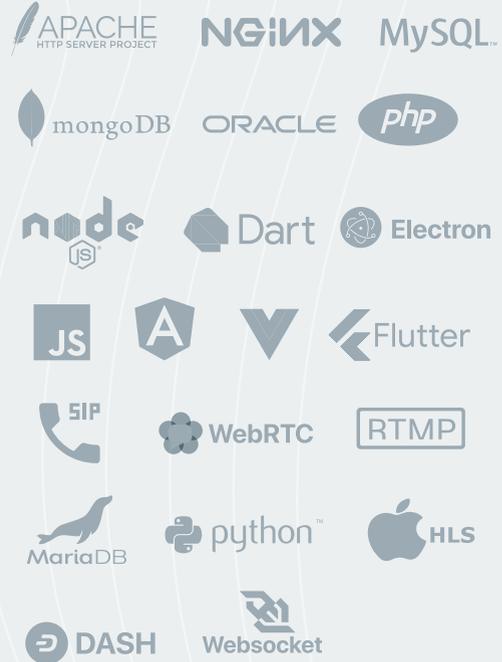


In a landscape characterized by rapid technological advancements and dynamic market shifts, BDCOM stands as a beacon of innovation and reliability. With a proven track record of excellence and an unwavering dedication to customer satisfaction, BDCOM continues to redefine the standards for vehicle tracking and fleet management solutions. We set the benchmark for industry standards not only in Bangladesh but also beyond its borders.



SOFTWARE & WEB DEVELOPMENT

Leveraging more than **25 Years of Excellence** in developing, programming, designing, deploying, and maintaining top-tier software solutions, BDCOM Software has emerged as a trusted leader in technology solutions and services within the country. From initial business process inquiry and modeling to comprehensive systems engineering, BDCOM offers tailored services aimed at facilitating integrated digital transformation experiences. Our approach ensures that all systems function cohesively, addressing enterprise integrity, communication, collaboration challenges, and optimizing day-to-day operations.

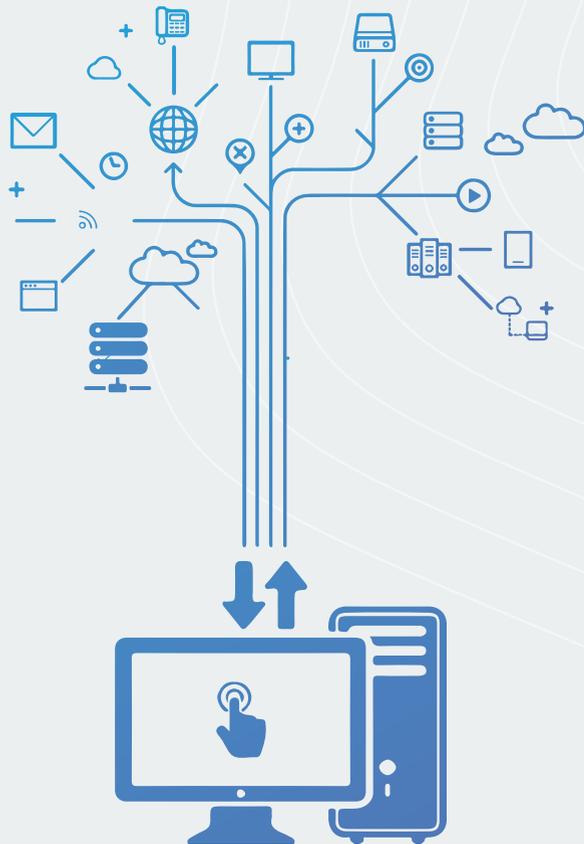


BDCOM Online Ltd. introduced and successfully deployed an advanced Human Resource Management System named **SIMPLIFIED HRM**, which is fully designed based on the Industrial HRM System that fully meets all the compliance of Bangladesh Government labor law as well as professional corporate HRMS. It simplifies HR processes for employees, managers, and the organization as a whole. SIMPLIFIED HRM fits small, medium, and large enterprises with its comprehensive features including skill management, settlement management, attendance management, overtime management, shift management, separation management, and many more.



IT INFRASTRUCTURE CONSULTANCY

BDCOM Online Ltd. offers comprehensive IT consultancy services to various government organizations, ICT organizations, telecoms, large corporations, and enterprises, addressing a wide range of IT-related challenges with tailored solutions. Our consultancy services encompass areas such as large networking, cybersecurity, hardware solutions, IT audits, and digitization. Whether optimizing network infrastructure or providing software solutions, BDCOM ensures your IT and ICT infrastructures remain reliable and secure.



Our consultancy services also include ongoing administration to enhance efficiency, manage costs, and minimize security risks. By leveraging our expertise and experience, we help organizations maintain robust and secure IT environments while addressing their specific needs and objectives. BDCOM's commitment to excellence ensures that your IT infrastructure is optimized, secure, and aligned with your business goals.

SYSTEM INTEGRATION & MANAGED SERVICE

BDCOM stands as a prominent System Integrator within Bangladesh's ICT Industry, forging partnerships with key players like GrameenPhone, Robi Axiata, and Banglalink. Our expertise extends across various sectors, including NTTN companies, RMG & Textile Industries, Conglomerates, and Fintech firms. We have made significant contributions to the establishment of High Tech Data Centers such as Felicity IDC and have undertaken complex infrastructure projects with esteemed corporations like Norban Group, Hameem Group and many more to name.



Furthermore, our collaboration extends to national institutions, including the Bangladesh Power Development Board, Security Exchange Commission, Election Commission, Dhaka University, National University, etc., where we ensure the implementation of secure services. With a rich history spanning over two decades, we have cultivated partnerships with global tech giants like CISCO, Juniper, Huawei, F5, Palo Alto, Fortinet, etc., specializing in the design and implementation of customized architectures and applications.

BDCOM plays a vital role in national initiatives as well, actively participating in projects with A2i for the 64 Districts portal and the integration of the 333 number system, offering innovative and dependable technology solutions to drive progress and efficiency.



COLLOCATION SOLUTIONS

BDCOM stands at the forefront of the collocation service industry, offering unparalleled reliability, scalability, and affordability to businesses seeking a robust hosting solution for their IT infrastructure. With a steadfast commitment and a proactive, "get-it-done" attitude to ensuring 99.99% uptime, BDCOM's data center boasts redundant central UPS systems and dedicated backup generators, safeguarding against any potential disruptions. Our high-speed network infrastructure facilitates seamless data transfer, enabling businesses to operate with maximum efficiency.



What truly sets BDCOM apart is its team of certified support engineers, equipped to deliver a wide array of managed collocation services tailored to meet the unique needs of each client. From server management to security services and beyond, BDCOM goes above and beyond to ensure optimal performance and security. Moreover, our ability to construct custom collocation spaces according to customer specifications underscores our dedication to providing scalable solutions that grow alongside the clients' needs. **BDCOM's collocation services epitomize reliability, scalability, and affordability**, making it the premier choice for businesses seeking a trusted partner in their hosting journey.

SERVICE PORTFOLIO

ENTERPRISE HOSTING

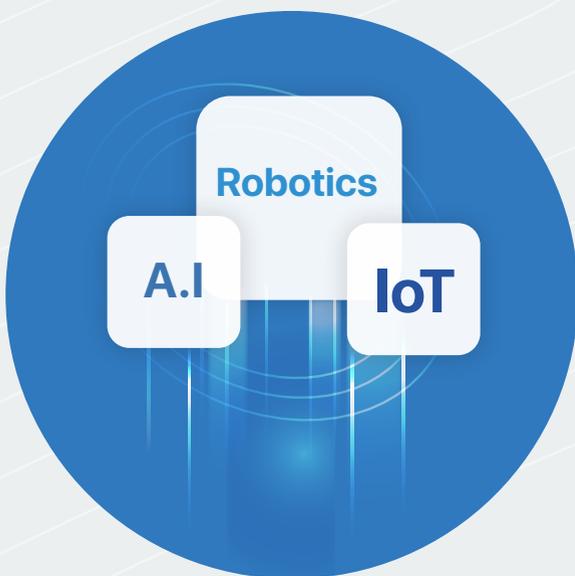
Introducing Bangladesh's FIRST Professional Hosting service: **PROHOST**. Hosting some of the industry's most prominent names, BDCOM offers dedicated, powerful servers capable of managing high-volume traffic and serving millions of simultaneous visitors. If you're operating multiple sites, handling extensive media and traffic loads, and have a sufficient budget, PROHOST is the ideal choice. **BDCOM's revolutionary hosting solution is not only robust and secure but also remarkably affordable.** Embracing the web has never been as professional or as accessible as it is with BDCOM's PROHOST service.

PROHOST



INTELLIGENT AUTOMATION

The digital landscape is rapidly evolving, driven by the transformative power of the Fourth Industrial Revolution (4IR), characterized by the integration of **IoT, AI, and Robotics** into business processes, BDCOM Online Ltd. is at the forefront of innovation. Our dedicated research and development team is committed to understanding consumer expectations and enhancing convenience through technological advancements. By harnessing the power of the 4IR, we aim to revolutionize digital lifestyles, making them more efficient, seamless, and enjoyable for individuals around the country.



ENVIRONMENT MONITORING SYSTEM

BDCOM IoT proudly presents our state-of-the-art Environment Monitoring System (EMS), designed to maintain optimal conditions in various settings. Ideal for industries, commercial buildings, data centers, laboratories, and many other infrastructures where environmental conditions must be closely monitored and maintained, this system tracks vital environmental parameters such as smoke, temperature, humidity, voltage, amperage, frequency, and fluid presence. Accessible real-time data is provided through our easy-to-use web application and mobile app, featuring user-friendly dashboards and detailed reports.



Users will receive immediate alerts via on-site buzzers and digital notifications (email, SMS, phone calls) to stay aware of critical conditions and respond quickly. Our EMS integrates seamlessly with existing systems, ensuring minimal disruption and maximum efficiency. Upgrade to BDCOM EMS to ensure the safety, compliance, and optimal conditions of your facility, while also benefiting from our exceptional customer support and maintenance services.

CLIENT PORTFOLIO

60+
BANKS

200+
MNC, RMG & GOVT.
ORGANIZATIONS

2500+
CORPORATE
CONNECTIONS

10000+
DATA CONNECTIONS

900+
POINT OF PRESENCE

SOME OF BDCOM PARTNERS



AWARDS & RECOGNITION



2014



2018

ICSB NATIONAL AWARD

For Corporate Governance Excellence in the ICT Category.



2023

ICMAB BEST CORPORATE AWARD 2021



RECOGNITION

ISO CERTIFIED

ISO 9001:2015



BDCOM Online Ltd. holds the certification of
ISO 9001: 2015
successively holding ISO Certification since 2005

We are Privileged
To Serve You *with*
TOTAL ICT EXCELLENCE

since 1997...

Thank you.

BDCOM Online Ltd.
bdcom.com

BDCOM Online Ltd.

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Gulshan Avenue, Dhaka-1212, Bangladesh

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