IT- BPO & Knowledge Services

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The growing IT-BPO industry in Sri Lanka offers a unique advantage for Small and Medium Enterprises (SME) to enjoy premium access to a high quality talent pool, which is becoming increasingly challenging in large established destinations such as India and China. The environment is also highly conducive for establishing high-in-demand niche competency centres out of competition for even larger global services companies.

What the IT-BPO & Knowledge Services sectors require.

- Feature rich voice services with collaboration
- Reliable diversified high speed internet
- Data hosting and managed services
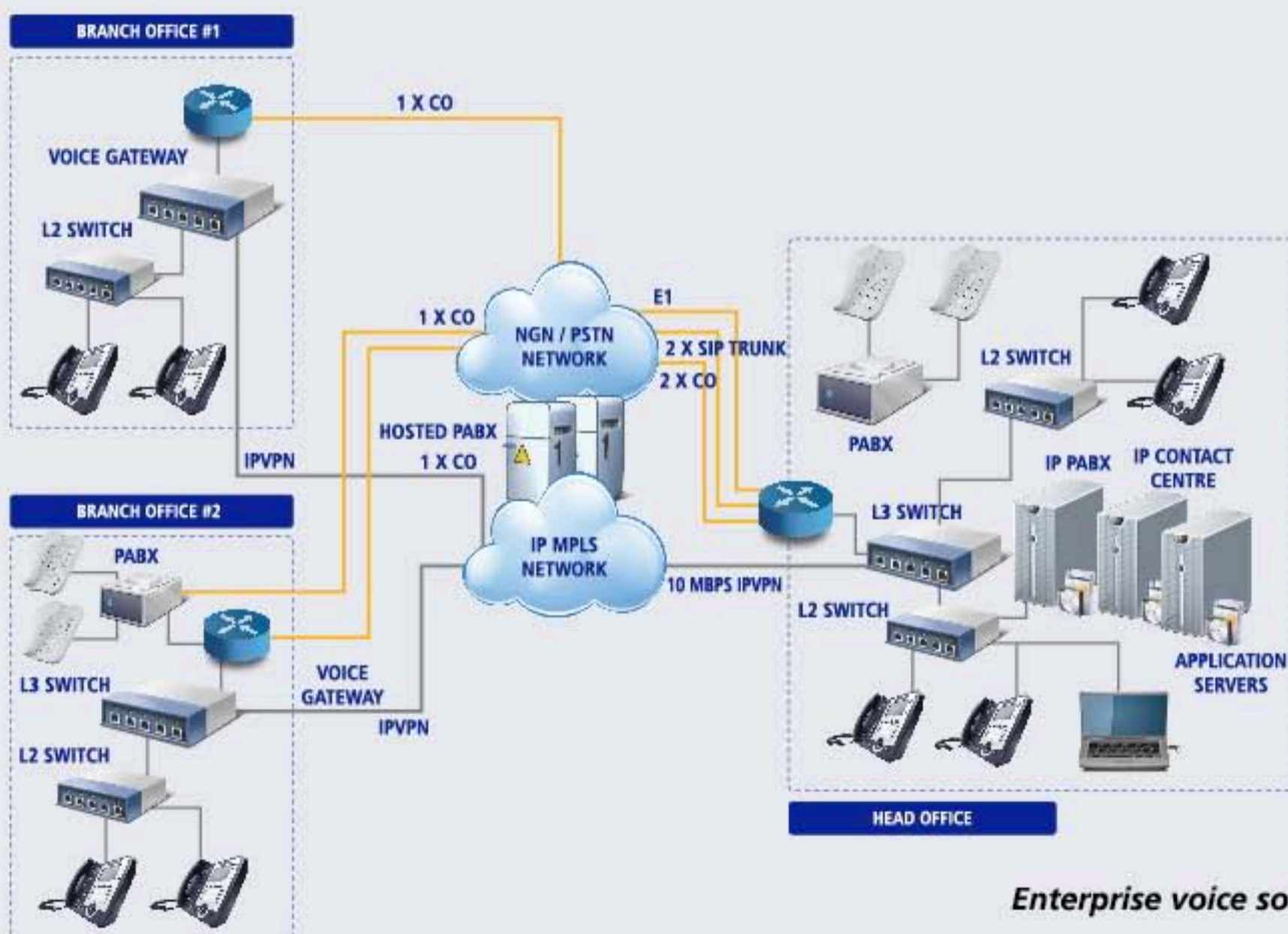- Hosted PBX and contact centre services

Proposed Intelligent Solutions by SLT

In the ever-changing world of technology, businesses are constantly seeking reliable ICT solutions to enhance their business needs. Through Intelligent Solutions, Sri Lanka Telecom provides services to businesses to meet their needs in order to achieve their organisational goals. With Intelligent Solutions customers could obtain comprehensive solutions to their requirements by integrating appropriate product portfolios such as Voice, Networking, Data Hosting and Managed Services.

Unified Communication Services

Sri Lanka Telecom PLC is the market leader in fixed voice communication in the country. SLT provides premium quality voice services through its state-of-the-art Next Generation Network (NGN) infrastructure, which is built upon an optical fibre transmission network. With its unmatched wired access network comprising both copper and fibre cables, SLT ensures the highest quality and most reliable voice services for enterprise customers.

New business ventures related to IT – BPO and knowledge services can make use of telecommunication services from Sri Lanka Telecom PLC and start operations within no time. SLT TDM and SIP based voice services can be provided along with hosted PBX and contact centre services for these new ventures.

Enterprise voice solution

Network Service

SLT networking services offer you the following benefits by leveraging on SLT's Next Generation Network (NGN) based on state-of-the-art technologies such as G.SHDSL, Metro / Carrier Ethernet and IP-MPLS;

- Comprehensive coverage through a state-of-the-art network to all parts of the country
- Superior quality and performance by connecting your offices through fibre and wire line networks

- Availability and resiliency in the last mile network for your business critical links through optical fibre ring architectures
- High speed (10Gbps) to low speed (64Kbps) options depending on traffic volume and business requirement
- Real time data transmission by prioritising traffic within the network to support real time applications such as voice, video, multimedia and business critical data
- End to end service manageability and excellent service levels through a 24/7 Network Operating Centre (SLT NOC) and island wide Operations and Maintenance Centres (OPMC)

Total integrated network solution

Local business ventures can be provided with optical fibre based high speed data and internet connectivity to facilitate business related communications.

SLT's Global VPN and IPLC (International Private Leased Circuit) services are available to link local offices with their foreign clients.
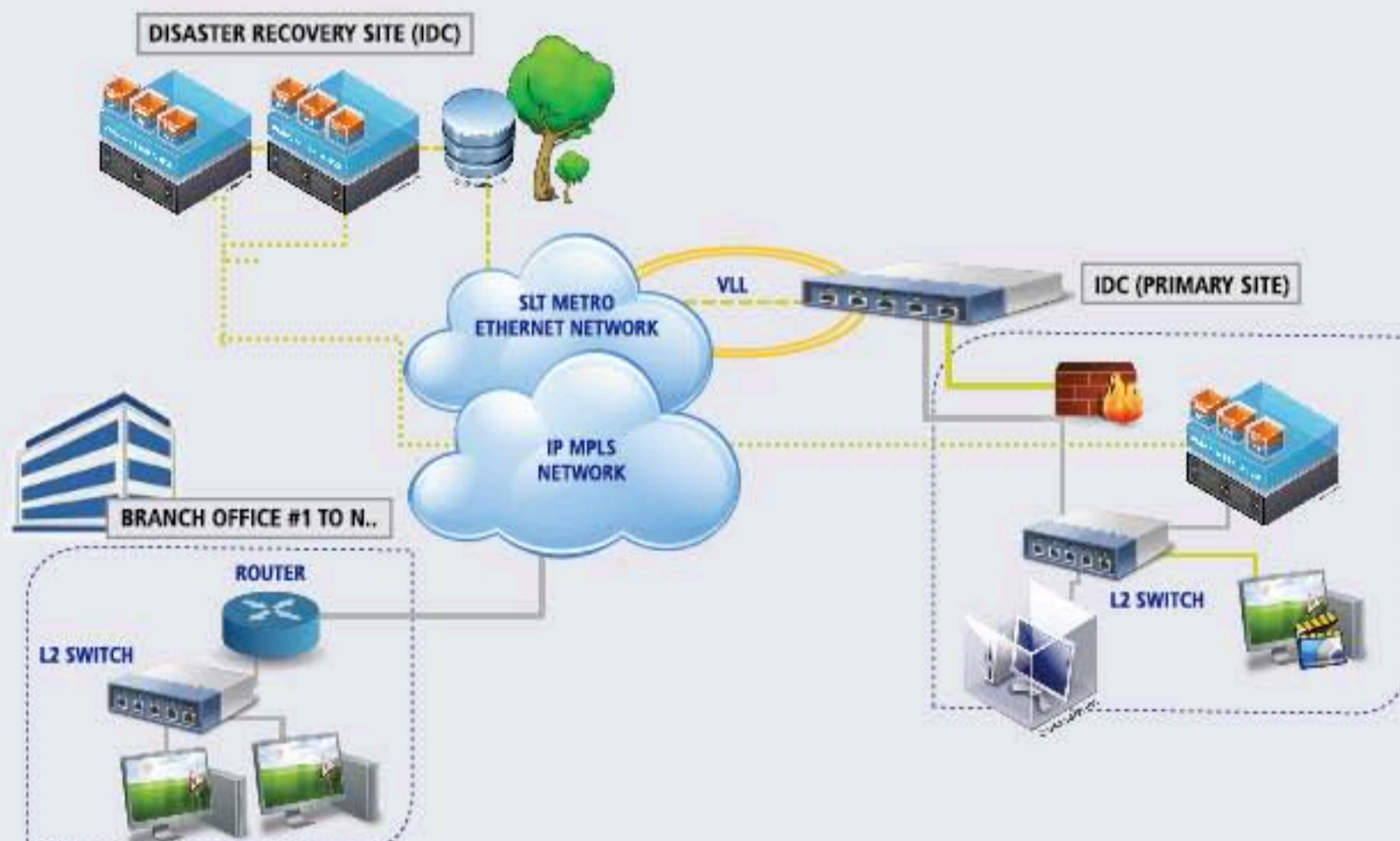
Data Hosting & Managed Services

Data Hosting solutions are a comprehensive suite of services to host and manage mission critical infrastructure and applications through a rich portfolio of flexible hosting solutions including shared hosting, co-location, dedicated hosting, cloud computing and internet bandwidth, application services, to managed services and audio, video streaming solutions. Services will be hosted at one of our world class data centres, ensuring complete reliability, security, low TCO, scalability, support and peace of mind.

Customer Benefits:

- Low total cost of ownership
- Comprehensive monitoring and management options from availability monitoring to component availability management to end-to-end performance management.
- Scalability and customised services to take care of all future needs

- Tailor-made solutions to meet your particular needs
- Industry-leading portal and reporting services for optimum control and visibility
- Faster deployment of services for faster time to market
- Eliminates the threat of obsolescence
- Complete peace of mind to help you focus on core business
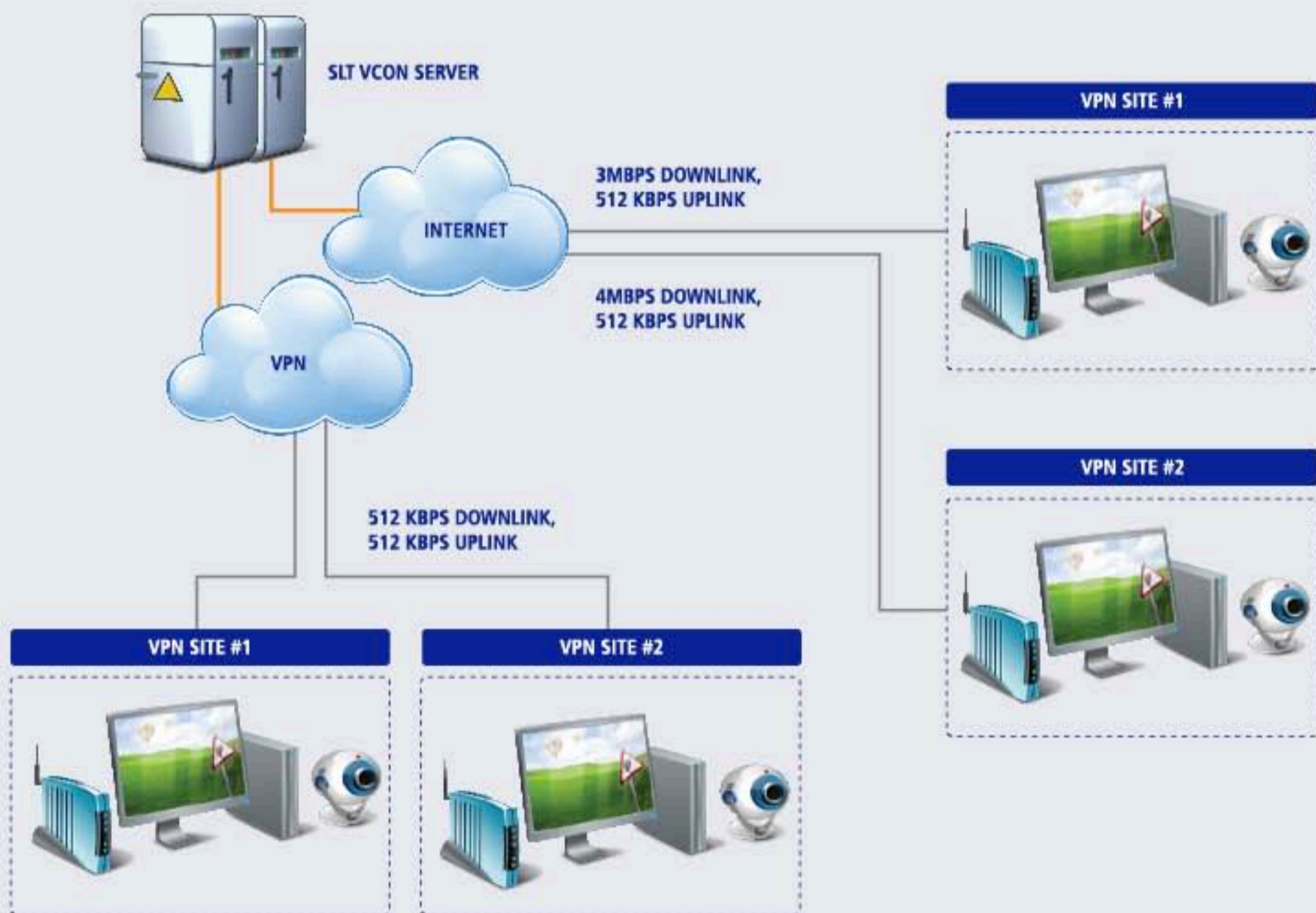
Data hosting solutions

SLT's ISO certified Internet Data Centre can provide cloud based services which facilitates speedy establishment of IT and software development businesses. SLT's hosted Contact Centre Solution will enable the call centre BPO operations to function cost effectively. BPO operators can start their operations from day one with a minimum Capex investment with all features and functions required for their business.

Video Conferencing Solution

Video Conferencing Solution

SLT's web based video conferencing service extends the boundaries of enterprise video communications. VideoMeet caters to high performance video conferencing needs of businesses. A rich communication experience is guaranteed to users with voice, video and data collaboration features. VideoMeet features built-in state-of-the-art audio and video technologies delivered through Internet or IP VPN connectivity.

Hosted video conferencing solution

SLT VCON SERVER

INTERNET

3MBPS DOWNLINK, 512 KBPS UPLINK

4MBPS DOWNLINK, 512 KBPS UPLINK

VPN

512 KBPS DOWNLINK, 512 KBPS UPLINK

VPN SITE #1

VPN SITE #2

VPN SITE #1

VPN SITE #2

Video Conferencing Solution

Key Features:

- Interactive audio/video communication services to conduct:
  - o Board meetings
  - o Lectures and trainings
  - o Presentations and demonstrations
- Low cost/bandwidth optimised service
- Plug and play access with audio visual hardware devices
- On-demand service offerings
- Display the conference participants in a split screen
- Built-in security features
- Intelligent adjustment of resolution based on available bandwidth
- Load of collaboration features (White Board, Presentation sharing, Instant messaging, Remote desktop sharing)
- Easy and flexible scheduling of meetings
- International connectivity

SLT is in the process of developing many more industry specific solutions and business applications in the context of cloud computing. Our vision is to enable our enterprise customers in different industry segments to consider completely outsourced ICT solutions. These services can be offered as a managed service eliminating significant upfront investments for premise based ICT infrastructure. SLT will enable enterprises to start small and grow based on demand within a "pay as you grow" business model. It is also important to note that SLT maintains the highest data security standards and integrity by hosting all your valuable information at our state-of-the-art data centres.

Please contact our staff to further discuss and understand your specific business requirements and to develop tailor-made ICT solutions.

Sri Lanka Telecom
One Country. One Voice.