

BEPZA (Bangladesh Export Processing Zones Authority)

The Web-Based Solution for its export processing zones & investors

The End Customer

Bangladesh Export Processing Zones Authority (BEPZA) is the official organ of the Government to promote, attract & facilitate the foreign investment in the Export Processing Zones (EPZ) - concerning their prime objective to provide special areas where potential investors would find a congenial investment climate & free from cumbersome procedures.

The Management Operational Challenges

Apart from its usual management operational procedures - their vital 3 (Three) operations: (i) Import Permit (IP), (ii) Export Permit (EP) and (iii) Sub-Contracting Permit (SCP) procedures were catered manually, for which BEPZA itself was facing difficulties relating to the above-stated foremost & important issues, especially in providing updated and efficient investment information to its potential and existing investors. For possessing manual operational procedures and drawbacks of adequate Information Technology (IT) infrastructure as well as insufficient Information Technology (IT) Professionals or Expertise (Absolutely Required) - the entire operational workforce processes were truly sluggish, which was extremely a hindrance for the Institution - especially to facilitate while retain its potential and existing investors to ensure efficiency, transparency and smoother operational flow concerning the aforesaid vital priority processes.

Hence the Institution had no choice left (rather) apart from availing an 'Effective and Updated Technological Solution' to enhance their 'Absolute Priority Process Operations' for their investors as well as their official workforce management upgrades, which was absolutely their '**Prime Objective**'.

On 17th June 2009, International Finance Corporation (IFC), Bangladesh Investment Climate Fund (BICF) & the World Bank Group signed a contract with Business Automation Limited (on behalf of BEPZA) to provide and ensure the required 'Automation Process' through cutting-edge Technological Solution while mitigating their (BEPZA) defined 'Three Priority Processes'

1. Import Permit (IP)
2. Export Permit (EP)
3. Sub-Contracting Permit (SCP)

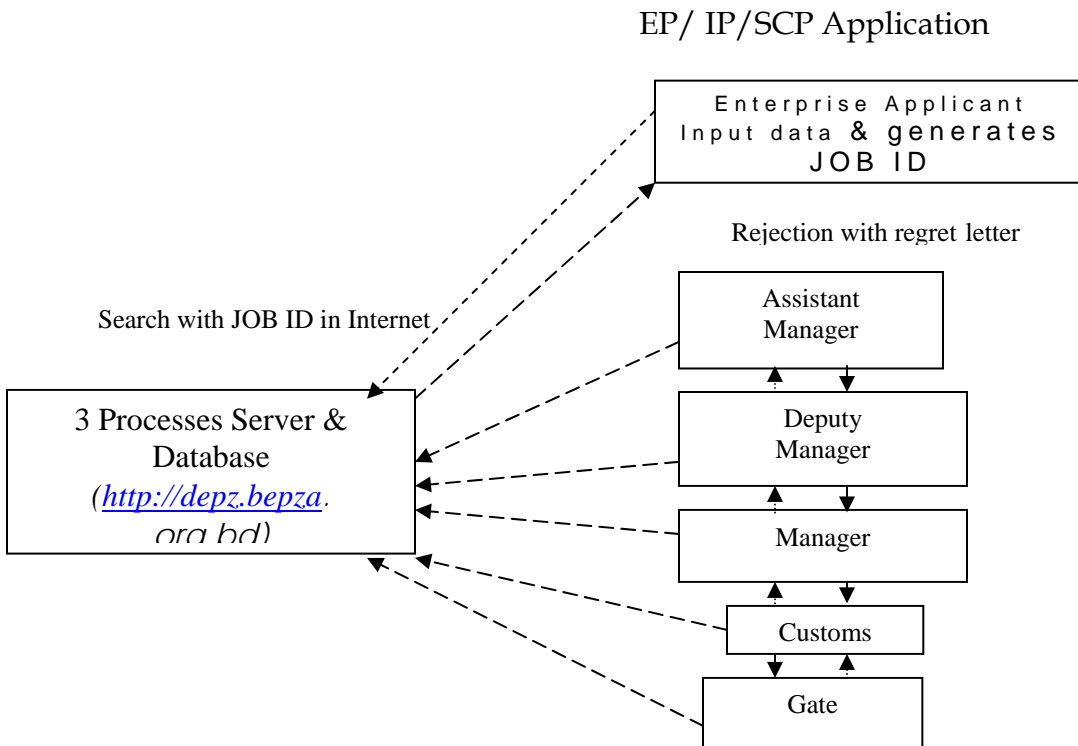
Since they (IFC - BICF) have funded for this challenging project to help-out the Operational hindrance of BEPZA, in order to smoothen-up the operational approaches for the export customers to ensure rapid economical growth rate of the Country, while discarding manual sluggish processes.

The Solution

Considering the challenges and objectives, Business Automation Limited proposed BEPZA - IFC -BICF to design and implement a pilot computerized system to issue Import Permits (IP), Export Permits (EP) and Sub-Contracting Permits (SCP) - (the Three Priority Processes) to the clients in the DEPZ (Dhaka Export Processing Zone), where out of 92 (Ninety Two) DEPZ companies, initially 15 (Fifteen) big companies will enjoy automation facilities under a 'Pilot Project'.

The System is basically a 'Web-Based Application', where the companies can easily submit applications without any hassles and also can track their 'Application Status'. On other part, the BEPZA (initially DEPZ) Authority, Customs to Gate will cope-up with the procedures ensuring enhanced, efficient and smoother operational processes to their customers or investors - comparing to their earlier manual processes.

System Architecture (Diagram):



The Value of Propositions

The Solution of the defined Three Priority Processes of BEPZA - Import Permit (IP), Export Permit (EP) and Sub-Contracting Permit (SCP)' from Business Automation Limited impacted 'True Operational Enhancement' and above all a successful 'Web-Based Application'. BEPZA will go for its expansion to other EPZs in the country within short span of time.

The major & notable Successes:

- Increased speed of operational process flow.
- Reduced time in application life cycle, which is the most significant issue - as Time = Money.
- Customers can track the submitted application status from anywhere and anytime.
- Application submission with all attachment in very easy and user-friendly mode.
- Sending, Submitting & Confirming Application is just on clicks.
- Able to generate various management reports.
- High Security Profile Module with Multi-Level User Security Options.
- Ultimate Operational Enhancement for both BEPZA & its Customers
- Scopes for Third Party Solution Integration & Future Developments

For further query, please contact:



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