

PLEXUS

THE DIGITAL INTELLIGENCE

Company Profile



Company Background

Founded in 2003, PLEXUS launched a comprehensive range of leading Internet connectivity services and Web solutions. PLEXUS designs, develops, and customizes a complete line of industry-leading, high-performance Internet services and solutions. PLEXUS combines Bangladesh's fastest, and most powerful network with a leading line-up of broadband and high-speed dedicated Internet access, reliable and affordable broadband connections, hosting and Web development services, customized Web solutions, wireless data, radio installation, tower installation and other Internet technologies and applications that are redefining the country's communications around the power and potential of the Internet.



Fastest Growing Internet Service Provider

Welcome to PLEXUS, the fastest growing Internet Service Provider (ISP) in Bangladesh. We are a recognized leader in providing state-of-the-art digital communications, networking services, and Internet connectivity to individuals and businesses. PLEXUS enables individuals, businesses, and government institutions to connect with friends and family, partners and clients, the local community and the whole worldwide community.

PLEXUS is keen on raising the human and business performance levels by expanding human capabilities through world connectivity. Our seamless high tech network has points of presence that span most of Bangladesh and all its major cities. So, no matter where you are or where you want to connect to, PLEXUS makes that connection a reality. Click PLEXUS! Get Connected!



Our Network

PLEXUS is proud to have engineered the largest IP network in Bangladesh, both in terms of capacity and equipment. Its network utilizes state-of-the-art Internet network technology to enhance network operations, reduce costs, and speed up the provisioning of new services. PLEXUS has engineered its network to bolster network security, performance, efficiency, and agility.

PLEXUS built its reputation by constructing the most rigorously engineered Internet network in Bangladesh. Its network includes 110 Points of Presence (POPs) covering Bangladesh.

PLEXUS network maintains highest level of reliability with redundant and diverse paths to avoid single points of failure. Smartly engineered, PLEXUS's network provides optimal routing and traffic flow. Highly reliable, the network has an uninterruptible power supply placed at every switching node. Technologically advanced, PLEXUS's Network Operations Center (NOC) provides the finest quality network monitoring and quick proactive approach to fault resolution 24 hours a day, 7 days a week.

PLEXUS's outstanding network infrastructure is the basis of its excellent service.

Regarded as having the best Internet service in Bangladesh, PLEXUS's service provides the following features and benefits:

Complete redundancy and fault tolerance in PLEXUS's Internet links and network equipment make our service almost fault proof with network availability at 99.999%.



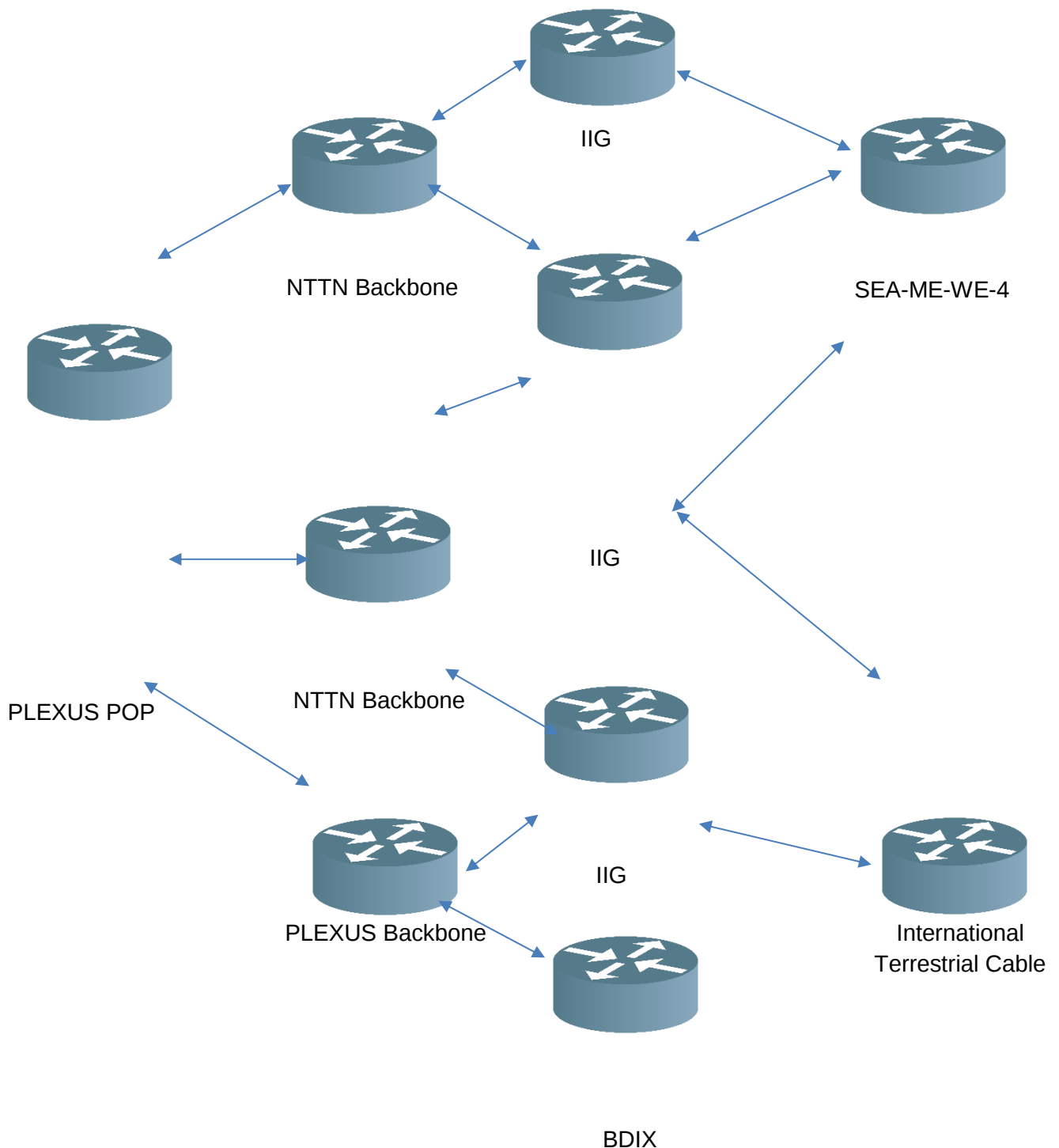
PLEXUS's Internet users are able to utilize the full speeds of their Internet links because PLEXUS allocate especially high bandwidth capacity for its links to guarantee dedicated and leased line connections.

PLEXUS's proactive network monitoring and management always positions PLEXUS a step ahead in system fault detection and repair.

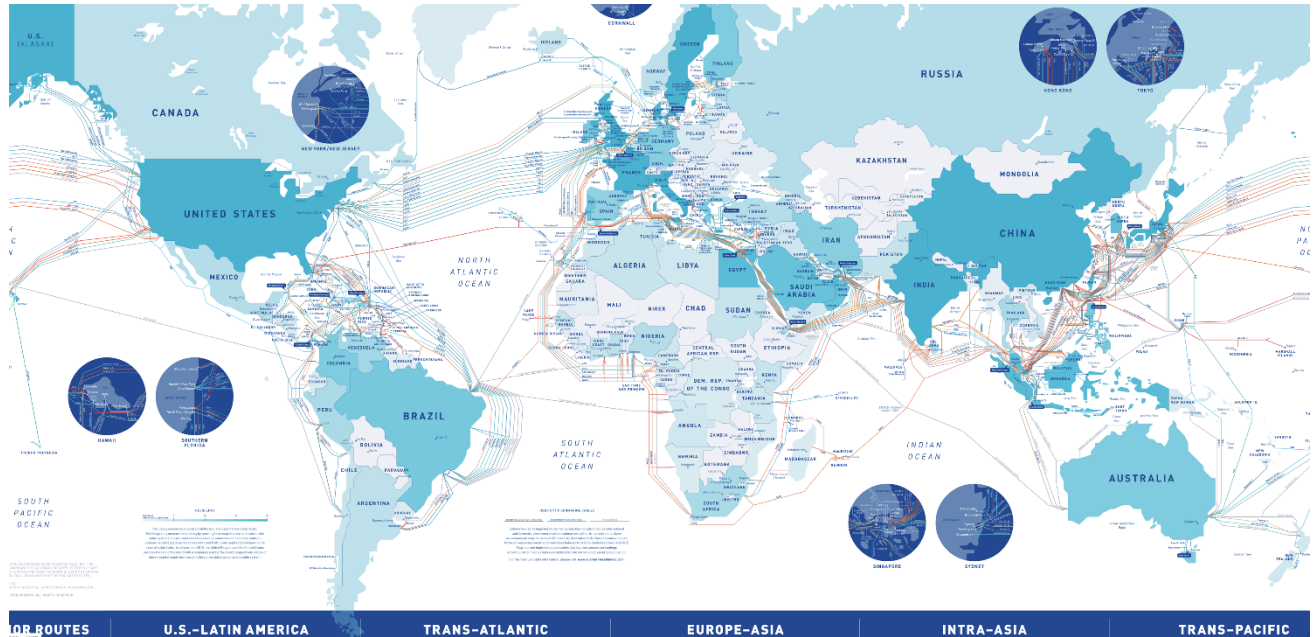
The network has multitude points of presence to ensure low-cost, reliable connectivity for our customers located in Bangladesh.

PLEXUS's network staff is comprised of highly professional, well-trained network engineers all of whom hold reputable Cisco certificates.

PLEXUS Backbone



World Internet Backbone



Our Services



Dedicated

How to connect:

To set up a full-time dedicated Internet connection you can use fiber optic local connections, depending on your location.

Required Equipment:

The equipment required to run a dedicated Internet connection differs depending on the choice of local connection you make. PLEXUS's sales executives will guide you in choosing the needed equipment that best matches your requirements.

A Brief List of Required Equipment

For all types of connections, a basic IP router is needed.

A basic Cisco router is highly recommended, but other types of routers could also be used.

A cable is necessary to connect the router to the local connection equipment.

For a Microwave Connection, no additional equipment is needed. The microwave provider leases the microwave termination equipment including the antenna.

High Speed Intranet(Data) Connectivity

Plexus provide high speed DATA Connectivity (Intranet) between head office & branch offices of the same company or different companies. It's a Wide Area Network(WAN) within the metropolitan, nationwide or worldwide locations. Just like Internet, Intranet/Data connectivity can also be established through different media like high quality optical fiber, radio link/wireless, VSAT and IPLC.

Internet Consulting

Addition to the wide range of regular and value-added Internet services that PLEXUS offers, PLEXUS is a total Internet Solutions provider. PLEXUS provides a full range of Internet consultancy to its customers in areas like:

Private Wide Area Network (WAN): If you have multiple offices that you need to connect together, PLEXUS will assist you in building your network design and deciding on the needed equipment. PLEXUS will handle the project from A to Z.

Virtual Private Network (VPN): If you have multiple offices in Bangladesh or abroad, or have telecommuters that need to get connected to your corporate servers, PLEXUS helps you build a VPN to use the Internet as a secure means to connect to your corporate servers.



Local Area Network: If you require basic internal wiring and network connectivity in your office in order to have Internet connectivity, PLEXUS's technicians help you fulfill your needs.

Intranet: if you need to set up a corporate server for email, groupware, print serving, or file serving, PLEXUS's experienced engineers will help you with the installation, configuration, and support.

Web Based Applications: PLEXUS's highly-skilled IT solutions department is ready to build any kind of online application that would help your business generate additional revenues and make use of the emerging online trends. If you have any other special Internet requirements, PLEXUS is at your service to accommodate your needs.

Why switch to the Cloud?



No more Servers



Reduced Downtime



Work from any Location



No more Backups



Save Money

Cloud Solutions

Get business email, video conferencing and cloud storage from Plexus. All you need to do your best work, together in one package that works seamlessly from your computer, phone or tablet.

The platform built to perform.

Cloud is not a commodity. And no matter what you call it, computing doesn't come out of the sky. It comes from physical hardware inside brick and mortar facilities connected by hundreds of miles of networking cable. And no two clouds are built the same way.

Plexus gives you the highest performing cloud infrastructure available. One platform that takes data centers around the world that are full of the widest range of cloud computing options, and then integrates and automates everything.



Cloud Computing

... is more about strategy than

Technology

Infrastructure-as-a-Service (IaaS)

IaaS cloud is probably the biggest one of them all. At its most basic, it's companies offering virtual space for a price in which customers can host and develop services.

Storage

Cloud storage can handle all kinds of structured and unstructured data – from documents to pictures, from multiple sources.

Desktop-as-a-Service (DaaS)

DaaS is a cloud service where the back-end of a virtual desktop is hosted by a cloud provider.

Software-as-a-Service (SaaS)

SaaS is where software is hosted in the cloud, but appears on your device with full functionality.

Platform-as-a-Service (PaaS)

PaaS is used by developers to build applications for web and mobile using tools provided by the PaaS provider – these range from programming languages to databases (eg SQL).

Web Hosting

PLEXUS offers comprehensive web hosting packages that will match the needs of every business. Whether you just want to kick-start your presence on the Internet, or you want to offer sophisticated e-services to users around the world, we have the right package for you.



Promote Business Worldwide

Web promotion & marketing gives us an opportunity to serve across the world even without physical presence. We are a one-stop solution for all your online marketing needs.

PLEXUS Co-location Services

Our Co-location service allows you to deploy your Internet applications by placing your own server in our Network Operations Center. This provides you with the following benefits:

Direct connectivity to the Internet.

Reliable power supply, with redundant UPS and automatic power generators.

Climate control.

Secure Access.

Features:

Server : Your server must be 19" rack mountable with a maximum height of 4Units. If desired, we can host a tower server at an additional monthly fee.

Security : By default, your server will be directly connected to the public Internet. Depending on your operating system and how you configure your server, this might make it vulnerable to attacks of different kinds. If desired, you can request a firewall service which will increase the security of your machine.

Accessibility : We recommend that you use software solutions to remotely access your machine. Examples are: Windows Terminal Services, Pc Anywhere, or UNIX shell. We provide limited maintenance by telephone, including basic handling like the reset button, placing a CD, or power cycling the machine. You can also have physical access to the machine for an hourly fee. This fee is requested because physical access requires that one of our technicians stays with you in the computer room for security reasons.





CalDAV/CardDAV - Synchronize calendars and contacts on desktops, mobile and webmail

Mobile Connectivity - Compatible with wireless devices including Android, BlackBerry and iOS (iPhone & iPad) Email at Your Domain - Hosted email promotes your brand and identity.

IP Telephony Services

PLEXUS introduced IP Telephony Services from 2010. IP Telephony is a form of voice communications in which voice is converted into digital data packets and sent over the Internet using the Internet protocol. The term IP Telephony which is commonly refers to the communication protocols, technologies, methodologies, and transmission techniques involved in the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with IP telephony are VoIP, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone. We HRC Technologies successfully operating IP Telephony Services. We provide the following services.

Customised Solutions To Grow Your Business



IP Phone, PC Dialer,
Mobile Dialer
IP PBX
Hosted IP PBX
IP Video Phone
Video PC Dialer

Digital Surveillance

Provide a safe environment for employees, visitors and contractors.

Access control is any mechanism or system that manages access through the authorization or revocation of rights to physical or logical assets within an organization.



Access control and identity management solutions to suit any need. We are the trusted source for innovative products, services, solutions, and know-how related to the creation, management, and use of secure identities for millions of customers around the world.

Dynamic Access Control

Broad range of solutions for secure access doors, gates, parking facilities, networks and physical assets.

Biometrics: “Who you are” authentication

Biometric authentication is the automated recognition of an individual using unique physiological characteristics, such as fingerprints, and/or behavioral characteristics, such as keystroke pattern.

ID Badge Printing

Create and manage secure access ID badges for employees, visitors and contractors on-site or in our state-of-the-art production facilities.

Visitor Management

Visitor management solutions that manage visitors' access and cross reference third-party databases such as felony watch lists Identify who is in my building.

Mobile Access

Merge security with convenience by adding secure access control via mobile device

Identify who is in my building.

Know who is in your facility, manage their level of access and meet regulatory compliance objectives.

Surveillance Video

- Security Cameras
- Recording
- Monitors

Progressive Technology, Enhanced Cameras



Customer Care

We are a team of computer and internet professionals trained to support our customers in all matters relating to PLEXUS. Our support is of the highest standard that you can get over the phone, not only in Bangladesh, but all over the world. Our support is not limited to the phone since we also provide onsite and walk in support to all our customers. Our goal is to make sure all our customers are up and running without any problems. We highly value our customers' satisfaction and understand each customer's needs and requirements.



The Customer Care Department is open 7/7 days a week 24/24 hours. You can contact us by phone on 9613001122, email at care@plexus.com.bd .

Walk-In Technical Assistance

You can bring in your computer for installation at our offices. Please schedule an appointment by calling us on 9613001122.

On Site Installation

We can come to your premises and assist you with all the necessary configurations needed to access PLEXUS and all its services. Please schedule an appointment by calling us on 9613001122.

NOC

Network Operations Center - NOC

PLEXUS has established its Network Operations Center (NOC) to increase Internet network support and to provide corporate clients with the most reliable and value-added corporate solutions.

PLEXUS's NOC is a high-tech monitoring center equipped with powerful hardware and software tools and managed by dedicated support engineers. Operating 24 hours a day, 7 days a week, the NOC is designed to monitor, identify and solve any kind of encountered network irregularity. The NOC is well positioned to serve our growing community of corporate customers and our growing network for years to come.



NOC features and benefits

The NOC provides the following quality benefits and capabilities:

- Submit Monitoring all backbone links and network devices.
- Submit Ensuring continuous operation of servers and services.
- Submit Providing quality support for corporate customers.
- Submit Troubleshooting of all network and system related problems
- Submit Opening tickets to track and document resolution of problems.
- Submit 24 hours a day, 7 days a week supervised operation by highly skilled network and system engineers.

How NOC functions

The NOC is fully equipped with sophisticated network management, monitoring and analysis tools.

The NOC is at the service of all corporate clients and answers all their calls, questions and inquiries.

All problems will be recorded and immediately solved by the center's engineers. The corporate customer will be assigned a ticket number in order to follow-up on his request, in case it could not be resolved immediately.

Experienced engineers at your service

The NOC engineers are properly trained to proactively monitor and troubleshoot any kind of network related problem. Thus, the NOC provides assistance related to dedicated connections, mail, DNS, proxy and other network services. The NOC engineers are also in charge of handling Web Hosting and Domain Name related problems.

Contact NOC

NOC Dpt. can be reached at 9613001122 or by email: noc@plexus.com.bd

Quality Assurance

Message to our customers

We at PLEXUS pay attention to customer needs and smallest details to provide the highest quality network, connectivity services and Internet solutions that ensure our value and advance your success. We firmly believe that your satisfaction and success are the parameters by which we measure our success.

Customer satisfaction is in the balance

PLEXUS has established one of the most highly respected customer support programs in the industry. Our commitment to customer satisfaction is included into every part of the company and in everything we do. We continuously listen to our customers to develop better products and services that satisfy their real needs.

To ensure customer support, PLEXUS has developed two highly regarded customer support services:



Customer Care

Provides around the clock (24 hours/7 days) quality support to PLEXUS clients Operated and supervised by well-trained support professionals

Network Operations Center - NOC

Provides high quality corporate and network support. Operated and supervised by engineers and professional network support technicians Provides continuous around the clock support: 24 hours / 7 days. For critical network support issues, the NOC requests the services of PLEXUS's highly trained CCNP and CCDA network engineers.

Quality Network Management

PLEXUS continually strives to enhance existing services and introduce new advanced services. Most critical issues surrounding the quality of existing services are network optimization, management, and support.

PLEXUS's network management and support includes:

PLEXUS's Competitive Local Exchange Carrier (CLEC) provides reliable local connectivity.

Installed Multiple Points of Presence (POP) covering most of the Beirut area.

NOC provides proactive monitoring and support.

Redundancy setup in order to achieve continuous and maximum operation.

Redundancy established for network, equipment, and services.

Redundant core routers, route switches and power supplies.

Wide-ranging network management

Layer II and Layer III network management.

Complete graphical view of network.

Extensive monitoring of all network switches and services.



Remote network management: allows comprehensive service provisioning, testing, and upgrading to be performed.

Complete network bandwidth monitoring. Most important network parameters are polled and graphed every five minutes.