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DYXnet Group's Strong Growth Drives New Office Expansion

The Relocation and Enhancement of its NOC and CSC enable the visualization of its MPLS VPN service



HONG KONG, June 27,
2013 /PRNewswire/ -- DYXnet
Group
(<http://www.dyxnet.com>), the
leading Greater China ICT
(Information and
Communication Technology)

Service Provider, today announced that it doubled the office spaces in Guangzhou and Shanghai to accommodate its strong growth in both revenue and office staff to pave the way for its future growth. The relocation and enhancement of its Network Operation Centre (NOC) and Customer Service Centre (CSC) in terms of facilities and standard in the new Guangzhou office enable DYXnet to visualize its MPLS VPN service for its customers.



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The expansion comes as a result of the significant growth in both revenue and office staff. The revenue grew from 20% in 2010 up to 40% in 2012 while we predict the office staff will increase exponentially to 800 by 2015 from the current number of 500. In addition, the relocation and expansion of NOC and CSC signify the enhancement of its facilities and standard to a new level. The theatre design in NOC, a deployment of multiple large screens in the public area as well as the assignment of dual screen for each NOC staff enable the team to visualize the network performance at real time easily, thus improving the efficiency for troubleshooting and outage or Internet attack response. Apart from this, the self-developed provisioning tool together with the implementation of stringent cross-checking and verification procedure on network configuration significantly mitigate human errors.

For CSC, the deployment of multiple large screens in the public area, the assignment of dual screen for each customer representative together with the enhancement of the ticketing system allow the team to respond timely to customers' requests, thus optimizing the customer handling capability of our CSC.



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Mr. Lap Man, Founder & CEO of DYXnet Group, stated, "I am glad to see the expansion in our Guangzhou and Shanghai offices, signifying our rapid growth in both revenue and office staff. We also plan to expand our existing Beijing office with doubling up its existing size by the end of 2013. Riding on the relocation and upgrades on both facilities and standard of our NOC and CSC, we are capable of building up the real cross-region video conference (VC) demonstration site in all our major offices covering Hong Kong, Beijing, Shanghai, Guangzhou and Taipei as part of visualizing the effect of VC running on our MPLS VPN service. Moving forward, as Mainland China continues to be one of the most crucial markets for the Group, we will keep allocating more resources to the region."

In order to upgrade the security level, the Group adopts the two-factor authentication of fingerprint and access card in NOC to ensure only authorized personnel can enter the restricted area. Besides, the adoption of high definition real time network monitoring device in both NOC and CSC facilitates closer monitoring of the operations and security of customers' data around-the-clock.