

first in first out
www.fifo-tech.com

ABOUT US!

Since 2004, **FIFOTech** is one of the leading BPO service providers in Bangladesh providing a full range of IT/ITES services nationally & globally. We ensure to provide maximum value, high quality and low-cost Business Processing and ITES Services.



ISO
Certified



Member of
Global BPO Alliance



50+
Local & International
Clients



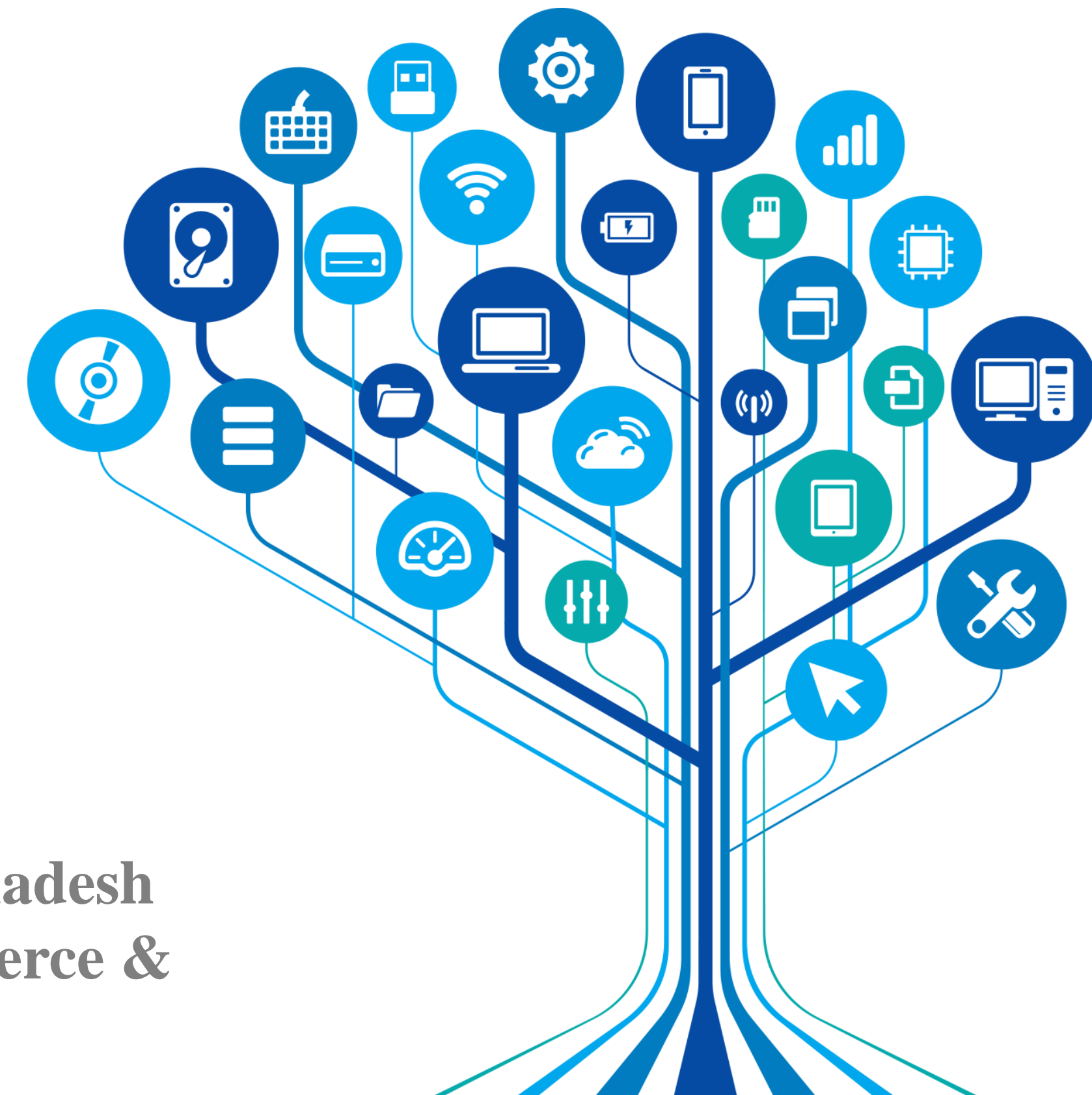
Member of
Bangladesh Association of
Call Center & Outsourcing



350+
Manpower



Member of
Federation of Bangladesh
Chambers of Commerce &
Industries



Towhid Hossain

One of the most prominent businessman and entrepreneur in Bangladesh. Currently holding the position of Managing Director and CEO of FIFOTech.

Having diverse and extensive experience in the ITES/BPO/Telco Sector; with perspicacity of working in multiple renowned multinational companies along with government various ministry with multiple projects.

To empower Social Liabilities, also involved with numerous non profit organization to ensure a better future of Bangladesh.

He is playing an important role as the Secretary General of Bangladesh Association of Call Center and Outsourcing (**BACCO**). He is also the co-founder of a leading e-commerce Shera Bangla 64.



CONTRIBUTION IN DIGITAL BANGLADESH!

Digital Visionary

To establishing the Digital Bangladesh vision of current Government, working in numerous projects in advisory role and implicating the activities around the country including ICT Division of Bangladesh.

General Secretary at BACCO

Serving as the ‘Secretary General’ in Bangladesh Association of Call Centers and Outsourcing (BACCO).

Experience Around The World

As a part of Bangladesh Government as well as business expansion, visited around 15 Countries to participate in Business Summits held in America, Japan, Malaysia, India, Philippine Singapore, Thailand, Indonesia, China, Nepal, Srilanka, UAE, Qatar and others



With Honorable Prime Minister of Bangladesh

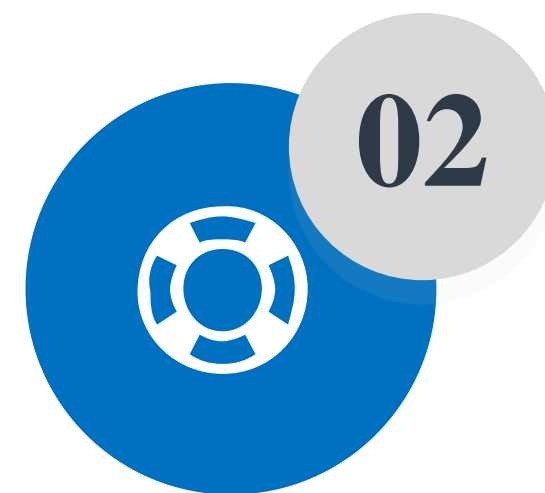


With Mr. Sajib Wazed Joy ICT Advisor to Honorable PM of Bangladesh

AREA OF EXPERTISE



**Contact Center
Services**



**Back Office
Services**



**Digital
Marketing**



**Creative Design
Services**



**Application Design &
Development**



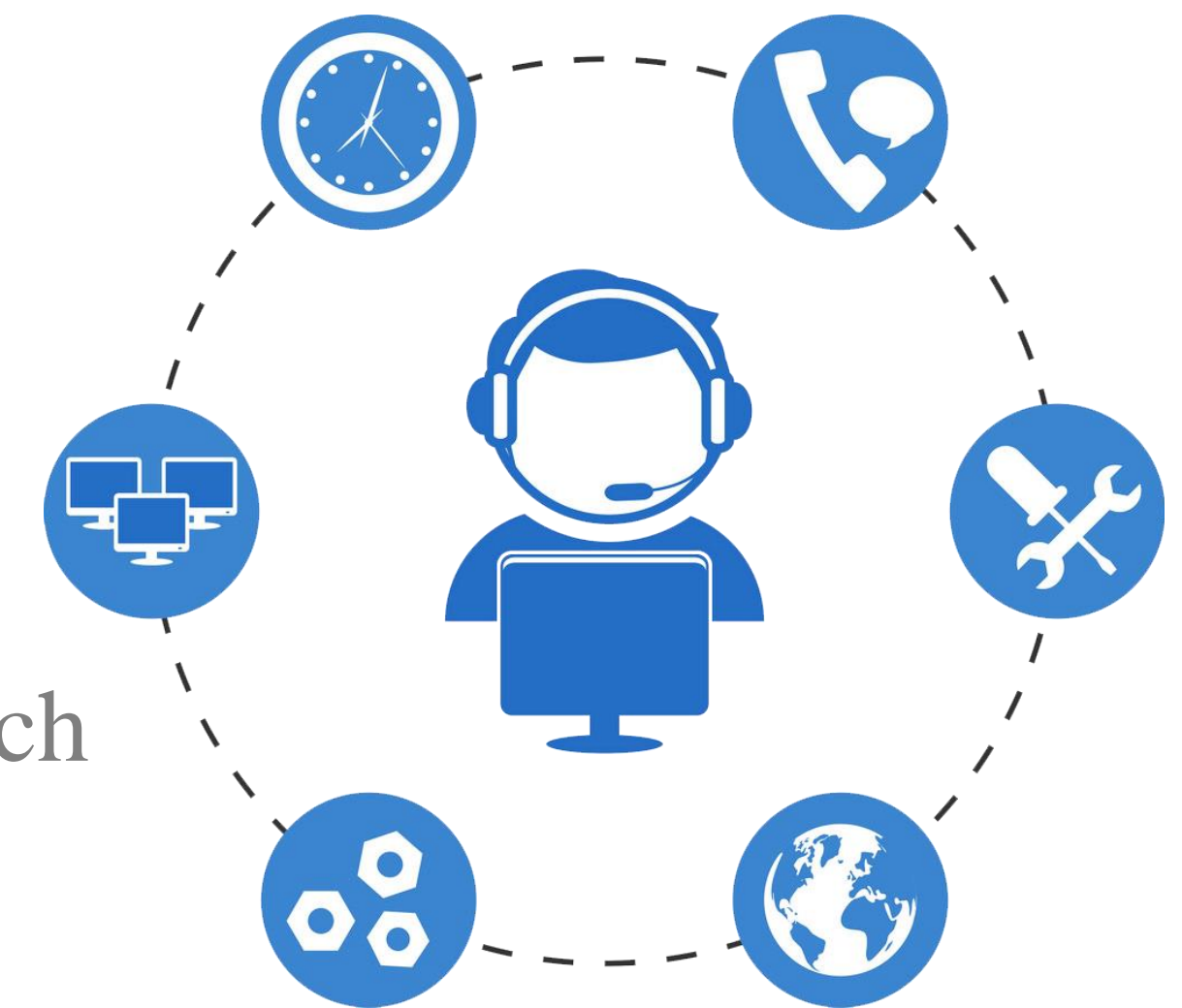
**Skills
Development**

CONTACT CENTER SERVICES

Contact Center Services are an excellent way to reach & engage with customers. FIFO Tech designs its Contact Center Process as per our client's requirements.

Our services include but not limited to the followings:

- ☐ Customer Support
- ☐ Technical/ Help Desk Support
- ☐ Multilingual Support
- ☐ Live Chat Support
- ☐ E-Commerce Support
- ☐ SMS Support/ Email Support
- ☐ Order Management and Fulfillment
- ☐ Upselling/Cross-Selling
- ☐ Appointment Scheduling
- ☐ Customer Surveys and Market Research
- ☐ Lead Generation
- ☐ Complaints Resolution and Handling
- ☐ Customer Retention
- ☐ Telemarketing
- ☐ Chat Bots



BACK-OFFICE SERVICES

FIFOTech provides extensive Back-Office Services with high accuracy maintaining the deadline. By taking over your back-office operations, FIFOTech will reduce your headache & upgrade the quality of your business.

We have expertise in the following Back-Office Services:

- ☐ Data Entry
- ☐ Data Processing
- ☐ Data Conversion
- ☐ Data Cleansing
- ☐ Data Mining Services
- ☐ Scanning and OCR
- ☐ Web Research
- ☐ Content Moderation
- ☐ Administrative Support
- ☐ HR Admin, Recruiting and Payroll
- ☐ Medical Transcription (On-Net & Off-Net)
- ☐ Multilingual Translation
- ☐ Accounting and Bookkeeping
- ☐ Analytics and Reporting
- ☐ E-Commerce Management
- ☐ Online Form Processing
- ☐ E-Surveillance



DIGITAL MARKETING

FIFOTech Digital Marketing Services will help your business connect with your targeted audience. Our vastly experienced Digital Marketing team will boost up your business and drive better results for your benefit.

Services that are rendered under this window are:

- ☐ Search Engine Optimization (SEO)
- ☐ Social Media Management
- ☐ Pay Per Click (Google AdSense)
- ☐ Marketing strategy
- ☐ Audience research & segmentation
- ☐ Content Creation & Management
- ☐ Content Marketing
- ☐ Google Analytics
- ☐ Advertising & Campaign Management



CREATIVE DESIGN SERVICES

FIFOTech Creative Design Services are highly effective & innovative. We have highly qualified & skilled team of designers, video editors and content developers.

Our encompassed services under Creative Design are:

☐ Professional Graphics Design

- Clipping Path
- Color Correction
- Scratch Removal
- Image Masking
- Photo Retouching
- Effects

☐ Professional Video Editing Services

☐ Video Animation

- 2D Animation
- 3D Animation

☐ Professional Content Development

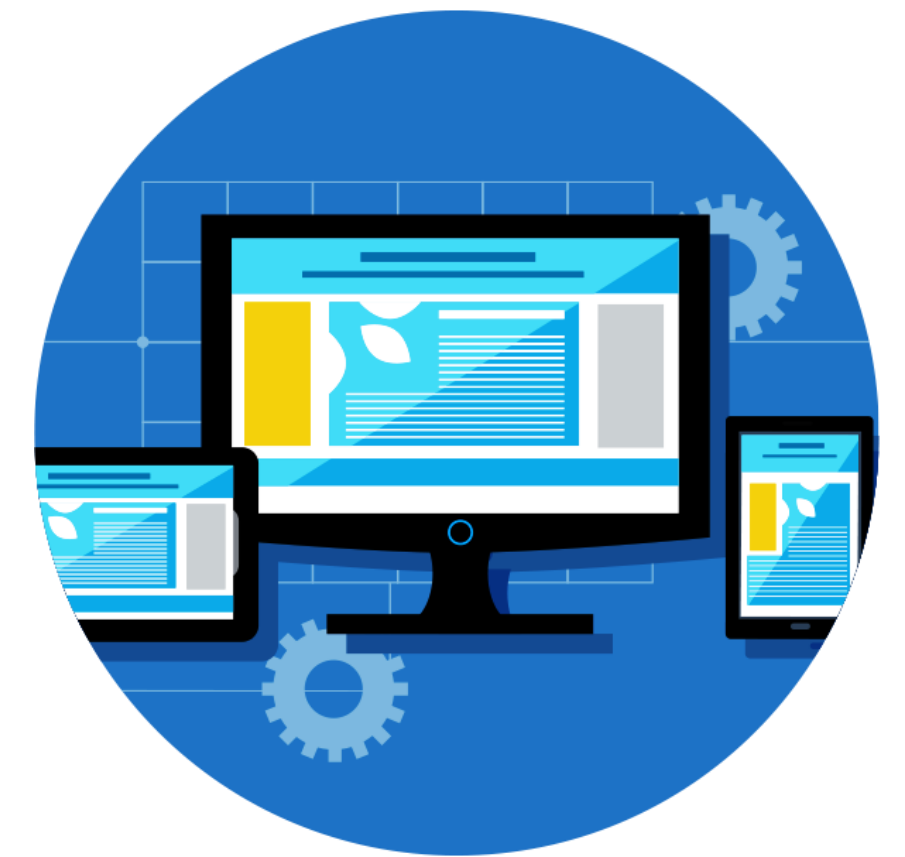


APPLICATION DESIGN & DEVELOPMENT

FIFOTech develops static and dynamic applications. Our in-house skilled developers have huge experience in developing mobile and web applications. We can provide unique design and bug free development.

Our top quality services include:

- ☐ UI/ UX Design with prototype
- ☐ Mobile Application Development
- ☐ Web Application Development



SKILLS DEVELOPMENT

FIFOTech imparts world-class skills development training ranging from basic to advance IT training, technical training to clients in the public and private sector in different areas of the country.

We offer the following training programs:

- ☐ Professional Back office Service
- ☐ Professional Call Center Service
- ☐ Professional Outsourcing
- ☐ Finance & Accounting Outsourcing
- ☐ Graphics Design
- ☐ Web Design & Development
- ☐ Digital Marketing
- ☐ And Others Corporate Skills Development Training



OPERATIONAL OVERVIEW

350+ Skilled Workforce ●

24/7 – 365 Days Services ●

1 Large Office with
adequate equipment in
the heart of Dhaka City

3 Levels of
Power Backup

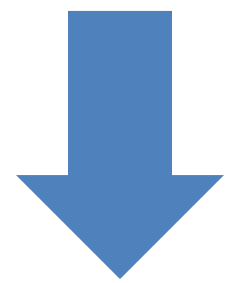
3rd Level Internet
Backup with Fiber
Connectivity

400+ Laptop Based Workstations ●

In-house Servers for Data Security ●

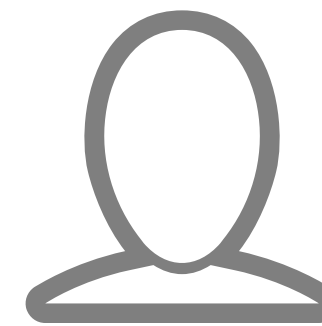


BUSINESS OPPORTUNITIES



LOW COSTS

FIFOTech ensures low costs for its clients along with providing extra ordinary world class services.



SKILLED WORKFORCE

With experience industry based skilled workforce FIFOTech pledges to implicate any projects within deadline for the clients.



24/7 SUPPORTS

Provides 24/7 supports to its partner and clients in occasion of any activities as well as provides oriented time based performance reports and analysis.

SOME OF THE INTERNATIONAL PARTICIPATIONS



ROADSHOW :THE RISE OF BENGAL TIGER:
POTENTIAL OF BANGLADESH **(USA)**



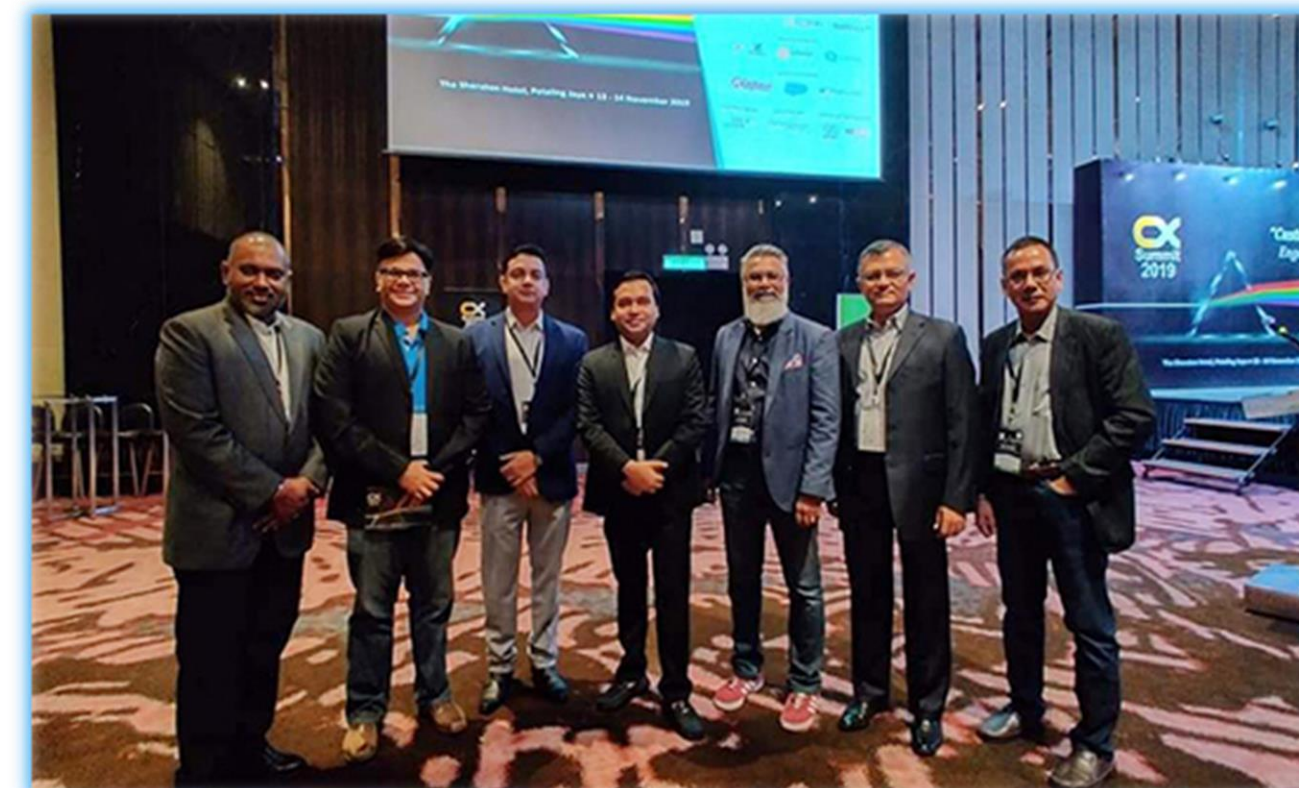
GBA SUMMIT 2019 **(JAPAN)**



CEBIT ASIAN **(THAILAD)**

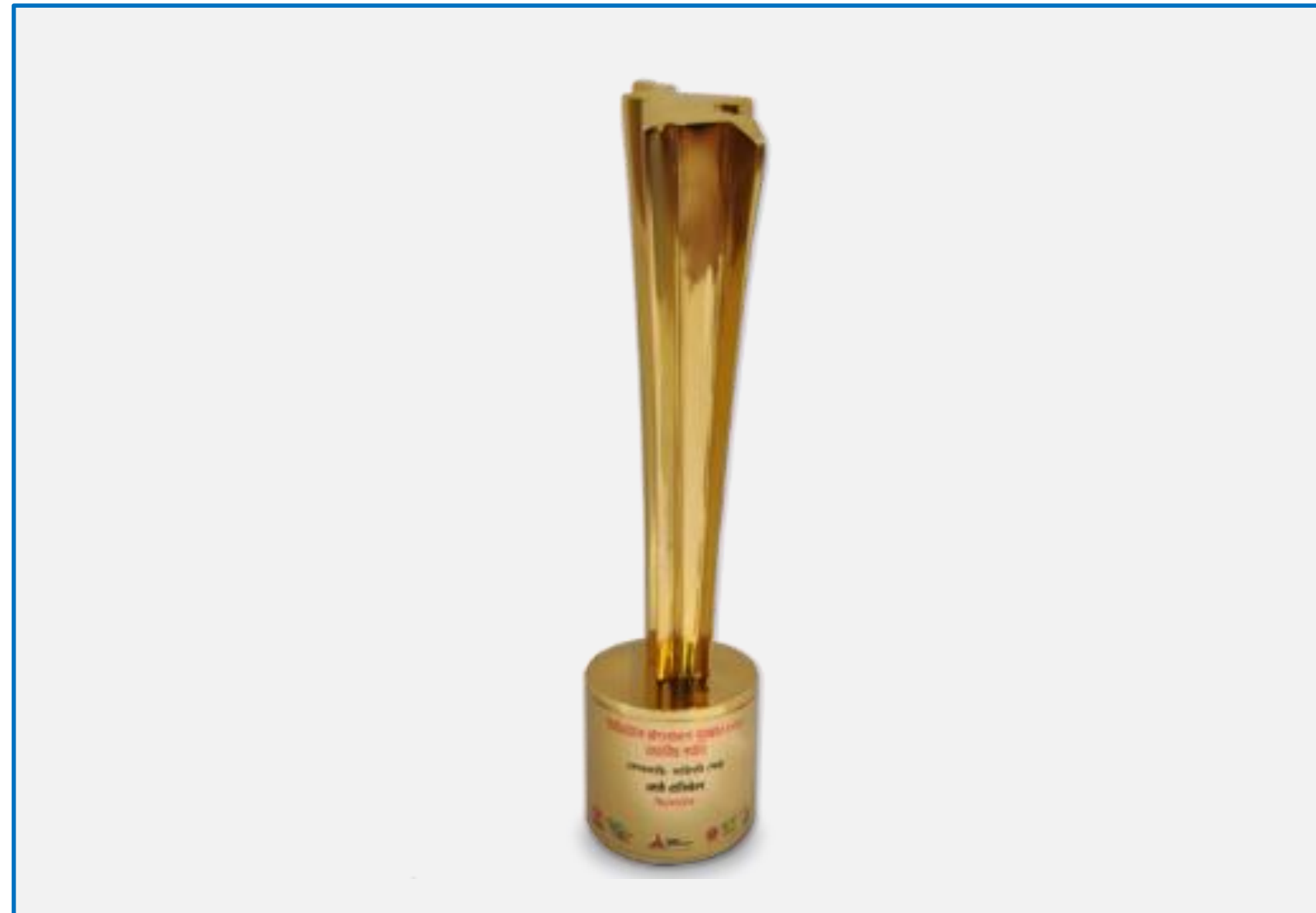


CALL CENTER WEEK **(USA)**



CX SUMMIT 2019 **(MALAYSIA)**

OUR ACHIEVEMENTS



FIFOTech won the "4th Digital Bangladesh Day 2020" award in the category of Private sectors considering the technical level.

OUR ACHIEVEMENTS

Receives Award from Finance Minister 2016



Best IT/ITES company at Digital World 2017

Best BPO Company at the BPO Summit 2018



NUMEROUS AWARDS



SOME OF OUR VALUED CLIENTS

OUR SISTER CONCERNS



www.sherabangla64.com
facebook.com/SheraBangla64

Shera Bangla 64 is one of the leading e-Commerce marketplace of Bangladesh to bring all pure and fresh well-known consumer products of all 64 districts of the country in one platform.



www.goldenfiberasia.com
facebook.com/GoldenFiberAsia

Golden Fiber Asia is the manufacturer and exporter of different Jute products of Bangladesh.



www.dainikeidin.com
facebook.com/dainikeidin

Dainik Eidin is a very popular and fast growing Bangla news portal to publish latest Economic, National, International, Sports, Lifestyle, news, Photos, Videos & more.

Thank You!



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GET IT IN TOUCH

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www.linkedin.com/company/FIFOTech