

From Nepal to the World: How We Built & Scaled a Global ICT Product

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Agenda

- Introduction
- Early Products
- Key Learning from Past Failures
- KrispCall
- USP of KrispCall
- Challenges
- Conclusions



Dr. Rajendra Dangol

- Bachelor's degree in Electrical Engineering from the Institute of Engineering (IoE), Pulchowk Campus, Nepal
- Master's degree (2011), cum laude & Ph.D. (2015), cum laude, from the Department of Electrical Engineering and Automation, Aalto University, Finland.
- Postdoc, Eindhoven University of Technology, Eindhoven, The Netherlands





Rajendra Dangol

FOLLOW

Postdoctoral Researcher, [Eindhoven University of Technology](#), Eindhoven, The Netherlands

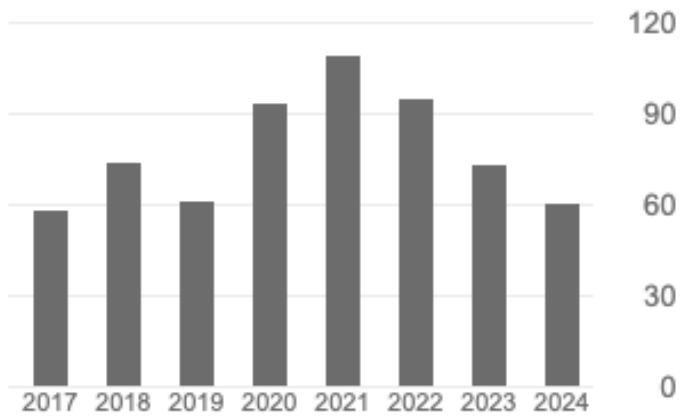
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LEDs Colour Quality Colour rendering Colorimetry

TITLE	CITED BY	YEAR
Photometric measurements of lighting quality: An overview T Kruisselbrink, R Dangol, A Rosemann Building and Environment 138, 42-52	156	2018
User preferences for LED lighting in terms of light spectrum MS Islam, R Dangol, M Hyvärinen, P Bhusal, M Puolakka, L Halonen Lighting Research & Technology 45 (6), 641-665	92	2013
User acceptance studies for LED office lighting: Preference, naturalness and colourfulness R Dangol, MS Islam, M Hyvärinen, P Bhushal, M Puolakka, L Halonen Lighting Research & Technology 47 (1), 36-53	91	2015
User acceptance studies for LED office lighting: Lamp spectrum, spatial brightness and illuminance MS Islam, R Dangol, M Hyvärinen, P Bhusal, M Puolakka, L Halonen Lighting Research & Technology 47 (1), 54-79	87	2015
Subjective preferences and colour quality metrics of LED light sources R Dangol, M Islam, MH LiSc, P Bhusal, M Puolakka, L Halonen Lighting Research & Technology 45 (6), 666-688	69	2013
Lighting for road tunnels: The influence of CCT of light sources on reaction time B Liang, S He, L Tähkämö, E Tetri, L Cui, R Dangol, L Halonen Displays 61, 101931	40	2020
Effect of window glazing on colour quality of transmitted daylight R Dangol, TW Kruisselbrink, ALP Rosemann Journal of Daylighting 4 (2), 37-47	36	2017
Feasibility of ceiling-based luminance distribution measurements TW Kruisselbrink, R Dangol, EJ van Loenen Building and Environment 172, 106699	22	2020
A comparative study between two algorithms for luminance-based lighting control TW Kruisselbrink, R Dangol, EJ Van Loenen Energy and Buildings 228, 110429	19	2020
User-acceptance studies for simplified light-emitting diode spectra RR Baniya, R Dangol, P Bhusal, A Wilm, E Baur, M Puolakka, L Halonen Lighting Research & Technology 47 (2), 177-191	18	2015

Cited by [VIEW ALL](#)

	All	Since 2019
Citations	687	493
h-index	11	9
i10-index	11	9



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Based on funding mandates

Luminance distribution determination

Inventors Bianca Maria Irma Van Der Zande, Johan-paul Marie Gerard Linnartz, Thijs Kruisselbrink, Alexander Rosemann, Rajendra Dangol

Publication date 2022/6/30

Patent office US

How i began

End of 2019 - I came back to Nepal

Early-Mid 2020 - During Pandemic, Started **Smart Electrical & Lighting Solutions**

Simultaneously started **Codavatar Tech Pvt. Ltd. as a Co-Founder**

Challenges in Smart Electrical & Lighting Solutions

- Payment issues (still haven't Recovered bad debts of 2020)
- Changing Demand/Requirements of the Clients
- Clients not willing to pay as per the work demand



Codavatar Tech Pvt. Ltd.

Leadership Team



Dinesh Silwal
Chairman / Co-Founder



Dr. Rajendra Dangol
CEO / Co-Founder



Prasanta Raut
COO / Co-Founder



Diwakar Ghimire
CTO / Co-Founder

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Early Products





Key Learnings from Past Failures

- 01 Development Complexities
- 02 Poor Quality
- 03 Bad Timing
- 04 Stiff Competition
- 05 Supply issues
- 06 Limited target audience

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KrispCall

- a cloud telephony system that caters to businesses of all sizes
- offers virtual phone numbers for 100+ countries

Advance Features

- Power Dialer
- Bulk Sms
- Multi-level IVR
- Coaching

The screenshot displays the KrispCall user interface. On the left is a sidebar menu with options like 'Dialer', 'Total Credit \$1.01 USD', 'View Usage Balance', 'Dashboard', 'Contacts', 'Power Dialer', 'Bulk SMS', and 'Settings'. Below this are sections for 'MY NUMBERS' (United States +1 248 762 0356) and 'TEAM CHAT' (Jeffrey Kessler). The main area shows a list of contacts with their names, profile pictures, and recent messages. The selected contact is Bellingham Johnson (+1 202 555 0187). The conversation view shows a message from Jennifer Kessler: 'Hi there, this is Jennifer with Wave Communication. How are you today? You were interested in our platform, that's why I'm texting you. If you need my help to book a demo, please let me know. Best regards!'. Below this is an 'Incoming Call' notification for 2 min 32 sec at 7:00 PM. Another message from Jennifer Kessler says: 'Follow up on the earlier message. Please let me know if you're still in the market for alternative VOIP products, happy to help!'. The final message from Bellingham Johnson reads: 'Sounds great! we will contact you soon for more information. Thank you.' The right sidebar shows contact details for Bellingham Johnson, including tags, contact info, notes, and additional actions.

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Team

- Development Team
- Sales team
- Support Team
- UI/UX Team
- Marketing Team
 - Digital Marketing
 - SEO
 - Content writer
- Business Analyst
- Founder Office



STRENGTHS OF KRISPCALL

Significant result over our service

01

7,000+

Global Businesses

02

\$2.7M

USD ARR

03

130+

Countries Served

04

170+

Employees

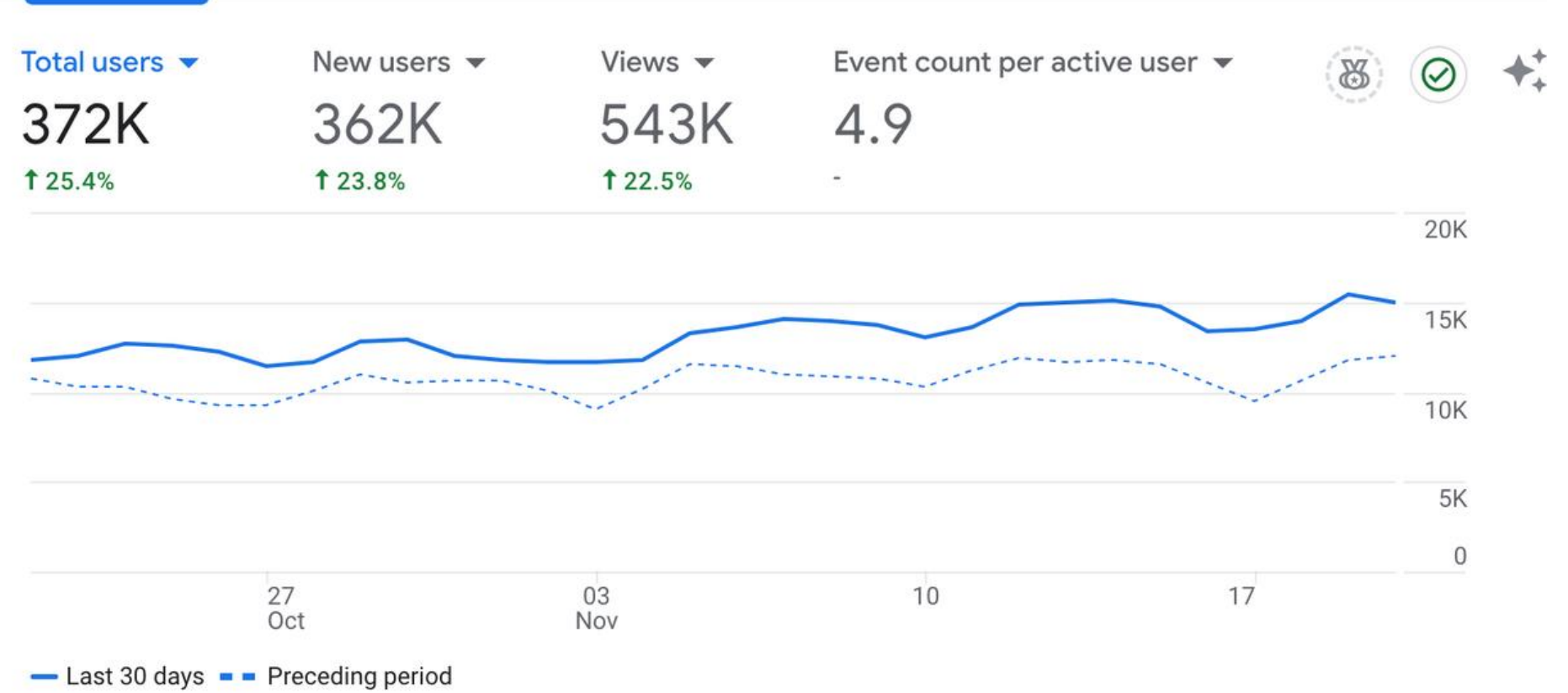




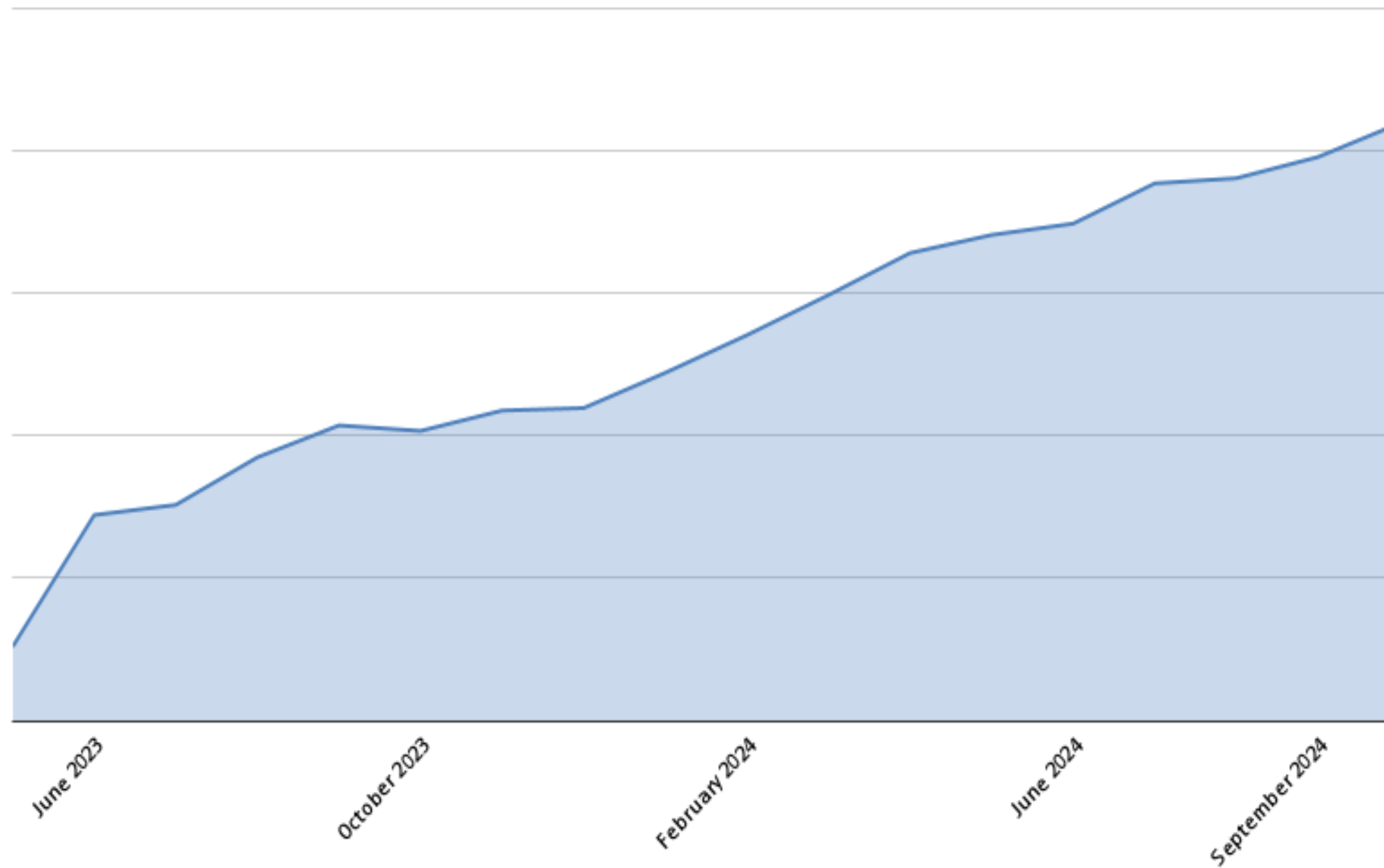
Selling Points (USP) of KrispCall

- 01 24/7 Human Customer Support**
- 02 Competitive pricing**
- 03 Better UI/UX**
- 04 High call quality**
- 05 CRM Integration**
- 06 Quick Adaptation to the market trend**

Organic SEO Growth of KrispCall



Financial Growth of KrispCall



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Services we use



Current Challenges of KrispCall

- 01 Customer Retention
- 02 Scaling sales operation
- 03 Local Manpower Retention
- 04 Shortage of Top Talent Pool
- 05 Improving Product - Market Fit
- 06 Business Development into B2B business



FUTURE

Expansion Plans

Bangalore Expansion:

10+ sales team accross India to tap into South Asia's growing tech market and participate in regional industry events like TechSparks, Bengaluru Tech summit.

San Francisco Expansion

Plans to expand its sales operations to San Francisco to strengthen its presence in the U.S. tech industry and foster global growth.



Challenges for Nepalese Products

- 01 Lack of Nepal Based Products (Proof)
- 02 Payment issues (due to NRB restrictions)
- 03 Local Manpower Retention
- 04 Shortage of International market experience posing manpower
- 05 Limited Access to Global Networks
- 06 Local Funding and Investment

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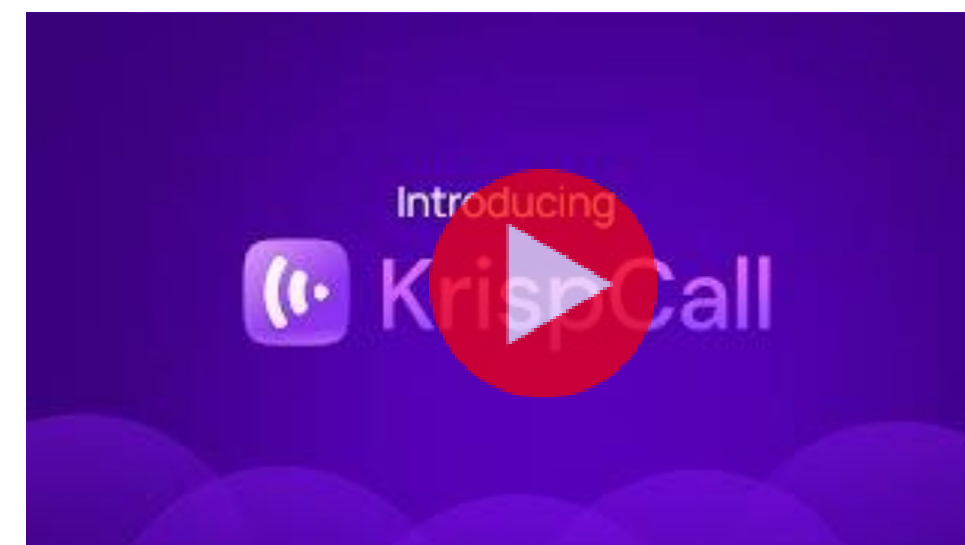
Current Products



Think Big. Start Small. Scale Smart!

Nepalese entrepreneurs can create globally competitive products by combining local insights with global standards.

If we can do it, so can you!



Thank you !!

Any questions ?



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