



COMPANY PROFILE | 2025

GenNet

Arzed Chamber, 6th Floor, 13 Mohakhali C/A, Dhaka-1212

www.gennet.com.bd ; email: info@gennet.com.bd; Phone: +88 09612666444

COMPANY PROFILE | 2025

Executive Summary

GENNET is a dynamic BPO and IT services company dedicated to delivering high-quality, scalable solutions. Our goal is to streamline operations, reduce costs, and drive growth for businesses across the globe.

GenNet is concern of Rahimafrooz Bangladesh Limited (a group with a proud history of more than 70 years), Rahimafrooz has grown in size, scale, and diversity. The Group today has eight operating companies (SBUs), a few other business ventures, and a not for profit social enterprise. As of now, the Group currently employs more than three thousand five hundred people directly and a further fifty thousand indirectly as suppliers, contractors, dealers and retailers. Rahimafrooz operates in four broad segments – Storage Power, Automotive & Auto Service, Energy and Retail.

We have strengthened our market leadership at home while reaching out to international markets. Ranging from automotive after market products, energy and power solutions, to a world class retail chain – the team at Rahimafrooz is committed to ensuring the best in quality standards and living the Group’s five core values – Integrity, Excellence, Customer Delight, Innovation and Inspiring People.

Rahimafrooz has been a partner in the development journey of this nation for more than sixty years now. We set ourselves the highest standards in responsible corporate behaviour and our passion for success is aligned with the development of the country. We are committed to playing a leading role in driving growth, prosperity, ethical values and social responsibility. We continue to serve our customers through unparalleled quality excellence and service superiority. Our business success has been complemented by our commitment to the environment, society and community.

Our Services

 <p>IPTSP Solution & Service Smart IVR Solution</p>	 <p>Email Solution Microsoft Office 365, Google Workspace & Domain Hosting Solutions</p>
 <p>Bulk SMS Service</p>	 <p>Software & Application, Cloud, VM and Web based Service</p>
 <p>IoT & Network Infrastructure Solutions</p>	 <p>AI Integrated Security Solution</p>

IP PBX Solution

We use Class of Service prioritization and management of voice quality. So your entire team can count on business-grade voice quality and reliability. This service is available to anywhere in Bangladesh with the Internet connection.

GenNet team can work with you to design, specify and install enterprise IP PBX system. Organizations with traditional PBX and their analog phone sets can be integrated with GenNet IP based PBX system. Users can call/receive from any type of phone in and outside the country which would be cost effective than other Telecom operators and free of cost to other IPT service providers.

- Product Features

- Voice call PABX (Existing) & IP PABX
- PC Based Receptionist Console
- Multiple Option Auto-Attendance
- Custom Hunt Group
- Call Center Solutions
- Short Code & Physical Connectivity
- Call Routing and Forwarding
- Automated Call Distribution
- Directory Services



- Service Highlights

- Dynamic IVR
- Voice Mail Service
- FAX service to e-mailing
- Voice Recording
- Virtual Conference Room
- Voice Broadcasting / Call blasting
- Real time call monitoring with access
- Coordinate numbering plans

Video Conferencing/Telepresence - Cisco's Authorized Technology Partner

GenNet offers HD-quality point to point or multipoint video conferencing solution which is designed to run over IP networks, allow simultaneous two-way video and audio transmissions. Our service offers mixing of video collaboration with a diverse line of flexible products (Cisco, Polycom, Lifesize, Panasonic, and Huawei) to best meet your individual needs. Now you can rent VC equipment or use as managed service, both hardware and software, allowing customers to avoid the unnecessary technical barriers that prevent the use of video conferencing in organizations. We provide various services including:-

Technology Integration - Managed Service - On Demand Service- Conference Room Service - Maintenance Service - Distance Learning / Training - Web based Video Conferencing



Meeting Room Solution



Executive Solution



Telepresence

- Distance Education & Telemedicine

Experience an innovative way to visit places, without leaving the classroom! Delivered using videoconferencing technology, students from school through University can enjoy a variety of interactive programs designed to cover core curriculum requirements. GenNet can help design this service specifically to meet the educational and health care needs of rural Bangladesh.

Storage & Archive - Video Surveillance Data

Whether you are protecting your business property, processes, or your employees, video surveillance is becoming increasingly important to businesses. In many businesses, CCTV or IP Camera is used to help prevent incidents affecting the personal security of staff, pupils and visitors as well as guarding against intruders and crimes such as vandalism, arson or burglary. GenNet offer data storage solutions including storage and archive your video surveillance data from 7 days up to 366 days (1 year) in line with compliance, efficient storage solutions that address large amounts of data.



This service offer:

- Pay per use - OPEX based model.
- Archive as per Regulatory and Compliance.
- Up to PB size Storage, with On-demand Connectivity.
- 24/7 Monitoring with Maximum Uptime (99.99%).
- The Ability to Scale up efficiently and effectively.
- No Significant Cost and Effort in Building Resource Certified and Skilled Expertise.

It's important to note that implementing proper procedures and processes for data management (backup, archive and compliance) will actually benefit the organization:

- Benefits of this service include:

- Reducing IT operating costs overall
- Supporting litigation or avoiding the issue in the first place
- Speeding up investigation of issues
- Storage and Archive facility for 3rd Party IP Camera and Security System

Website & Software Development

GenNet is your one-stop shop for website and web application development, e-commerce portal development, and different software. We specialize in developing customized business solutions that meet our clients' requirements. Our results have shown that we consistently deliver competitively priced solutions that are flexible and robust.

- Tools and Technology

Our designers and developers are accomplished generalists. Chances are, we've worked in your language or environment before. While we always choose the right tool for the job, we tend to focus on:



- We ensure quality of the highest level using latest code testing, bug fixing and QA utilities.
- Complete, rapid, wizard-driven development environment with optional custom coding.
- Responsive Web apps development.
- Everything you need on the front and back-end (data link, reporting, charting, data mapping, scheduling etc.)
- Secure, standards-based, and extensible.

We strive to generate web traffic from visitors meaning that they may be searching for a related keyword on a search engine (as opposed to your brand name) or consulting a review website to learn more about companies in your industry. All projects are handled internally by talented teams of developers, designers and product managers. We work in an agile environment on a variety of technology stacks.

IT Audit and Consultancy

We deliver a full range of IT auditing and consulting to assist organizations relying heavily on IT applications and automated systems in their day-to-day operations. We are well-positioned to assist banks, insurance companies, govt. agencies, retail stores, e-businesses, software vendors, data centers and sizable organizations with automated key controls to improve either bank core system, ERP systems, automated financial and business reporting. Our IT audit team could also lend support in the areas of statutory audits, due diligence and internal control reviews.

We have resources with CISA (Certified Information Systems Auditor) which is a globally recognized certification in the field of audit, control and security of information systems. CISA gained worldwide acceptance having uniform certification criteria, the certification a high degree of visibility and recognition in the fields of IT security, IT audit, IT risk management and governance. Our IT audit team helps address and identify issues related to IT-related risk for improvement of business operation.

Our IT audit & consultancy services include:

- Assurance, Attestation & Readiness Services
- IT Organization & Business Systems Effectiveness
- Business Continuity Management (BCM)
- IT Process Management
- IT Security & Privacy Management



Annual Maintenance Contract – Onsite Support

We offer various maintenance (AMC) services, both hardware and software to the Corporate and other Business Houses such as;

- Comprehensive AMC

In this contract all faults of network related equipments (Cisco, Check Point...etc) parts including Software, OS, Burned, Broken parts are covered in the contract. Prices 10% of the Total Cost of per equipment (Evaluated or Estimated by our Service Engineer)

- Non-Comprehensive AMC

In this contract maintenance of the equipment will be covered including Patch update, backup, configuration but if any replacement has to be done it will be borne by the contract assigning authority. (Evaluated or Estimated by our Service Engineer).

- On Call Basis Maintenance

Our On Call Basis Maintenance System is a better option for local users. On Site Maintenance will be done at the customer's end or site. We provide efficient professional for service at their Door Step.

Technology Partners

We have further enhanced our services and products by forming strategic global alliances with some of the most experienced and renowned technology companies' vice versa we are providing local support with our expertise and resources for many companies around the world.



Authorized Technology Partner:
- Video Conferencing
- Telepresence



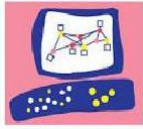
Cisco Premium Partner:
- Network Equipments



Authorized Partner Palo Alto:
- Network Security – Next Generation Firewalls



Dell Tier II Partner:
- Server



Check Point Bronze Partner:
- Firewall & Security Gateway



CTC Union Distributor:
- Media Converter



Cyberoam Reseller:
- Network Security Appliance



Kaspersky Reseller:
- Anti-virus

Customer Support -The Help You Need, the Way You Want To Get It

When you choose our solutions for your business, our team helps you every step of the way. We'll guide you through the process of determining the right solution for your business challenge; through the planning, implementation, launch, and post-launch phases.

Whatever option you choose, our team will work with you -

Offering our consulting, support and training services to ensure successful deployment of services and solutions that build sustainable success for your organization.

Always easily accessible, flexible and responsive, your support level can include everything from basic telephone or email-based support services to enhanced on-site services and support specialist offerings.

Hours of Operation:

- Regular Support: 9x6xNBD i.e. Sat –Thurs (excluding Govt. holidays)
- Extensive Maintenance Support: 24x7x365 (purchase entitlement)

