



Inspiring Excellence

Internship Report

Submitted To

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Submitted By

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Date of Submission

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Task eater

Function of the Supply Chain & Service management in Task eater Bangladesh Limited.

November 29th, 2018

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Subject: Submission of Internship Report on “Function of the Supply Chain & Service management in Taskeater Bangladesh Limited.”.

Dear Sir,

At first, I would like to give you my proper gratitude for approving this vital topic. The study has given me the outlook to get a reflective insight and exploit my academic knowledge in the practical world of supply chain management for an outsourcing company. This is to inform you that I have successfully completed my internship at Taskeater Bangladesh Limited. During my internship there, I was working in the Data Processing and Transcription Department, under the supervision of Ms.Imratul Jannat.

It has been a boundless benefit to work under such a friendly and helpful management in a steady, friendly atmosphere. This has provided a vast learning opportunity for me and during the three months of my internship, I have learned and gained a lot.

The study contains a comprehensive study on the functions of operations and supply chain management at Taskeater Bangladesh. The study focuses upon various relevant factors. I have provided some crucial discoveries and analysis as well as suggested some applicable recommendations.

I have attempted my level best to follow your guidelines and very much happy that you have given me the chance to prepare this report and wish that this report will meet the standards of your judgment. I will also be pleased to provide you with any explanation regarding this paper. Thank you.

Sincerely,

Anik Polycarp Rozario

ID: 14104083

BRAC Business School

Letter of Endorsements

That is to certify that Anik Polycarp Rozario is a pupil of BRAC Business School, ID: 14104083, Major in Finance as well as operations & Supply Chain Management, effectively finished his “Internship program” entitled “Function of Supply Chain & Service management in Taskeater Bangladesh Limited.” at Taskeater Bangladesh Limited under my supervision as the partial fulfillment for the award of BBA degree.

He has executed his process according to my supervision and active steering. He has tried his nice to do that efficaciously. I suppose his program will assist him within the destiny to accumulate his career. I want his achievement and prosperity.

Signature

.....

Hasan Maksud Chowdhury

Assistant Professor, BRAC Business School

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Acknowledgement

The successful accomplishment of this internship Report is the results of the contribution and association of a number of individuals, particularly people who took the time to share their thoughtful direction and suggestions to enhance the report. I even have the deepest feeling to my revered supervisor and mentor Ms.Imratul Jannath, Team Operations Manager at Taskeater Bangladesh limited. I am glad to her for her continuous support, guidance and direction, suggestions and providing me with valuable data that was significantly required for the completion of this report. I am additionally grateful to the complete Taskeater family as they have been there whenever I required them. Their active participation to any or all my questions, queries during my office has created this journey a real accomplishment. It absolutely was my privilege and a good opportunity and I am honestly grateful working with such a beautiful team. Finally my sincere feeling goes to my family, friends, classmates and colleagues who helped me whenever I required.

Executive Summary

This paper contains my work experience of being an analyst in Taskeater Bangladesh Limited and learning which was gained both from my university and work life. It includes the Business process, Functions of supply chain and service management within the organization. I have covered the area relating supply chain and business functions which they use to operate. The report also has the role of ISO certification for an outsourcing business and its impact on business. It also covers the type of demand, demand pattern, efficiency management and strategy to meet with the demand. Moreover, different business models are discussed and related with the operation of the organization. As a BPO organization how Taskeater is forming its supply chain, service management and gaining client satisfaction are discussed on this paper. Finally, this report mentions a number of Taskeater issues and recommendations that could result in Taskeater being in better shape, increasing efficiency of supply chain management and increasing profitability.

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Chapter 1 Introduction

1.1 Outsourcing and Business Process Outsourcing:

Outsourcing involves assigning a business process to another assembly, which is also recognized as business process outsourcing. Organizations are essentially outsourced to reduce certain expenses, e.g. these include core or non - core operating costs, high valuations, high vitality costs and uncontrolled government orders, production and labor costs. The unique age demographic of Bangladesh, combined with low manpower and government incentive for the IT advantage, makes Bangladesh a notable player in the global administrative outsourcing market.

Now it's about what BPO or Business Process Outsourcing is? Business Process Outsourcing (BPO) is a technique used to outsource various business- related tasks to outsider dealers. At the beginning of business process outsourcing, these were mainly production substances, e.g. B. Producers of soft drinks who outsourced expansive fragments of their supply chains. Nevertheless, it is currently also suitable for the service industry. There are two areas where companies use business process outsourcing, back office and front office. People who create portraits in the back office are typically charged with internal functions for commercial companies such as logistics, collections, and claims or procurement. In addition, front office outsourcing refers to the contracting of business centers — accounting, payment processing, IT services, human resources, regulatory compliance, quality assurance, etc.

A business has multiple BPO options. Business prepare outsourcing is measured seaward outsourcing in case the bargain is coordinated to another nation. For illustration Taskeater Ltd essentially contracted by companies from Europe and America who needs to do outsourcing for their company. Another kind of outsourcing is near shore outsourcing where the work is relegated to a closest nation. For case in case India contract Bangladeshi BPO Company for their commerce. The last is onshore outsourcing, which refers to the company's own country, eg. Philips, an electronics company, is essentially doing this kind of outsourcing.

For Bangladesh, the openings for outsourcing are gigantic. The plenitude of a youthful work drive, blended with the authority's motivating force for the IT zone in current a long time can make Bangladesh a prime player inside the worldwide outsourcing commercial center. The supply chain management of BPO-based companies

essentially comprises the flow from the supplier to the customer, whereby both customer and supplier are the same persons and the customer is the consumer

1.2 Objective:

There are basically two objectives behind this report

1. Principal Objective:

The principal objective is to find the “Function of the Supply Chain & Service Management in Taskeater Bangladesh Limited”.

2. Secondary objective:

The report is a prerequisite for the completion of BBA degree from BRAC University.

1.3 Scope of the Study:

This report will be covering **Functions of the Supply chain & Service Management in Taskeater** through their outsourcing business. This project is based on the knowledge and experiences learnt from my internship at Taskeater Bangladesh Limited.

1.4 Methodology:

The whole project was completed in a systematic way, from choosing the subject to deciding the venture and the total thing in between. The core step was to choosing the subject, which I talked about with my internship administrator, Hasan Maksud Chowdhury. By his legitimate supervision and bolster I carefully chose this subject to work on. Furthermore, information sources, both vital and subordinate were required to be recognized, considered and considered in order to perform this study. Furthermore, looking through the web also helped me to share insights on the point mentioned in this report. At last, an enormous share of all the fabric displayed here are composed from working within the office for all intents and purposes and talking about with the current staff of the company additionally with my boss at office as well as from Akkroo(client), amid my internship period at Taskeater. For my report, essential information's were accumulated from my office supervisor, by talking to my client named Akkroo (client) and the colleagues of my office. In addition,

direct observation of my supervisor and the experience I have gathered over the last three months have helped me to learn and present relevant material for this project. On the other hand, a few of the auxiliary information were gotten from the site of the organizations, both Taskeater and Akkroo (my client). Furthermore, looking through the web also helped me to share insights on the point mentioned in this report. At the end of this report, in the reference part, all relevant information sources are mentioned.

1.5 Limitations of the Study:

1. During the preparation of my research, the lack of sufficient articles, publications and papers on my subject was also a problem.
2. Another problem is the lack of time for my report. There may be other things that can be added to my report, but due to the limited time of three months that could not be done.
3. There were also a few things unanswered by the administration of the organization, because they would not like to share a wide range of data on their supply chain management practices because some of them are very internal and confidential.
4. The most confinement is the subject itself, since the subject itself is relatively new, so it was difficult to find enough information to gather for my research.

Chapter 2 Organizational Overview:

2.1 Taskeater Bangladesh Ltd.:

Taskeater builds amplified groups for web companies working basically in Europe. Taskeater teams support customers in areas such as data processing, back - end operations, content moderation, online marketing and lead generation. Taskeater sets up progressing devoted groups that work specifically with clients. Clients see Taskeater as a way to outsource certain forms so that they can center on advancement and the zones that are center to their competitive advantage. Taskeater's current and past clients are from around the world, counting from Finland, Sweden, Denmark, Holland, United Kingdom, Australia, United States, Lithuania, France, Canada and Germany.

2.2 History:

- Taskeater was established in March 2014 as a Finland-based organization with its primary office in Dhaka, Bangladesh.
- In March 2015, Taskeater Bangladesh Limited was consolidated to back the developing organization in Dhaka.
- In August 2015, Taskeater contracted with Europe-based worker in London to starting building its worldwide deals organization.
- In February 2017, Taskeater moved into its to begin with commercial office premises in Mirpur14.
- As of July 2017, Taskeater had 220 employees.
- As of September 2017, Taskeater had 280 employees.
- In October 2018, Taskeater divided its operations of lead generation and moved the department to Mirpur DOHS as for increasing number of employees.
- As of November 2018 has an estimated of 800 employees and more to be recruited by end of December.

2.3 Company Goals:

Taskeater does not have a mission or vision statement, but instead two clear goals:

1. To ended up a brand of choice for high development companies in Europe for outsourcing.
2. To gotten to be an employee of choice for youthful experts in Bangladesh.

2.4 Company Culture and Values

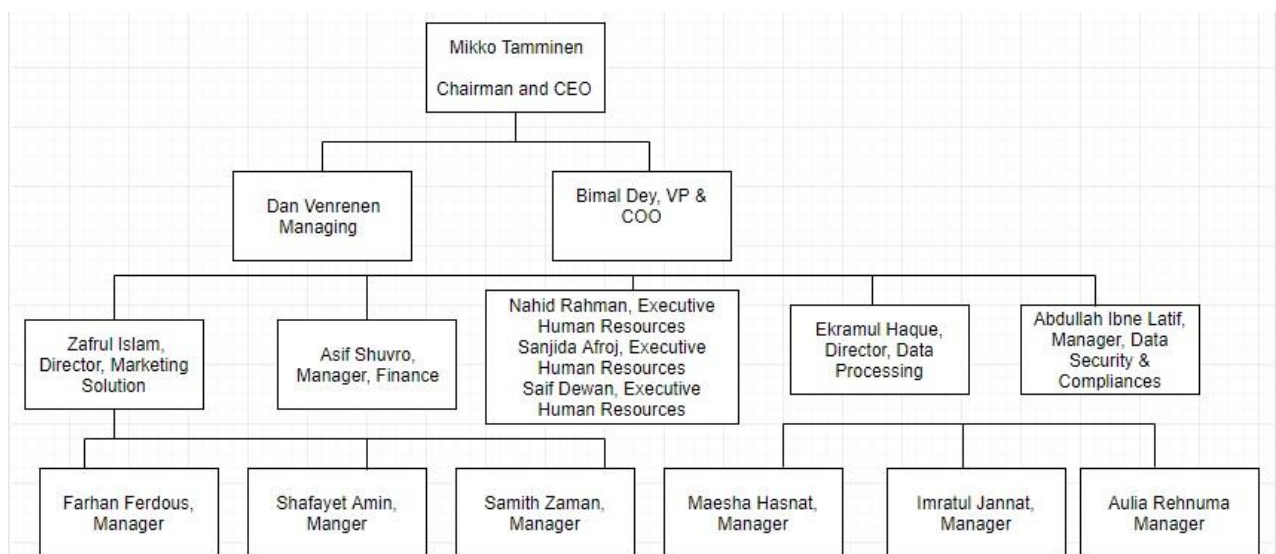
We are perceived as a company with “friendly environment” and a place where we take ownership of our own growth and excel in our professionalism through creating values for all our stakeholders.

Values that characterize our employees:

- We help each other grow as professionals
- The office is a place for us to grow professionally and we use our spare time to learn new things which will help us grow
- We learn and improve our professionalism through experimenting or failing while experimenting
- We understand the context of our delivery and how it’s creating values for our clients and Taskeater

2.5 Company Organization and Management:

The current company organization as of 16 November 2018 is depicted in the following diagram:



2.6 Communication:

The two main channels of business communication internally and with clients are email, Skype and Slack. Staffs are issued a corporate email address with the domain @taskeater.com. All email communication and access to Google Drive documents are conducted using this corporate email. Staff can switch the password of this account, however the company reserves the right to access the account at any time and change the account's password.

2.7 Working Hours

The Company operates two standard office shifts in Dhaka:

- Monday to Friday, 10AM to 6PM (the day shift)
- Monday to Friday, 6PM to 2AM (the evening shift)

2.8 Services offer by Taskeater:

- Lead Generation
- Content Moderation
- Order Processing
- Data-Processing
- Tagging and Categorization
- Transcription
- Online Data Collection
- Security Camera Surveillance & Call Centre auditing etc.

2.9 Branches & Competitors:

Currently Taskeater has four offices across four different countries, those are:

1. Waterloo Road, London, SE1 8UL, United Kingdom.
2. Langorintie 119 00890, Helsinki, Finland.
3. Lollandsgatan 29164 43, Kista, Sweden.
4. CRP Building, Mirpur 14, Dhaka 1206, Bangladesh.

Competitors:

Taskeater is a multinational company and therefore competes nationally and internationally, although most BPO companies offer unique services, some of the rival companies of Taskeater are Service Engine BPO, Bangladesh Association for Call Center and Outsourcing–BACCO, Fortune Tech, DataPath Ltd. Genex Infosys, HiTech etc. The growing number of BPO companies in Bangladesh is an important point of concern for the company.

Chapter 3 Review of Related literature:

To depict the supply chain administration of Tasketer, the author of this report found a lot of journal and article with respect to supply chain administration. In spite of that, majority of these materials are related to manufacturing organizations. Some people who talked about supply chain and service management are mentioned here Rayhan 2018, Alsbridge 2007, Habib, 2007, Dibb and Simkin, 1993, Sampson 2000. Author has used different diagrams to show the flow of supply chain and service management and relate them with Tasketer Bangladesh Limited. It also includes the ITESCM model, (Habib, 2010) is a useful to relate the supply chain management of an outsourcing organization. Rao, S. V. (2015) & Alsbridge. (2007, February 19) cleared up for the service management and data security which is also part of this report. Related the process flow of Tasketer through **Tutorialspoint**(2018) . This report includes Tasketer's representatives, the administrator and all the individuals included and contributing to the company.

Chapter 4 Internship Experience

4.1 The Job Itself:

I am currently working as an Analyst of Taskeater. Data processing and Transcription is my department. Now question comes what is Data processing and Transcription? Data processing is basically finding personal and non-personal information like Emails, phone number, postcode address and sorting them according to client requirement for the business purpose. In my department my team leader Mr. Abhi Kundo trained me perfectly and made me understood about the job. Basically, Taskeater offers its employees training so that employees can understand their responsibilities more quickly. My team leader first trained me to sort out different data and create a data base according to it. After that, I learned from time to time how to find events and professional profile for LinkedIn, online stores, outlets, etc. After a week of training, they assigned me to a client named Akkroo, which is a digital marketing company in the United Kingdom. As they are a B2B enterprise they need to sort out information about different person and use it to boost the sales and other service according to their client requirement. They provide services such as Manage events from the cloud-based dashboard, Scan business cards on the spot with accurate transcription, Lead scoring, Marketing Automation & CRM, Report & Review event lead capture performance. I have worked to collect data, find the validity of the data and transcribe so that my client can use them accordingly. In this 3 months I have been giving client Akkroo, my all the cooperation on behalf of Taskeater which is helping them to conduct their own business.

Chapter 5 Function of the Supply Chain & Service management in Taskeater Bangladesh Limited.

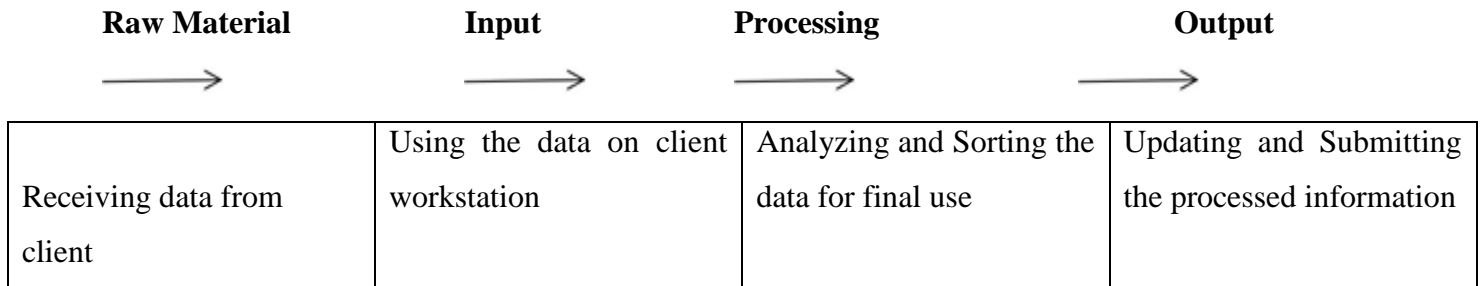
5.1 Supply Chain Management Framework of Taskeater:

Supplier: In order to process data the client gives us vital records like records, instruction sheets, and diverse site address. Hence, it is exceptionally simple to say that Clients themselves are our primary provider for our outsourcing. Besides, to perform those administrations we have to be visit distinctive websites frequently where able to get fundamental data. Mostly the client workstation keeps of generating items that need to be recorded.

Service providers: The service providers are essentially Taskeater staff, analysts, team leaders and managers. They are the persons who offer this service. For example, in my generation of leaders, my client gives my team leader Mr. Abhi Kundo orders and instructions, who teaches me to understand the job perfectly and I do it according to the criteria or preferences of the customer. Director of our Data Processing, Mr. Ekramul Haque and Ms. Imratul Jannath manager also monitors our work by visiting my Google sheet (or software suit where I work) once or twice a week carefully. So everyone is basically affiliated with the job somehow from top to bottom.

Final Customer: Basically, Taskeater offers services for B2B. Almost every customer is an organization. The service we provide essentially goes to them. Therefore, they are the people who receive our products or services. Our customers themselves are not the ultimate customers. For instance, my Akkroo client gives us the required files and instructions for data processing. After we have provided our services, we send our task to Akkroo so that they are the people who get back our service. They operate and perform their own business through our services. For example, when Akkroo gave us a task for their business event, they need important data by which they want to use for the marketing and sales boosting for their client. We help them find the data and process it to make it usable. As a result, they can smoothly provide service to their final customer. Akkroo uses the processed data to provide service to the final customers.

The service flow is from supplier to customer. Where the information flow is two - way, as the information flows from both sides. We can draw the framework for the supply chain of Taskeater by understanding its outsourcing activities. It consists essentially of the raw materials, input, processing and output. In the diagram on the next page, the framework showed:



Raw Materials: Receiving the order and data needed to perform the task such as information about different events and person attending those events.

Input: Our input includes the data which are given from our client, understanding the client’s task and use the work station to use those raw data to process.

Processing: After the data collection the clients requires the data to be processed as we have to find out the validity and authenticity of that data and sort them accordingly.

Output: Updating and submitting the final verified data and other information to the clients as an output or finished product and submitted in workstation.

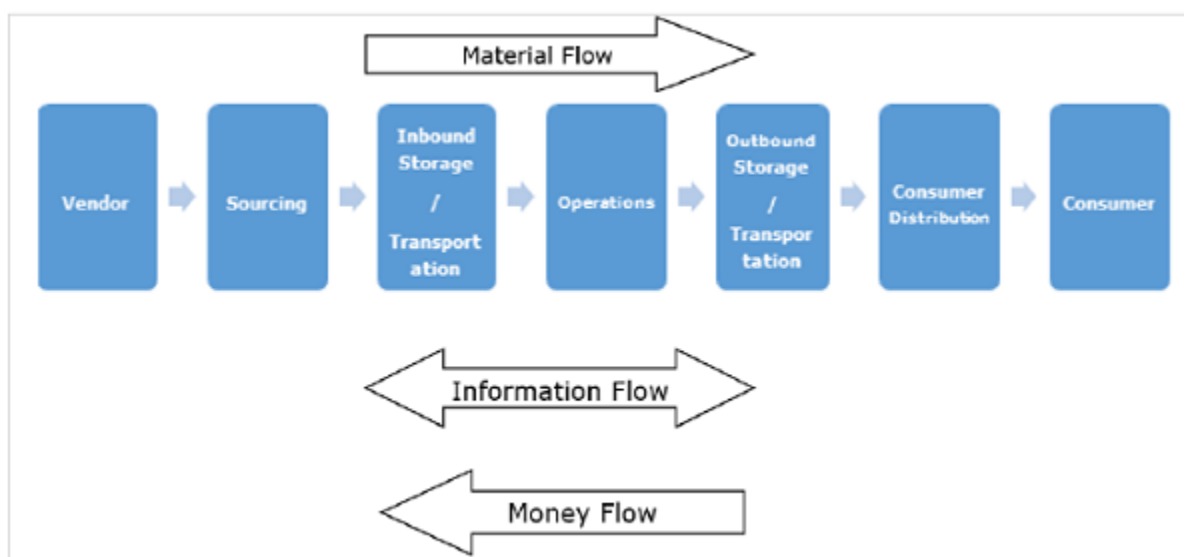
In the service design and in the continuous service improvement phases of service management, service level management exists equally. It means that some service level management activities are carried out during the design of services, but others are carried out as part of the continuous service improvement. The following diagram illustrates the process activities involved in management at service level in Taskeater Bangladesh Limited.

5.2 Supply Chain Management - Process Flow for Taskeaters Bangladesh Limited:

Material Flow: As Taskeater is a service organization the material for their work is different comparing to the manufacturing organizations. Material flow for a service organization Taskeater would be using different data from internet and client given data as per the department this can varied. After the data collection which is considered the raw material we have to process it by transcribing and creating database according to the data we were provided and collected. After that we provide that data to the client as end product so that they can utilize it for their service. As my client Akkroo is a B2B enterprise they use those data to serve their client for their business development.

Information Flow: Regular interaction between the producer and the consumer is necessary for a successful supply chain. In many cases, we can see the participation of other partners such as distributors, dealers, retailers and logistics service providers in the information network. Takeater communicates with their client frequently in order to provide the best service to its customers. Mainly quality complaints and data security is considered to the major factors for BPO organization for information flow. Information flow also includes the client requirement of data and demand and supply and feedback on end product (Processed data).

Money Flow: Basically money flow means the cash collection between organizations according to their terms and conditions. Usually the customers check the order for correctness on the basis of the invoice raised by the producer. If the claims are correct, the money flows from the customer to the producer in question. As for being a BPO organization Taskeater collects money from its client as providing the service offering they have contracted to.



5.3 Service Management:

Service management is about establishing relationships with key customers and stakeholders and ensuring that shared service services meet their needs. At the highest level of service management, customers can meet regularly to share objectives, review past performance and set expectations for future activities. A successful service management team will constantly monitor the alignment of the services from the shared service center with the customer group's goals and objectives. Taskeater mainly support two types service category as below:

Information technology: enabled services (ITES) BPO: This form of BPO uses information technology (IT) to provide services through the Internet or the data network. The service desk analyst, production support analyst and IT analyst are some examples of ITES BPO jobs.

Knowledge process outsourcing: KPO changed BPO a little. Some KPO vendors support functions that are considered to be at the heart of the business, although they may not be at the heart of the particular company that hires them. KPO companies offer more than process expertise; they can also offer expertise based on business and domain. KPO services include research, analysis or work by Microsoft Word and Excel. KPOs can make low - level business decisions if they are not in conflict with higher - level business policies, but those decisions can be easily undone. KPO vendors are usually linked to the value chain of the company and employ people competent in a specific field.

Typically, service management consists of the following key activities:

Quality control: It is used for monitoring the standard processes and outputs daily. As for Taskeater they have to track down the works daily basis as to keep record of the amount of work done in a day. Usually we had to note it down to work tracker and checked according to client feedback.

Performance measurement: For tracking volumes and compliance with service key performance indicators in cost parameters. Managers and Team leaders in Taskeater simultaneously check on work update and communicate with the client for performance measurement. Moreover, they setup a target to measure the efficiency of an employee.

Process improvement teams: Manage requests for changes and act in a timely manner to correct service non – compliance. Tasketer uses its client feedback and improve the work force by giving them proper training according to the client requirement. Training gives new team member a level playing field and more customer satisfaction.

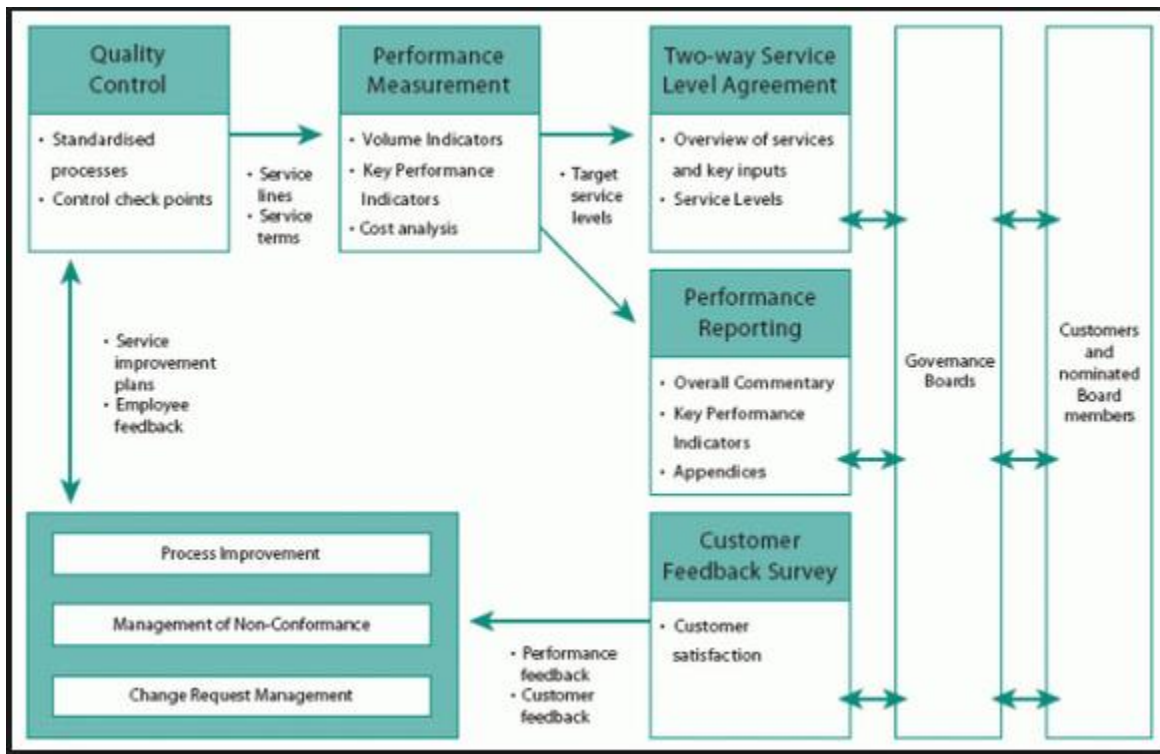
Service level agreement (SLA) management: Tasketer has to lock down clients and comes to an agreement for the service that would be provided. It specifies the type of service to be provided and any additional details of the type of service. In the case of IP network connectivity, the type of service describes functions such as the operation and maintenance of network equipment, the bandwidth of connection to be provided. A reliable service is the one that suffers from minimal disturbances in a certain amount of time and is available almost always. After customer requests, a service with good responsiveness will quickly perform the desired action.

Performance reporting: As far as performance reporting is concerned, it refers to the specific process involving the actual collection and dissemination of the total sum of performance information for the project to all relevant parties. The information distributed may contain information such as status reports, progress measurements and certain forecasting elements. Tasketer is focused on its commitment towards its clients and keep them up to date about the performance reporting.

Customer satisfaction feedback surveys: As for Tasketer they keep track of the performance of analysts by gathering customer satisfaction feedback and the analysts working there are compensated and corrected according to it. Customer satisfaction feedback plays a vital role in employee efficiency and quality measurement.

Governance boards: Which include the CEO and other director body of Tasketer meet on a quarterly or half yearly premise to survey in general execution and prioritize modern administrations for roll-out, changes to be planned or speculations to be made.

Diagram below shows the flow of service management activities:



5.4 ISO Certification:

Recently Taskeater worked for ISO certification. It is essentially a quality management framework. Taskeater is in the process of requesting ISO 9001 and ISO 27001 certification. Preparation for ISO is in the final stage. Since the first stage audit in April 2018, Taskeater has worked with advancement zones highlighted by the external auditor and prepared the management of the company as ISO by internal audit team. The company is expected to request this certificate by the end of 2018. By carrying out this ISO certificate company, you will gain some advantages that are examined below.

Upgrade of company’s validity and acceptance: ISO 9001 could be an internationally recognized standard. It has become the must for developing the best circular administration machine in the division, changing numerous needs once posted. While a client is looking for a provider, it is usually necessary to consider a QMS based essentially on 9001. The ISO 9001 certification can be an effective display gadget.

Client satisfaction: One of the satisfactory control concepts that could be the motivation for ISO 9001 needs is to improve customer satisfaction with plans and efforts to meet customer needs. By increasing the company's customer satisfaction, Taskeater will hold more trustworthy customers, as well as satisfied customers are the key to maintaining customer reliability. These types of customers bring additional revenues to the company.

Decision Making: ISO 9001 certification indicates the decision making process which is based on actual facts rather than assumption. It upholds the credibility of the organization and transparency of the work. ISO 9001 indicates the quality assurance.

Data security: ISO 27001 is basically focused on data security and security management system. As for an outsourcing company it is essential to ensure the data security for client and gain more reliability. It is considered one of the most popular information security management standards worldwide.

Effective Risk Management: As for a systematic approach combining technology, process and people to protect organizations information through effective risk management. It is a framework that includes policies and procedure maintaining all legal, physical and technical control on organizations risk management process

5.5 Production strategy: Level production or Chase demand?

In my analysis, Taskeater most of the time follows the demand strategy as its production strategy. The company continues to hire employees when they need them and fire some employees when the demand for their services is low. To eliminate firing costs, the company now takes contractual employees for any project, when the project is over. For instance, Taskeater recently had a large client named Doordash. Taskeater needs an additional 150 + staff to work and maintain the work of Doordash. However, the company cannot take this amount of staff at once, because it needs additional office space and other facilities. They are now taking part in the timer of this Doordash project, as well as some contract workers, to reduce their costs and their threats, which can be said to be a strategy for demand. In Taskeater it is easy to move employee for continues flow of production. For instance, during the time of additional demand by Akkroo they use members of sales group and other departments to meet the client requirement without having any hiring cost. All departments do not go through the similar amount demand pressure at the same time. Therefore, they act upon to meet the client requirement which indicates the definition of chase demand structure.

Chapter 6 Learning Outcome

6.1 Professional Learning:

- Learn almost distinctive computer program devices and how to utilize them like Ms.Excel, Client work Station, Mailtester etc.
- Learn to analyze and visualize information to distinguish the crave information.
- Learnt how to do multitasking.
- Improved my arrangement ability and caught on how to make a win-win situation.
- Since, we maintain a day-to-day communication with our client, my communication capacities are getting improved as well.
- Meeting due dates, dealing with client's criticism and feedback which can offer assistance me to develop professionally.

6.2 Academic Learning:

- I also learned from my experience how the BPO supply chain works like Taskeater.
- Operational functions of supply chain management in a BPO organization.
- Service Management of Taskeater
- Client Management and Efficiency

6.3 Personal Learning:

- As I was assigned to work in a team, therefore learned how to work and communicate as a team member.
- My other learning experience is working with different types of people. Sometimes, I have to give my own creativity and create a solution. This experience therefore increases my ability to think critically.
- Finally, responsibility is the main learning point. If there was something wrong with me, I learned to take responsibility. Try to learn more about my mistakes than blame others.
- Punctuality is one of the core factors that I have learnt from my Internship Opportunity.
- In addition, this internship experience helps me to become personally and professionally more mature and responsible.

Chapter 7 Recommendation & Conclusion:

7.1 Recommendation:

Taskeater is one of the fastest developing BPO in Bangladesh. Inside 3 a long time its current worker working beneath Taskeater are nearly 600, hence we will get it how much quickly it really creating. Separated from its positive side there's too a few negative side which from my see they have to be think in the event that they need to realize a great and feasible business within the long run:

1. **Vision and Mission:** From the company perspective to see that Taskeater does not have any Vision and mission. Taskeater have two specific objectives but they too require a vision since something else they will not know where they need to see themselves in close future. Without having any vision and mission company may suffer from directional dilemma as they grow.
2. **Issue in human Resource Division:** In Taskeater, right now there are more than 500 hundred Workers. In any case, the shocking thing is to preserve those 500 workers there is only three HR Executive. They handle all the HR related issues of all the workers. As the old HR Manager was changed and as the new recruits are inexperienced therefore they are bit slowly in terms of employee problem solution.
3. **Problem of money transaction:** Our Government does not allow online business exchange however. Without any perplexity, Bangladeshi web-based businesses have shown it as the greatest issue they confront. Unnecessary to say, most of the businesses are influenced by this trouble whereas exchanging universally. The Greatest complication to run the outsourcing trade, once more larger part of the firms has demonstrated around the world cash exchange trouble as the foremost disillusioning one. In the event that Taskeater can kill this issue by consulting with Bangladesh government it'll include a brick to their future.
4. **Slow internet speed:** Internet speed of Bangladesh is additionally concerning point for Taskeater. Their normal internet speed is 5-10 MBps which isn't sufficient to support a BPO. 40% of the businesses are expressively influenced by drowsy internet speed here in Bangladesh. Web designer and computer program engineer firms experience this issue more frequently than the others. Be that as it may, companies appear to come up with the circumstance and 60% companies have detailed that they by one means or another oversee it, in spite of the fact that the working speed gets drowsy. This issue diminishes company's effectiveness.

5. **Maintenance of Hardware and Software:** As they need continuous maintenance of their devices as faulty devices hampers the productivity. Moreover, their software needs regular update as for using backdated software the hardware becomes slow and some options gets unavailable to use. Without out proper maintenance its can cause property damage and increase the cost for the company as hardware is considered to be asset in BPO organization.

7.2 Conclusion:

For me, internship was an actual life experience of job which enhanced my knowledge and enriched my experience. It gave me a taste of corporate culture and organized me for the next career. It gave me the opportunity to deal with the real situation of life. It has removed my indistinct ideas and misconceptions about the company environment and created a new atmosphere within me, so that you can help me to be a future leader in the company environment.

This report fundamentally talks almost the Taskeater and its outsourcing exercises, which could be a famous BPO organization in Bangladesh. Outsourcing incorporates the contracting out of a business handle to another party which is additionally known as trade handle outsourcing (BPO). Currently Bangladesh is having worldwide competition in BPO sector and Bangladesh in competing against India, Pakistan and Philippines. It is considered to be one of the fastest growing sectors in Bangladesh. As for government support and low cost man power Bangladesh has huge opportunity in this sector. Taskeater can be one of the major companies that can initiate and create scope in this sector. Though Taskeater might not have any vision and mission statement it can be one of the fastest growing BPO in Bangladesh if it uses it business process effectively. Nevertheless we can hope that Taskeater will overcome those problems and become an outsourcing giant in the world.

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