



PROPOSAL OF **Hosted IPPBX Solution (VPS)**



SUBMITTED BY

NEO Technologies
One Stop IT Solution

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Company Profile

Privately owned, **NEO Technologies** was formed in 2016 to provide information technology solutions for any-sized businesses. Our mission from the very first day has been to cultivate professional relationships with our clients to provide effective and reliable information technology solutions for their needs. The team **NEO Technologies** is equipped with a highly skillset developed over decades of experience not only in information. Our business experience makes us uniquely positioned to offer solutions promising greater operational efficiency, productivity gains & cost savings for each of our clients, regardless of their industry. As an established technology-intensive company, we pride ourselves on providing a comprehensive suite of solutions comprising of infrastructure consultancy, IPPBX Solution and service, Call center solution and service, on/offsite services, web development, domain and hosting services, virtualization solution, data redundancy solution, surveillance system, and enterprise architecture consulting. Our team consistently delivers state-of-the-art solutions in various areas including, but not limited to, integrated business solutions, system applications, product development, Internet/Intranet applications and communication & network management services.

NEO Technologies, we guarantee rapid, reliable and robust information technology solutions that work.

Our People are the Differentiator:

Led by our highly skilled management team and staffed by a certified and trained sales and technical team provides IT support services for projects large and small, ongoing maintenance, or to supplement your staff. Our team of trained and certified engineers and technicians hold decades of experience in the technology industry. They are **available 24X7** for remedial support to ensure that you can support your users around the clock.

Our Activities:

"NEO Technologies" is one of the leading Technology Service Provider and Installer (Door to door service) and Software Development Company in Bangladesh. We always see and take care of our valued client's satisfaction.

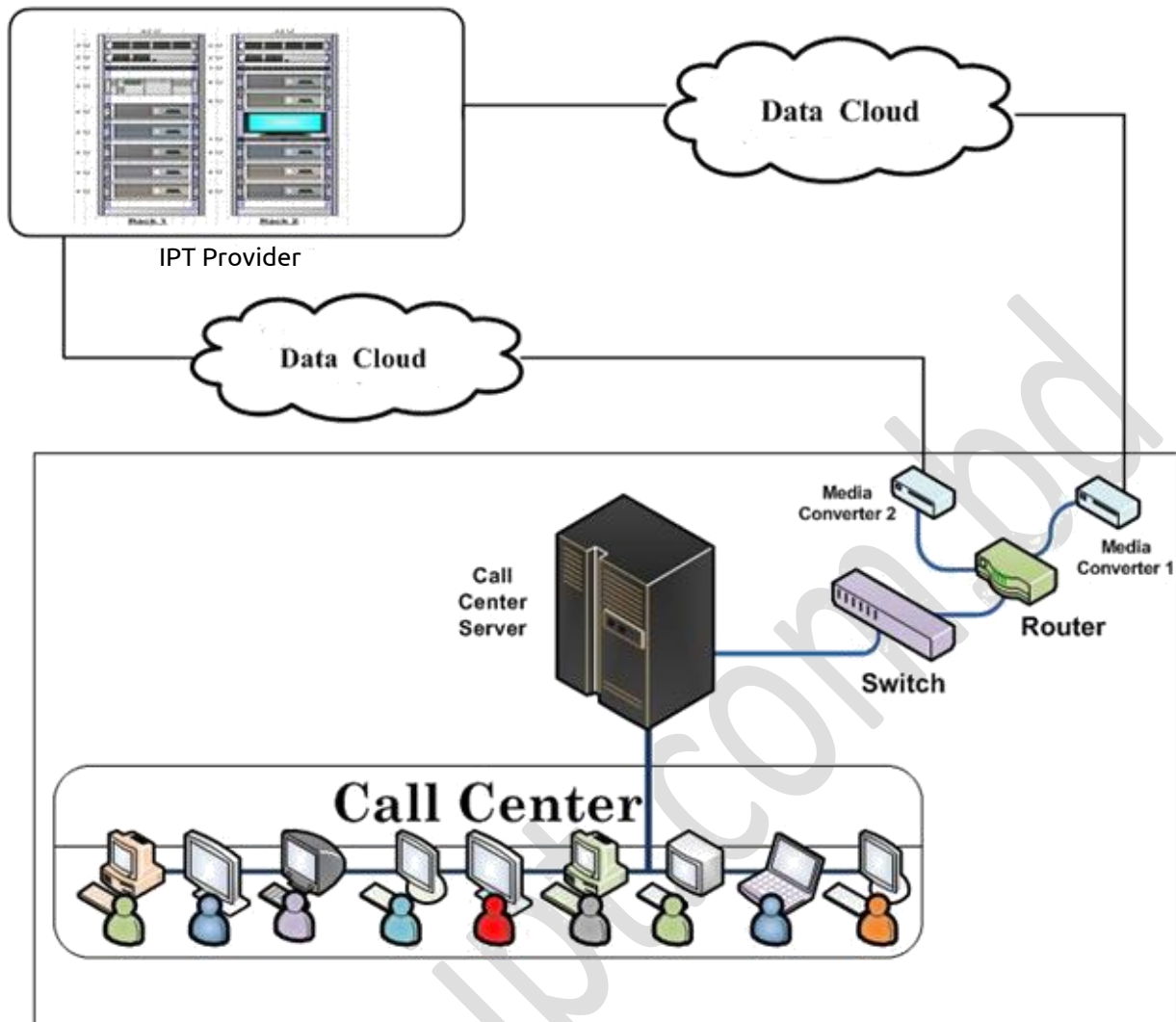
Our service responsiveness is appreciated by our clients. **We are in this business since 2016 to still Continuing with 100% satisfaction of the valued clients.** NEO Technologies is engaged in IP Telephony and Call center solution service providing with good communication of efficient staff and worker. **We guaranteed 100% Satisfaction** of our valuable clients.

Our Product and Services:

1. IP Telephony and IPPBX Solution and service, Call center solution and service.
2. Surveillance system (IP Camera, HDCVI CCTV, Access Control and Time attendance, Advanced Security Microcontroller and solution),
3. Technology Service solution comprising of infrastructure consultancy,
4. On/off site services & Enterprise architecture consulting,
5. Domain and hosting services & VPS and dedicated server solution,
6. Virtualization & Data redundancy solution,
7. Mail Server, Active Directory domain services, File & Web Server (Linux and Windows) Solution, etc.

Our Valuable Clients		
Monash University, AUS.	Sundarban Courier Service Ltd.	LFWF Academy,
Petromax LPG Ltd.	Youth Group,	Telemall Sky shop
Tusuka Group.	Colola Foods Limited,	Otobi Limited,
Agata Feed Mills,	Biopharma Limited,	Comfit Knit Fashion,
Omni Solutions Limited,	Unicorn Healthcare Solution Limited	E & J Tex Bangladesh,
Decent Beauty Clinic,	Australian International School,	ARM Bangladesh,
E-Seba Bangladesh,	Shahjibazar Power Co. Ltd.	Foorti Club,
Hexasoft IT	Radiant communications ltd.	AA Technologies Limited
Hospice Bangladesh,	Bonton Express.	Quantum Power Ltd.
South Breeze School,	Shahjibazar Power Ltd.	3S Technologies Limited
Techmak Technology	Bitoron Foods	GDRI and more...
Petromax LPG Limited	Dini Mart	Go Zayaan Limited
Shoptomarket BD	Texmart Bangladesh	Orange Communication.
Aljahan Courier Service	Momin Tours and Travels	Omega 3 BD
Orange Communication	Quick Express Courier	English Spider
Range Courier Ltd	AdvantEdge Solutions Ltd	Somadhan Private Ltd.
Druto eTicket	Tech Tigers Electronics Limited	Tori International
Agamir Property	Beacon Courier	Above IT and More...

CUSTOMIZED TECHNICAL DIAGRAM FOR Call Center



Call Center Solution

IPTSP BENEFITS:

- ❖ Utilizes existing IP infrastructure and accommodates all sort of communication hence reduces capital expenditure.
- ❖ Very competitive call rate all IPTSP Operator-to-IPTSP Operator free call tariff reduces operational expenditure significantly.
- ❖ Flexible service (number of channels / connections) can be delivered virtually instantly.
- ❖ Minimum deployment time compared to other PSTN operator.
- ❖ Service generally not interrupted due to rain, thundering, etc.

ACQUIRE AN IP PHONE NUMBER

To purchase an IP Phone number the subscriber need the following procedure:

- ❖ Fill up the BTRC approved application form (Provided by NEO Technologies).
- ❖ National ID Photocopy of the subscriber.
- ❖ 1 Copy Passport size photograph of the subscriber.
- ❖ Trade License Photocopy (If Required)

NEO TECHNOLOGIES IP TELEPHONY SERVICE:

IPTSP Service is nothing but the IP Phone service. It is the most modern telephony services which have all facilities of other phone service like GSM, CDMA, BTCL and PSTN phone service. In addition to traditional voice service IP Phone allow subscriber to transmit and receive video while talking. An IP Phone subscriber can send and receive call to following operator. The only difference of IP Phone with other phone service that to use an IP Phone you need prior internet connection to the IP Phone set or your soft dialer.

IP Phone to any IP Phone operator.

IP Phone to any GSM, CDMA & PSTN Operator.

IP Phone to International (ISD) call.

We transmit **the calls G711 voice codec** for IP telephony service. Using our IP Phone Service, making calls to any Voice network in Bangladesh and beyond is possible and very easily implemented. All that is needed to connect NEO Technologies IP Phones to the LAN or to connect an ATA (Analog Telephony Adaptor) to the existing company's PABX. In the latter case, the existing PBX subscribers will be able to make and receive calls to/from any Mobile/BTCL or PSTN network. IP-PBX can also be deployed to act as local PBX with IVR facility and remote office internal communication will remain active even if WAN goes down. Easy billing and Web based billing makes the option even more attractive. Individual call details & Voice Records, call history is viewable over web interface. Existing PSTN (BTCL) connections can Co-Exist with our supplied IP Telephony apparatus. NEO technologies IP Telephony can help reduce phone costs significantly.

We are using **G711 voice codec** for voice transmit and that is a robust billing server that provides our customers with all necessary tools to successfully implement a wide spectrum of VoIP business models. This is specifically designed for service providers who want to offer self-hosted or Hosted PBX and/or Broadband VoIP services, including IP PBX, Auto Attendant, Voicemail, Unified Messaging, Conferencing, Call transmit, Auto IVR and more. Our flexible switching device that provides our customers with universal IP-PSTN switching, high flexibility and remote feature upgradeability.

BENEFITS OF NEO TECHNOLOGIES IP TELEPHONY SERVICE:

- ❖ Utilizes existing IP infrastructure and accommodates all sort of communication hence reduces capital expenditure.
- ❖ G711 Voice Codec.
- ❖ Very competitive call rate all IPTSP Operator-to-all IPTSP Operator free call tariff reduces operational expenditure significantly.
- ❖ Reliable voice communications.
- ❖ Connected to multiple ICXs and IGWs
- ❖ Flexible service (number of channels / connections) can be delivered virtually instantly.
- ❖ Tailored solution specific to client's needs
- ❖ Minimum deployment time compared to other PSTN operator.
- ❖ Service generally not interrupted due to rain, thundering, etc.
- ❖ Wide range of Value Added Services
- ❖ Unparalleled customer care support in the industry.

IP TELEPHONY COMPARED TO TRADITIONAL PSTN SERVICE:

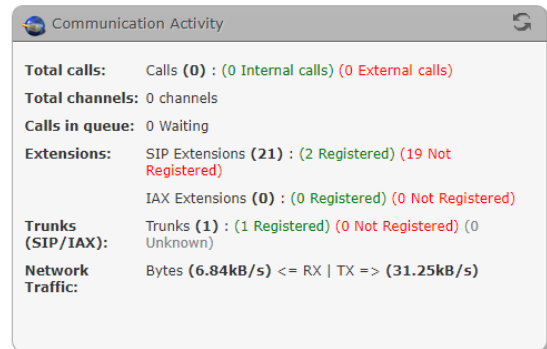
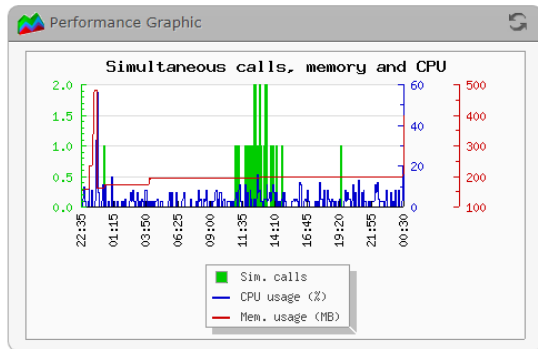
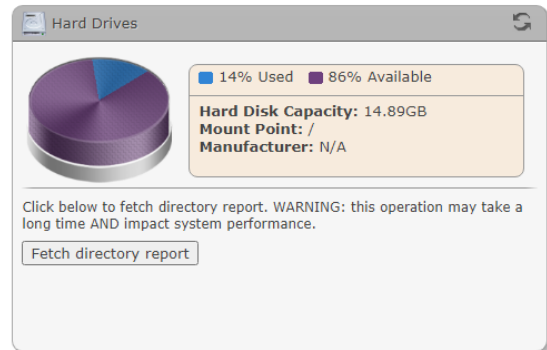
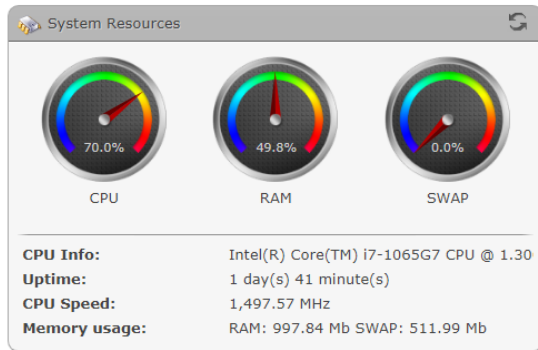
- ❖ Cost savings
- ❖ Improved productivity
- ❖ Flexibility
- ❖ Voice Messaging
- ❖ Easy administration
- ❖ Advanced features
- ❖ Company Greeting as per requirement
- ❖ Mobility

VPS SERVER: Start from 5 User Extensions

Feature	Stellar	Stellar Plus	Stellar Pro
IP Number Registration	Free Any Operator Integration	Free Any Operator Integration	Free Any Operator Integration
User Extension	5 User Extension	20 User Extension	50 User Extension
Public IP	Not Required	Not Required	Not Required
Free Call Channel	No	No	No
Free Monthly Talktime	No	No	No
IVR Support	5 IVR	5 IVR	6 IVR
Call Monitoring Panel	Yes	Yes	Yes
Ring Group	2 Ring Groups	3 Ring Groups	5 Ring Groups
Web Customer Portal	Yes	Yes	Yes
CDR Portal	Yes	Yes	Yes
Call Forward (Internal)	Yes	Yes	Yes
Call Forward (External)	Yes	Yes	Yes
Call Auto Transfer	Yes	Yes	Yes
Time Scheduling	1 Schedule	2 Schedule	3 Schedule
Weekly Scheduling	Yes	Yes	Yes
Call Auto Recording	Yes	Yes	Yes
Call Rate (Off Net)	40P/Min	40P/Min	40P/Min
Call Rate (On Net)	Free	Free	Free
Pulse	5 Sec	1 Sec	1 Sec
*Extra User Extension	50/= Per User	50/= Per User	50/= Per User
*Extra Call Channel	100/= Per Channel	100/= Per Channel	100/= Per Channel
Extra Time Scheduling	500/= Per Schedule	500/= Per Schedule	500/= Per Schedule
Package Migration	Anytime	Anytime	Anytime
Migration Charge	Applicable for Upgrade	Applicable for Upgrade	Applicable for Upgrade
Supported Devices	IP Phone/PC/Android/IOS	IP Phone/PC/Android/IOS	IP Phone/PC/Android/IOS
Web Space	10 Gib	15 Gib	30 Gib
Extra Web Space	5 Gib 500/= Per Month	5 Gib 500/= Per Month	5 Gib 500/= Per Month
Data Backup	Monthly	Monthly	Monthly
Billing Cycle (Monthly)	First to Last Date	First to Last Date	First to Last Date
Monthly Charge	1,000/= Taka	1500/= Taka	3,000/= Taka
Quarterly Charge	3,000/= Taka	4,500/= Taka	9,000/= Taka
Semi-Annually	5,500/= Taka	8,500/= Taka	17,500/= Taka
Annually	10,500/= Taka	16,600/= Taka	34,400/= Taka

VPS Features

System Dashboard:



Live User Extensions & Live Call Monitor:

Connected

Extensions	100: 100	101: 101	102: 102	103: 103	104: 104
	105: 105	106: 106	107: 107	108: 108	109: 109
	110: 110	111: 111	112: 112	113: 113	114: 114
	115: 115	116: 116	117: 117	118: 118	119: 119

Call Recording Options

☒ Delete
 ☐ Show Filter

Filter applied: Start Date = 01 Mar 2023, End Date = 29 Mar 2023

	Date	Time	Source	Destination	Duration	Type	Message
<input type="checkbox"/>	28 Mar 2023	20:07:26	0192	13660129	00:00:05	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:33:34	104	+88017	00:00:01	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:33:13	104	+88017	00:00:06	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:32:17	104	+880	00:00:10	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:31:13	104	+880	00:00:01	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:23:34	101	+880	00:02:29	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:23:13	101	+880	00:00:00	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:19:31	0181	13660129	00:00:06	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	19:18:50	101	+88018	00:00:25	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	15:03:54	017	13660129	00:00:51	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:47:21	102	+880	00:00:41	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:46:12	102	+8801	00:00:07	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:43:53	101	+88017	00:02:45	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:42:01	101	+880198	00:00:00	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:36:54	102	+88015	00:04:55	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:36:01	101	+88015	00:01:45	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:35:55	102	+88017	00:00:36	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:32:42	015	13660129	00:02:18	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:26:47	102	+880130	00:00:35	Incoming	Listen Download
<input type="checkbox"/>	28 Mar 2023	14:25:39	102	+8801	00:00:00	Incoming	Listen Download

Inbound and Outbound Call Log Report

☒ Delete displayed CDR(s)
 ☐ Show Filter

Filter applied: Start Date = 01 Mar 2023, End Date = 29 Mar 2023
 Filter applied: Status = ALL

Date	Source	Ring Group	Destination	Src. Channel	Account Code	Dst. Channel	Status	Duration
2023-03-28 20:07:26	01924	96		SIP, 000C	I_In-	SI 00	NO ANSWER	0s
2023-03-28 19:33:34	104		+88017	SIP,	06	SI 00	NO ANSWER	0s
2023-03-28 19:33:13	104		+88015	SIP,	04	SI 00	NO ANSWER	0s
2023-03-28 19:32:17	104		+88015	SIP,	02	SI 00	NO ANSWER	0s
2023-03-28 19:31:13	104		+88015	SIP,	00	SI 00	BUSY	0s
2023-03-28 19:23:34	101		+88018	SIP,	/fe	SI 00	ANSWERED	136s (2m 16s)
2023-03-28 19:23:13	101		+88018	SIP,	/fc	SI 00	BUSY	0s
2023-03-28 19:19:31	018	96	136601	SIP,	I_In-000000f9	SI	NO ANSWER	0s
2023-03-28 19:18:50	101		+88018	SIP,	f7	SI 00	NO ANSWER	0s
2023-03-28 15:03:54	0171	96	136601	SIP,	I_In-000000f4	SI	ANSWERED	35s
2023-03-28 14:47:21	102		+88015	SIP,	f2	SI 00	ANSWERED	20s
2023-03-28 14:46:12	102		+88017	SIP,	f0	SI 00	NO ANSWER	0s
2023-03-28 14:43:53	101		+88017	SIP,	ee	SI 00	ANSWERED	154s (2m 34s)
2023-03-28 14:42:01	101		+88015	SIP,	ec	SI 00	BUSY	0s
2023-03-28 14:36:54	102		+88015	SIP,	ea	SI 00	ANSWERED	285s (4m 45s)
2023-03-28 14:36:01	101		+88018	SIP,	e8	SI 00	ANSWERED	97s (1m 37s)
2023-03-28 14:35:55	102		+88017	SIP,	e6	SI 00	BUSY	0s
2023-03-28 14:32:42	0192	96	136601	SIP, 000C	I_In-	SI	ANSWERED	127s (2m 7s)
2023-03-28 14:26:47	102		+88013	SIP,	ve1	SI 00	BUSY	0s
2023-03-28 14:25:39	102		+88017	SIP,	df	SI 00	BUSY	0s

Missed Call Report (Inbound and Outbound)

Date	Source	Destination	Time since last call	Number of attempts	Status
28-Mar-2023 20:07:26	0192	136601	4 hour(s) 43 minute(s) 12 second(s)	1	NO ANSWER
28-Mar-2023 19:33:34	104	+8801	5 hour(s) 17 minute(s) 5 second(s)	1	NO ANSWER
28-Mar-2023 19:33:13	104	+8801	5 hour(s) 17 minute(s) 26 second(s)	2	NO ANSWER
28-Mar-2023 19:19:31	0181	13661	5 hour(s) 31 minute(s) 8 second(s)	1	NO ANSWER
28-Mar-2023 19:18:50	101	+8801	5 hour(s) 31 minute(s) 49 second(s)	1	NO ANSWER
28-Mar-2023 14:46:12	102	+8801	10 hour(s) 4 minute(s) 27 second(s)	1	NO ANSWER
28-Mar-2023 14:09:37	102	+8801	10 hour(s) 41 minute(s) 2 second(s)	1	NO ANSWER
28-Mar-2023 13:27:17	101	+8801	11 hour(s) 23 minute(s) 22 second(s)	1	NO ANSWER
28-Mar-2023 12:27:43	0170	13661	12 hour(s) 22 minute(s) 55 second(s)	1	NO ANSWER AND VOICEMAIL
28-Mar-2023 12:26:12	101	0173	12 hour(s) 24 minute(s) 27 second(s)	1	NO ANSWER
28-Mar-2023 12:25:36	0173	13661	12 hour(s) 25 minute(s) 3 second(s)	1	NO ANSWER
28-Mar-2023 12:22:04	101	+8801	12 hour(s) 28 minute(s) 35 second(s)	1	NO ANSWER
28-Mar-2023 12:12:49	102	+8801	12 hour(s) 37 minute(s) 50 second(s)	1	NO ANSWER
28-Mar-2023 11:51:03	101	+8801	12 hour(s) 59 minute(s) 36 second(s)	1	NO ANSWER
28-Mar-2023 11:22:52	102	+8801	13 hour(s) 27 minute(s) 47 second(s)	3	NO ANSWER
28-Mar-2023 11:16:09	101	+8801	13 hour(s) 34 minute(s) 29 second(s)	1	NO ANSWER
28-Mar-2023 11:08:32	102	+8801	13 hour(s) 42 minute(s) 7 second(s)	1	NO ANSWER
28-Mar-2023 00:59:04	100	+8801	23 hour(s) 51 minute(s) 34 second(s)	1	NO ANSWER
28-Mar-2023 00:27:16	100	09613	1 day(s) 0 hour(s) 23 minute(s) 22 second(s)	1	NO ANSWER

Extension (Users) Auto Call Recording and Voice mail Configuration

Inbound External Calls:

Outbound External Calls:

Inbound Internal Calls:

Outbound Internal Calls:

On Demand Recording:

Record Priority Policy: 10

- Voicemail

Status: Disabled

One Time Installation Cost:

SL	ITEM	UNIT	AMOUNT (BDT)
1.	VPS Server OS Installation & Asterisk Server Configuration	Trunkkey basis	20,000.00

Note: If needs Customization, Feel Free Contact us.

**15 % VAT will be applicable with all the call charges. Voice call tariff may change as per BTRC.
N.B: If need customization, Feel Free Contact us.**

Required Documents and Process:

- 1) Photograph on both sides of your National Identity Card (Original Identity Card. Photocopy or print photo will not be accepted), Original copy of newly renewed Trade License and one copy of your newly taken passport size formal photo. Please fill the BTRC Form as per your Selected service from the link: <https://www.ipt.com.bd/service-application-form/>
- 2) Pay the bill according to the payment method. No need to make any additional payment in bank or cash payment. But 1.5% charge is applicable on mobile fund payments.

Terms and Conditions: Please [Click Here](#) for the TOS.

Privacy & Policy: Please [Click Here](#) for the Privacy and Policy.

Remarks:

- NEO Technologies will provide a prime number (096xy-abcdef) to Clients for their convenience;
- NEO Technologies will transmit the calls G711/ULAW/ALAW/RFC2833 voice & DTMF codec;
- Activation Time: 48 Hours after receiving the payment.
- It will be a treat as pre-paid basis connection;

Why Choose Us?

- Our data center has internet Data connectivity from three different service providers.
- NEO Technologies have own datacenter to ensure Client Data in secure.
- We provide 5 Layer Power backup system.
- Disaster Recovery: We provide Failover clustering for the data security.
- Refund Policy: We offer full refund policy for failure installation or break any commitment.

Data Backup and Restore: For the emergency, there is no charges for the data recovery.

Mode of Payment:

- a. **One time Charges:** Client is required to pay the full payment along with the work order of the total project.
- b. Billed amount is to be paid by Fund Transfer, Cash or Cheque in favor of "NEO Technologies".
Bank: EBL, AC: "102 107 022 9850", Branch: Motijheel. We Accept Mobile Money and 1.5% Process Cost will be applicable.
- c. **Monthly Charge:** All monthly charges are payable on a monthly basis in advance at the beginning of each month. Maintenance Charge will not applicable for the hosted service.
- d. **VAT and other Govt. duties and taxes:** Above prices is Excluding VAT, TAX and other Govt Duties.
- e. **Service Implementation Time:** 48 Hours (Basic Features & No Customization).

NOTE: Please call us if needed.

Md. Tariqul Islam

Chief Executive Officer

NEO Technologies

Contact: 01732222252

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URL: www.neotech.com.bd