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DYXnet Honored by Frost & Sullivan with 2010 MPLS VPN Market Leadership of the Year and 2010 Contact Centre Outsourcing Market Leadership of the Year

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HONG KONG, Nov. 9, 2010 /PRNewswire-Asia/ -- DYXnet, Greater China's leading ICT (Information and Communications Technology) service provider, was honored with "2010 MPLS VPN Market Leadership of the Year" and "2010 Contact Center Outsourcing Market Leadership of the Year" by a world-leading consulting company, Frost & Sullivan, recognizing the Group's contributions in the development of MPLS VPN and contact centre outsourcing.

According to the spokesperson of Frost & Sullivan Judging Committee, "DYXnet's continuous research & development (R&D) investment, service excellence and product variety in two major markets, MPLS and contact centre, successfully catering to customers' needs. In view of DYXnet's outstanding performance in MPLS VPN and contact center outsourcing markets, Frost & Sullivan awarded DYXnet with 2010 MPLS VPN Market Leadership of the Year and 2010 Contact Center Outsourcing Market Leadership of the Year."

Lap Man, Founder and CEO of DYXnet, said, "We are honored to be recognized by Frost & Sullivan with two major awards in its annual Best Practice Awards (BPA), reflecting the effort of DYXnet's staff members are well-received. We are delighted and encouraged with such recognition. Along the way, not only we focus on continuous innovation, as well as product and service enhancement, we also value the close relationship with our customers to best meet their needs. The awards further strengthen our belief in developing MPLS and contact centre outsourcing service. Looking ahead, the Group will continue to invest in R&D in order to enrich our solution portfolio and grow with our customers."

Since the establishment in 1999, the Group launches the most tailored service portfolios for the market and links up two seemingly unrelated services, MPLS and contact centre outsourcing through internal analysis and research with its acute sense in new technologies and market. The Group demonstrates its capability to leverage broadband and unified communications technologies and caters for the two challenges of retail industry: the complexity of scale expansion, operation and management as well as seeking ways to save costs in competitive markets to increase revenues. Riding on its MPLS VPN service, the Group provides all retailers with a management system of consistent, stable and secure network to enhance communications between branches and save costs. At the same time, our contact centre outsourcing service helps them to accomplish retail expansion, cross-selling and telemarketing, as well as to increase revenue.

Comprehensive Network Coverage to Strengthen Competitiveness in MPLS VPN Market

According to IDC research analysis, the VPN revenue in Asia Pacific region (excluding Japan) is expected to grow at a compound annual growth rate ("CAGR") of 17.85%, from USD3.55 million in 2009 to USD8.06 million in 2013. In Greater China region (includes Mainland China, Hong Kong and Taiwan), the CAGR of IP VPN revenue is expected to reach 26% during the same period.

As one of the leading MPLS VPN service providers in Greater China, DYXnet has established a network of Points-of-Presence (PoPs) in over 37 major cities, including Mainland China, Hong Kong, Taiwan, Vietnam and Singapore, to cover over 700 cities in Asia Pacific. Receiving overwhelming supports with our superior customer services, the Group further enhances its network coverage, providing services to more than 6,800 MPLS VPN clients' sites and hosting over 5,200 clients' servers.



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Contact Centre Outsourcing Supports Greater China

According to IDC's report on "Contact Centre Outsourcing in China: Opportunities and Challenges", the market capacity of contact centre outsourcing reached USD605 million in 2008 and was expected to grow at a 5-year CAGR of 23.20%, reaching a market capacity of USD1.79 billion in 2013. This shows the tremendous potential in the development of contact centre outsourcing market in China.

DYnet's advanced ICT technology enables enterprises in the Greater China to enhance productivity and profitability, currently offering services to major clients, such as McDonald's, English Town and TVB Pay Vision, etc. The Group has set up outsourced contact centres in Shanghai, Beijing and Guangzhou to provide services in eastern, northern and southern regions while expanding its scale year after year.

About Frost & Sullivan Best Practice Awards (BPA)

Frost & Sullivan BPA has established since 1990's to recognize enterprises in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Each year, the awards Frost & Sullivan establishes are presented to enterprises with outstanding performance in various industries. Winners not only have strategic advantage in production innovation, but also have obtained maximum market share through effective marketing strategy in the past two or three years.