



UNIFIED CORE LIMITED

'Providing Technology Solution to Business Needs'

COMPANY PROFILE

Merging	Technology
	Processes &
	People

VISIT MORE



www.unifiedcore.net



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COMPANY INFORMATION

Business Name	:	Unified Core Limited (UCL)
Type	:	Private Company
Company Registration No.	:	C-111905
Year of Registration	:	2013
TIN	:	793349381517
BIN No.	:	002899351-0208
Hotline	:	+88 01958666808-9
IP-PBX	:	+88 09678344344
Email	:	info@unifiedcore.net
Address	:	7/B (Level-9), Gausnagar, New Eskaton, Ramna, Dhaka-1000, Bangladesh
Banking Details	:	United Commercial Bank Ltd. Bijaynagar Branch A/C No: 1072101000008834 Routing No.: 245271094 Mercantile Bank Ltd. Kakrail Branch A/C No: Routing No.:

INTRODUCTION

HISTORY

Unified Core Ltd. is a leading Internet, Data Connectivity, IP Telephony, IT Related service provider in Bangladesh. It was formed in 2013. UCL is a leading broadband Internet, Data and IP Telephony services. It is a market leader in information technology solutions and services in Bangladesh.

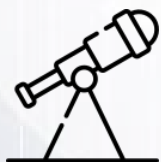
ABOUT US

Unified Core Ltd. is a private limited company incorporated under the Registrar of Joint Stock Companies and Firms (RJSC). UCL adopts a customer & business driven methodology that boosts productivity and commitment for customers and fellow employees. The company employs more than 250 highly motivated individuals inspired by experienced senior management. The company's principal office is located at Al-Razi Complex (15th Floor), 166-167, Shaheed Syed Nazrul Islam Sarani Purana Paltan, Dhaka 1000, Bangladesh. All operations, from administration to sales, take place at this location.

We have been providing a variety of telecom solutions and services to different industries. Our diversified solutions fulfill the various needs of corporations and telecom operators. Each of our solutions has been developed with an eye on increasing operator revenue, enhancing user satisfaction, and providing a real competitive edge to our customers. Our operations exist among different parts of the country; we have our main Data Center in Dhaka and regional offices in 15 strategic district across the country

SCOPE OF WORK

As a BTRC licensed Nationwide ISP and IPTSP we provide Internet, VPN Data and IP Telephony services and solutions to corporate and residential users. We also offer Domain Registration, Web Hosting, Video Conferencing and other IT services and solutions.



VISION

To be the regional telecom solutions & service provider of choice.



MISSION

Unified Core Ltd. offers a wide range of solutions and services that fulfill the various needs of business corporations and residential users. Each of our solutions has been developed with

an eye on empowering our customers, fulfilling their Business needs and capitalizing on their existing infrastructure. Our technical expertise, vast experience, and knowledge of Business Solutions, Networks and Telecommunications, ensure that all diversified applications operate smoothly together as one total solution.



VALUES

1. Keep it simple! There's no reason why individuals who wish to be involved in the Internet, need to have sophisticated technical knowledge and ability.
2. Provide the best technology available! Those who know technology or need the most from it will be suitably impressed with our high-tech equipment.
3. Make it affordable! Our packages are almost always Low-cost.

GOALS & OBJECTIVES

To provide innovative, world class, independent and value added Business & Telecommunications solutions through consulting and integration services that enable clients to improve performance and fulfill their Business needs. To provide secured connectivity to residential users with voice, video and data services.

LICENSES

Nationwide ISP License : 14.32.0000.007.55.270.17.186

IP TV

IP Telephony

PRODUCTS

Network Solutions

We provide network solutions based on Cisco & Juniper Video Surveillance

We provide video surveillance systems from well known brands Video Conferencing

We are distributor partners of Vidyo Inc, USA.

SERVICES

Internet Connectivity

COMPETITIVE ADVANTAGE

Business competitiveness

What makes the business competitive with other businesses in its sector, what are the competitive advantages?

Group Strength

Firm backing from the Group motivates us to excel in our business goals.

Experience

We have over 07 years of experience in successful operation as Telecom solution and service provider. Unified Core Ltd. is run by an innovative and technical sound team.

Own IIG

Our sister-concern company is a licensed IIG which enables us to provide upstream redundancy, maximum availability, best path routing and service quality.

Advanced Technology

Our network is built on the latest technologies from Cisco & Juniper, Dell & HP.

Solid Infrastructure

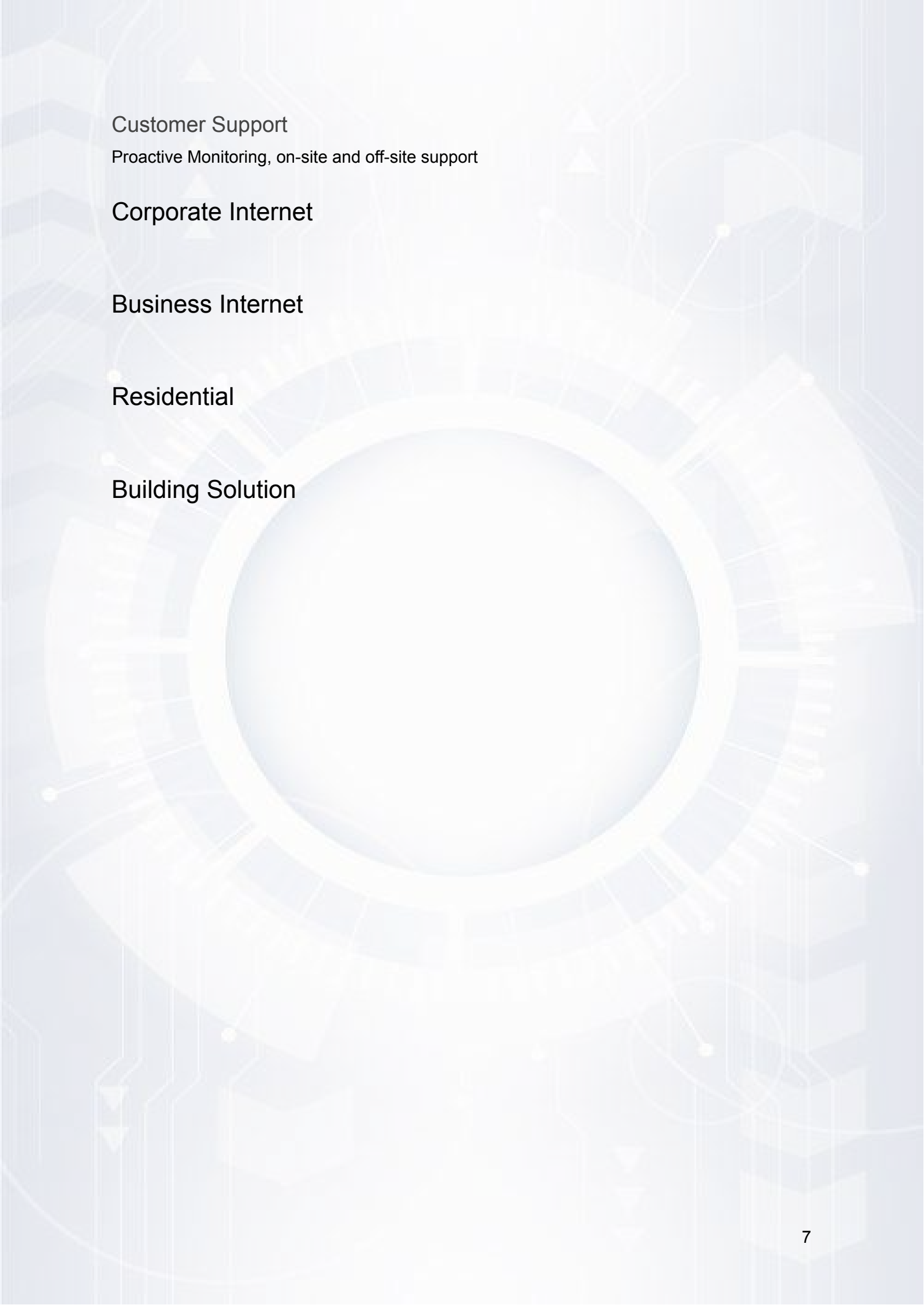
Own premise Data Center located at Al-Razi Complex, Purana Paltan, Dhaka. We have Generators, IVR and UPS for power backup; cooling and dehumidifying systems; access control & surveillance, fire alarm & protection and 24/7 NOC.

Strong Backbone

MPLS with 10G core backbone and 1G edge PoPs. We are in 62 districts with our carrier partners GP, Bangla Link, Citycell, BTCL, Fiber@Home and Summit Communications.

Logistics & Support Delivery

Our support service is distributed from 06 district level Support offices and 35 PoPs in strategic locations well equipped with test and fault finding equipment such as OTDR, Power Meter, Laser Light, Fusion Splicer, and own transport.



Customer Support

Proactive Monitoring, on-site and off-site support

Corporate Internet

Business Internet

Residential

Building Solution

Data Connectivity

Corporate Data

VPN, MPLS, L3, L2, SDH

Capital Market

DSE, CSE & CDBL

IP Telephony

IP-Phone, IP-PBX, IVR, Short Code Routing, Call Center Solutions

SUPPORT

Level-1	Call Center (Helpdesk)
Level-2	Customer Support
Level-3	Technical Support

SUPPORT HOURS

Network Support	24/7
Monitoring System	24/7
Field Support	24/7
System Support	24/7

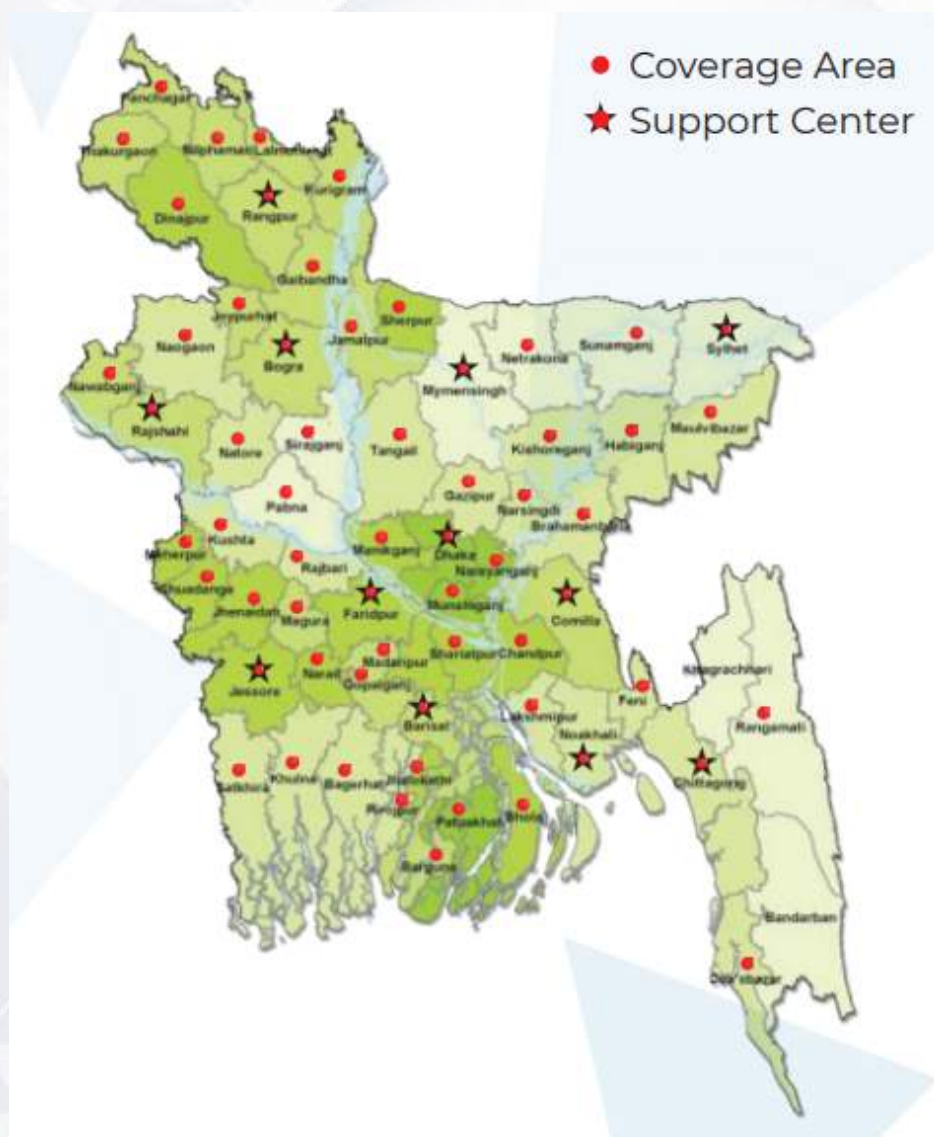
EQUIPMENTS AND LOGISTICS

Sl.	Description	Quantity
	Cisco Router ASR 1310	02
	Cisco Router ASR 7200	02

NATIONAL COVERAGE

	Total	Coverage
Divisions	7	7
District	64	64
Upazilla	500	300

Fiber Optic (Own)	1500 Km (approx.)
Fiber Optic (Lease)	310 Km (approx.)
Radio Connectivity	150



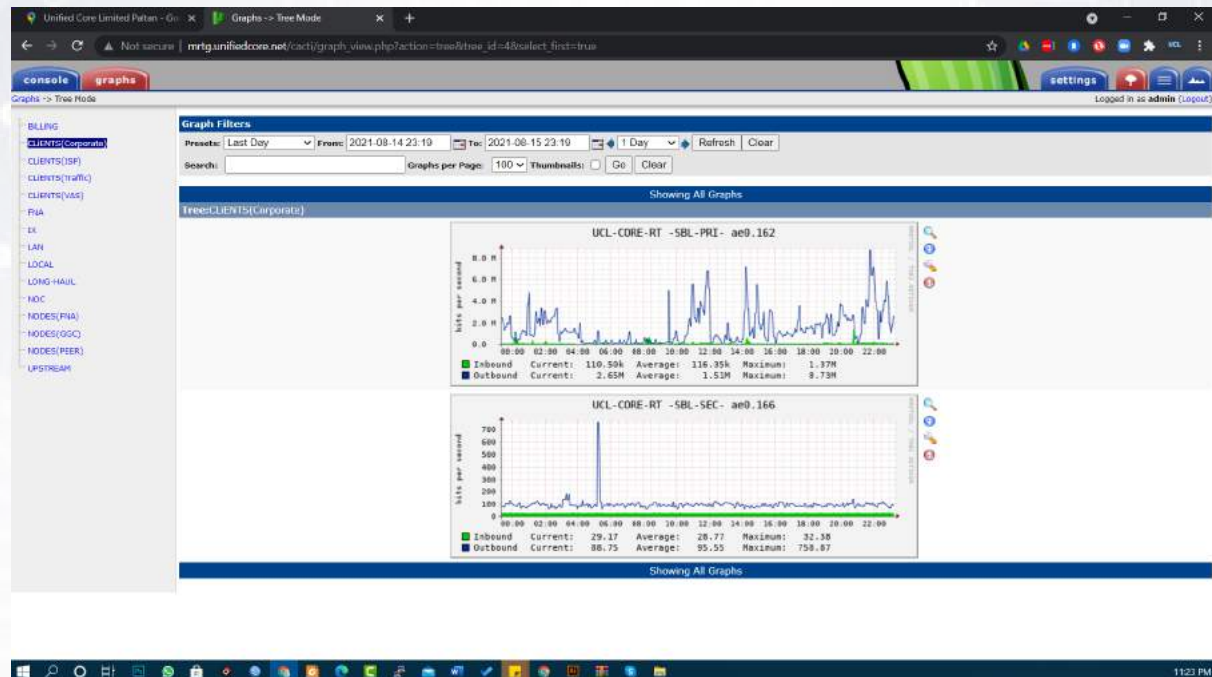
POP LOCATIONS

Sl.	POP Name	Address	Latitude	Longitude
1	Paltan	Al-Razi Complex (Level-1) 166-167 Shaheed Syed Nazrul Islam Sarani, Purana Paltan, Dhaka	23.7329	90.4102
2	Lalbagh	Nawabganj, Lalbagh, Dhaka.		
3	Kamrangirchar	Asrafabad, Kamrangirchar, Dhaka		
4	Khajedewan			
5	Jatrabari			
6	Kallayanpur			
7	Savar			
8	Uttara			
9	Agargaon			
10	Dhanmondi			
11	West Rampura			
12	East Rampura			
13	Banasree			
14	Gulshan			
15	Banani			
16	Habiganj			
17	Dormopasha			
18	Nilkhet			
19	Kushtia			
20	Mohammadpur			
21	Chawkbazar			
22	Narinda			
23	Newmarket			
24	Rahanpur			
25	Fakirapool			

26	Shantibagh			
27	Bhola			

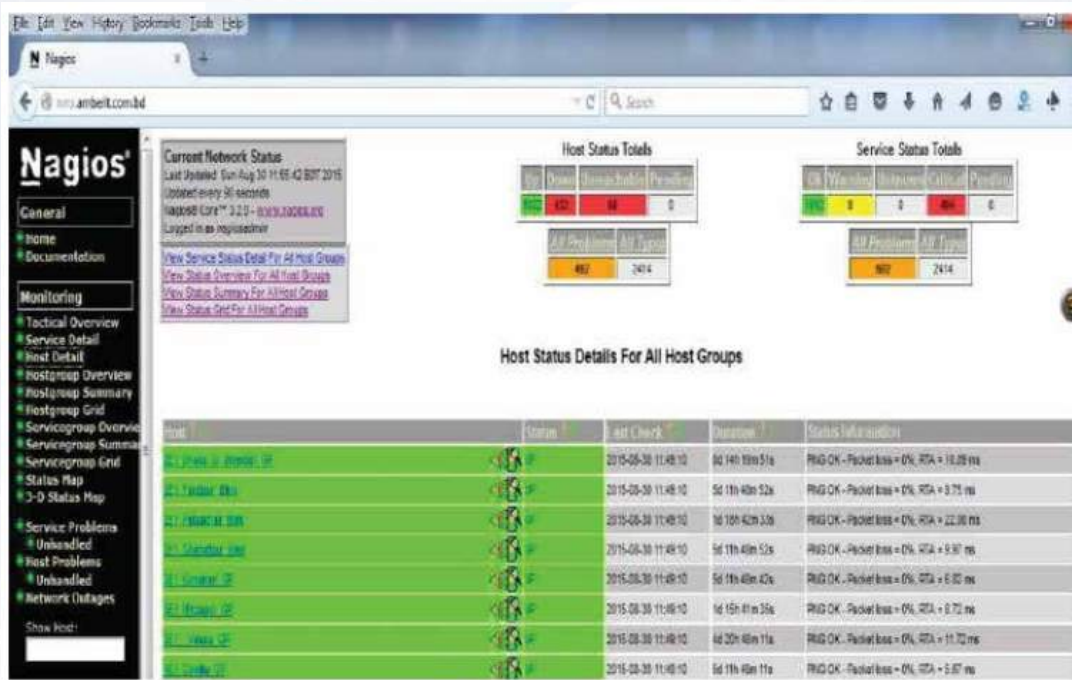
SUPPORT TOOLS

Cacti is an open-source, web based network monitoring and graphing tool used for monitor network traffic & CPU load.



Network Monitoring System (NAGIOS)

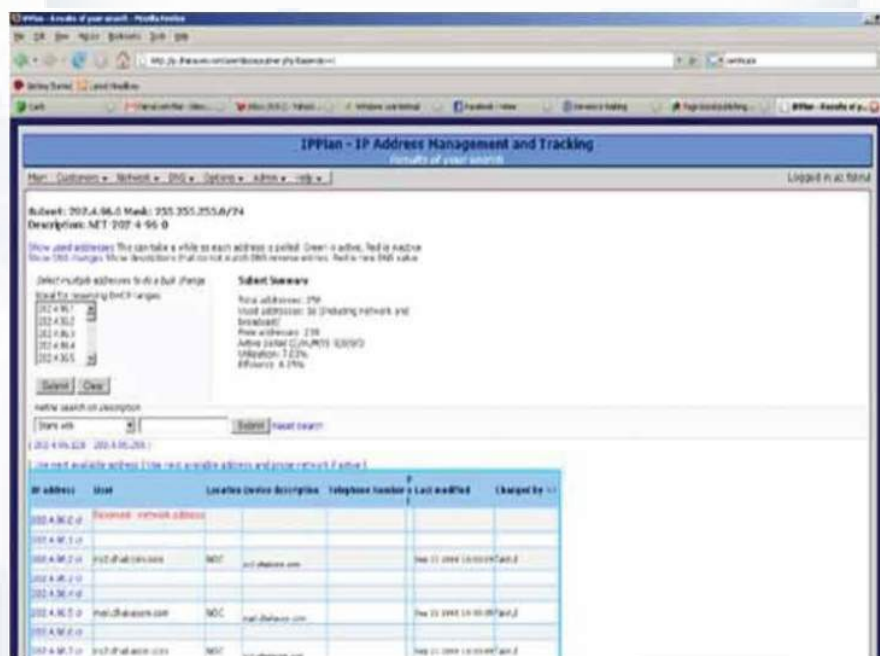
Nagios is an open-source computer software application which monitors systems, networks and infrastructure. It alerts users when things go wrong and alerts them a second time when the problem has been resolved.



IP Allocation Details (IP Plan)

IP plan is a free (GPL), web based, multilingual, IP address management and tracking tool written in php4, simplifying the administration of your IP address space.

UCL ASN: AS138501



Ticketing System

Os Ticket is used for handling customer trouble tickets and tracking them till resolving the problem. Customers can generate tickets directly or call our call center to generate one. Your emails are also logged in the ticketing system.

The screenshot displays the 'Support & Ticketing' interface. At the top, there's a search bar labeled 'Search Customer'. Below it, a navigation bar shows 'Support & Ticketing' and 'Client Support'. The main area features several filter tabs: 'Accepted (Client's)', 'Pending (Client's)' (with a count of 0), 'MAC Reseller's' (with a count of 0), and 'Bandwidth Reseller's' (with a count of 0). There's also an 'Open New Ticket' button. Below the filters, there are dropdown menus for 'SUPPORT CATEGORY', 'ZONE', 'SOLVED BY/ASSIGN TO', and 'CREATED BY', along with 'FROM DATE' and 'TO DATE' input fields. A 'SHOW 100 ENTRIES' dropdown and a 'SEARCH' input field are also present. The table below has columns: 'Complain ID', 'Client ID', 'User Name/IP', 'Customer Name', 'Mobile (Existing)', 'Complain No.', 'Zone', 'Subzone', 'Box', 'Problem', 'Priority', 'Complain Time||', 'Created By', 'Status', 'Assign To', and 'Solved Time'. The table is currently empty, with a message 'No data available in table' displayed. At the bottom, it says 'Showing 0 to 0 of 0 entries' and has navigation links: 'First', 'Previous', 'Next', and 'Last'.

Complain ID	Client ID	User Name/IP	Customer Name	Mobile (Existing)	Complain No.	Zone	Subzone	Box	Problem	Priority	Complain Time	Created By	Status	Assign To	Solved Time
No data available in table															

Bandwidth Pattern Analyzer (Net Flow)

NetFlow Analyzer is a bandwidth monitoring and capacity management tool that has been optimizing thousands of networks across varied industries for peak performance. By providing in-depth visibility into network traffic and its patterns, NetFlow Analyzer gives business knowledge of real-time network behavior and how traffic impacts the network's overall health.

Some Customers References



Home Users

In prime residential areas of Dhaka we have more than 5,000 FTTH home connections.

SOFTWARE DEVELOPMENT SERVICES

...their business Goals with us.

SHORTER TIME-TO-MARKET

We ensure shorter development times for new service offerings

DIGITIZATION

We digitize thousands of paper based processes every year.

COST-CONTROL

We enhance business competencies and out IT expenditure.

SALES ACCELERATION

We drive digital sales web, mobile and conversational.

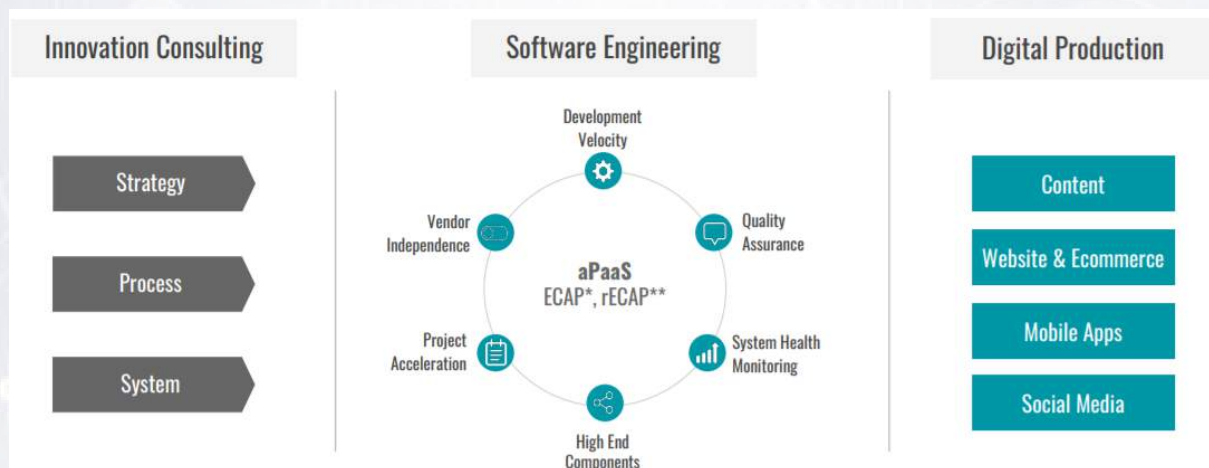
QUALITY ASSURANCE

We test, maintain and support what we build.

Our Offering



Our Methods



Why UCL?

- Over 7 Years of Software Development Experience
- Cost Effective and Flexible Rates
- Multi-Disciplinary Domain Knowledge
- Personalized Customer Service
- Industry Standard Quality Assurance & Quality Control

Our Areas of Work

- Requirement Analysis
- Coding & Programing
- Architecture & Design Analysis
- Quality Assurance & Testing

Other Areas

- Documentation (User Manual)
- Maintenance and Support
- Business Process Improvement (BPI)
- SOP (Standard Operating Procedure)
- Digital Data Archiving
- Software Application Training

WORK METHOD'S, PROCESS AND TOOLS

Software Development

Our software development methods and processes follows all industry best practices and standards involving among others, the following:

- Agile Method
- System Requirement Analysis (SRS)
- Version Control
- Change Request (CR)
- Change Request Analysis (CRA)
- Flow Chart Analysis
- Code Documentation
- Code Review and Inspection
- Pseudo Code
- System Design Document (SDD)

Development Tools

- Adobe Dreamweaver
- PyCharm
- Sublime Text
- Notepad++
- Visual Studio 2008, 2010, 2012, 2013
- XCode
- Vim Editor, GEdit
- Eclipse
- Adobe Photoshop
- Android Studio

Platform and Technology

Application Type	Web Application, Web API, Web Services, Windows Service (Background), Mobile Application (Android, IOS, J2ME), Dynamic Web Site
Operating System	Windows & Linux Ubuntu
Scripting/ Programing Language	PHP, ASP.NET, C, C++, C#, , JAVA, Objective C, PERL, Python

Architecture	3 Layered Architecture used for Asp.net using C# & PHP, MVC Architecture Used for Asp.Net Using C#
Real Time Communication	Signal R
Content Management System	Joomla, WordPress, Drupal, TBS Developed CMS
Database	MYSQL, MSSQL, Oracle, MS Access
Mobile Database	SQLite (Android), RMS (J2ME)
Push Notification	FCM, APNS
Client Side Scripting	JSON, JavaScript, JQuery, AJAX
Reporting Tool	High Chart & Stock, Report Viewer, .Net Chart, Ext.Net, JQuery Data Table
Responsiveness	Bootstrap
Style Sheet	CSS, CSS3
Markup Language	HTML, HTML5, XML
Satellite Communication	Iridium (Message Sent from Ground to Air and Air To Ground)
Cloud Computing Services	AWS
Version Control System	SVN, GitHub
Document Management System	Zoho, Google Docs

Web Services

Developing

- Web Application
- Web Portal
- Websites
- Mobile App
- Desktop
- Web Services
- Web API
- Scheduler

Design & Develop for

- Functionality
- Maintainability
- Reliability
- Portability
- Scalability
- Performance
- Security
- Domain Registration
- Web page Design
- Hosting Server Colocation & VPS
- Firewall
- Bandwidth Management
- QoS, Antispam & Antivirus IT Solutions
- Network Integration
- Network and Data Security Wi-Fi Hotspot
- VSAT
- Wireless and Optical-fiber Connectivity

Training

- Cyber Security
- Networking
- Call Centre

MEMBERSHIP

 Internet Service Provider Association of Bangladesh (ISPAB)	 Asia Pacific Network Information Center (APNIC)
 Bangladesh Association of Software & Information Services	Cable Security Task Force (CSTF)
 Bangladesh Internet Exchange (BDIX)	 বাংলাদেশ কম্পিউটার সমিতি Bangladesh Computer Samity The ICT Industry Association of Bangladesh Bangladesh Computer Somity (Bcs)
 e-Commerce Association of Bangladesh	

OUR PARTNERS

TECHNOLOGY PARTNER

 CISCO	 JUNIPER	 HP
 VIDYO	GRANDSTREAM	 DELL

NTTN

 Fiber at Home Limited	 Summit Communications Limited
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IIG

 Fiber@Home Global	 Aamra Network
 Summit Communications Limited	

Carrier



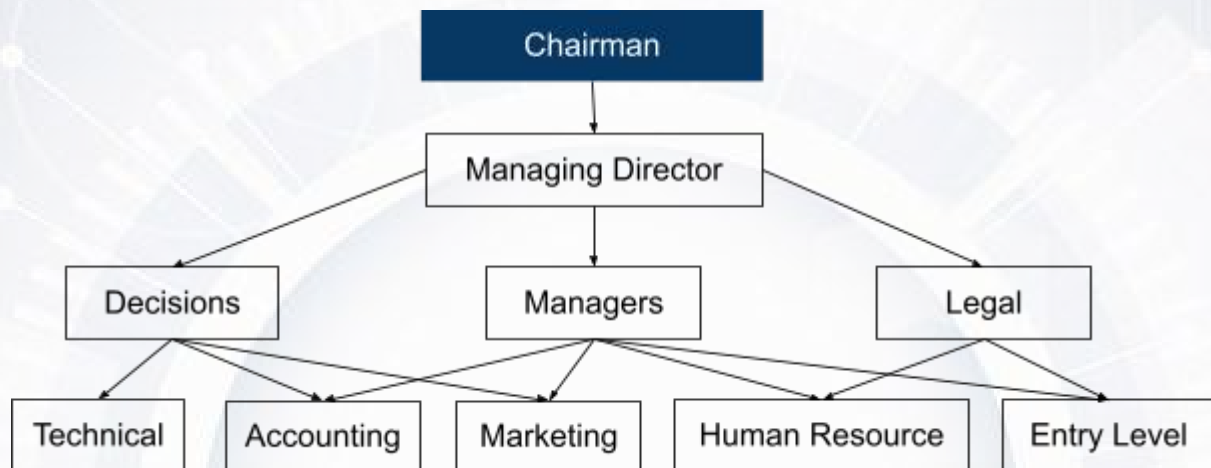
Peering



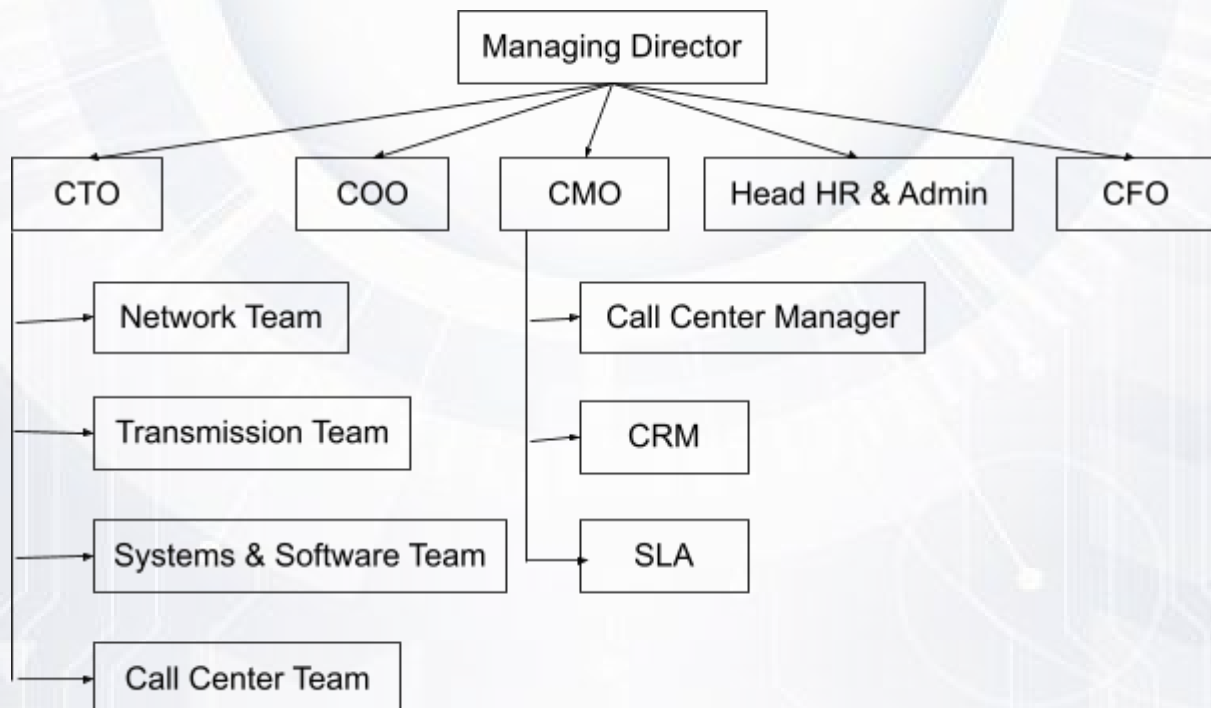
MANAGEMENT

MANAGEMENT STRUCTURE

The Chairman & Managing Director sits at the top on the board. The CEO reports to the Managing Director. The CEO sets up business policies based on decisions made with the technical, marketing and accounting team. Targets are met with the drive of the Marketing and Technical team and legal Advisors.



TECHNICAL SUPPORT STRUCTURE



SUPPORT OFFICES

Network Operating Center	7/B Gausnagar, New Eskaton, Ramna, Dhaka, Bangladesh
Uttara	BNS Centre, Section-09, Uttara, Dhaka
Mirpur	
Jatrabari	Distrilary Road, Gandaria, Dhaka
Dhanmondi	Post Office, Dhanmondi, Dhaka.
Keraniganj	Zinzira, Keraniganj, Dhaka.
Gulshan	Gulshan-1, Dhaka.
Badda	Link Road, Badda, Dhaka
Bashundhara	Bashundhara R/S, Dhaka.
Barishal	Kadamtoli, Barishal
Chattogram	Newmarket, Chattogram
Sylhet	Juri, Moulovibazar, Sylhet.
Rajshahi	
Khulna	
Mymenshingh	

To Know More Please Contact



Our Corporate Office

7/B (8th Floor), Gausnagar, New Eskaton
Ramna, Dhaka-1000, Bangladesh.



Email

General Information	: info@unifiedcore.net
For Support	: noc@unifiedcore.net
For Sales & Marketing	: marketing@unifiedcore.net
For Billing	: accounts@unifiedcore.net



Call Us

IP Phone: +8809678344344
Cell: 01958666808, 01958666809



Web

www.unifiedcore.net