Rib Communication

Rib Communication founded in 2018 by market leading solution experts, is an IT solution provider company in Bangladesh, provides effective and reliable IT solutions at affordable price to facilitate customers' business growth.

FOUNDED IN 2018

COMPANY IS LED BY INDUSTRY EXPART ENGINEERS AND SALES PERSONALS

GAINED POPULARITY IN SHORT PERIOD SINCE IT WAS FOUNDED

WE HAVE 53 REGULAR CLIENTS AT OUR PORTFOLIO AS OF NOW

ONE OF THE FASTEST GROWING IT COMPANY IN BANGLADESH

Products & Services

Voice and SMS	- IP PBX and Cloud PBX - Call Center - Voice Blast Service and Solution, Text to Voice - Masking/Non-Masking SMS - SMS Services and Solutions
Software	- CRM - Hospital Management System - ISP Management System - Comprehensive Business Management System - Customized Software (On-demand) - Real Estate Customer Service
Solutions and Services	- Network and Cyber Security - Hosting and Email Services - Virtualization and Cloud Services - Solutions partner with Cisco, Paloalto, Sophos, Fortinet, Dell, Barracuda, Plesk - Consultancy

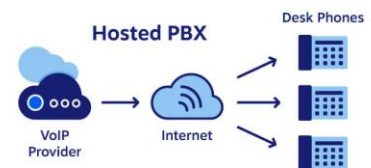## IP PBX
Call Center
Voice Blast
SMS

VOICE & SMS

IPPBX

An IP PBX is a telecommunication device that provides voice connectivity to desk phones within a building. It oversees the outgoing and incoming calls across its telephone network using an internet connection.

We're providing On-premises IP PBX and also Hosted / Cloud IPPBX solution which is highly customizable and feature-rich - the ideal, low-cost solution for an enterprise of all sizes which needs SIP Trunking to make communication to outer-world.

Adopting an IP PBX in your business can come with some perks. Here are some reasons why it's a wise investment.

The Ultimate Hosted Cloud PBX Solution

Top Reasons to Switch to an IP PBX

- You're looking for a more manageable, easy-to-use system.
- It would be best if you had a solution that's quick and easy to install
- You want to reduce phone wiring around the office.
- You want to lay the foundations to scale
- You want to improve the customer journey.
- You want to consolidate your communications channels.
- You want to allow better mobility.

Key IP PBX features

- Multi-layer IVR
- Hunting Number.
- Call distributes according to the IVR category wise.
- If specific extension is busy/unreachable call can be forward to another extension or mobile.
- Extension can receive calls and able to transfer call to another Agent/Supervisor if necessary.
- All Extension Calls Recording Facilities or specific.
- Extension's call recording. We will store up to 500 GB call record and store at client server.
- Call Conference for IP Phone Set
- Support for ring groups.
- Web-based operator panel.
- CDR and consumption report.
- Extension wise Call Details of all Extensions.
- Call Features also as per clients need

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*Rib **Communication** Hosted Cloud IP-PBX is a web-based highly customizable and feature-rich solution - the ideal, low-cost solution for an enterprise of all sizes. Our Cloud PBX gives you the flexibility to use any current VoIP phone without any further equipment or extra effort needed*

Benefits of Cloud PBX

Some of the top benefits of cloud PBX systems for both large and small businesses are the following:

↗ Reduced pricing takes advantage of cheaper VoIP infrastructure compared to traditional PSTN services.
↗ Bundled phone lines and services lead to easier management and cost control.
↗ They introduce better help desk support.
↗ There is automated support for call recording, transcription and coaching capabilities.
↗ New lines can be brought on in a few minutes.
↗ They enable flexible routing to the office or workers at home.

Call Center
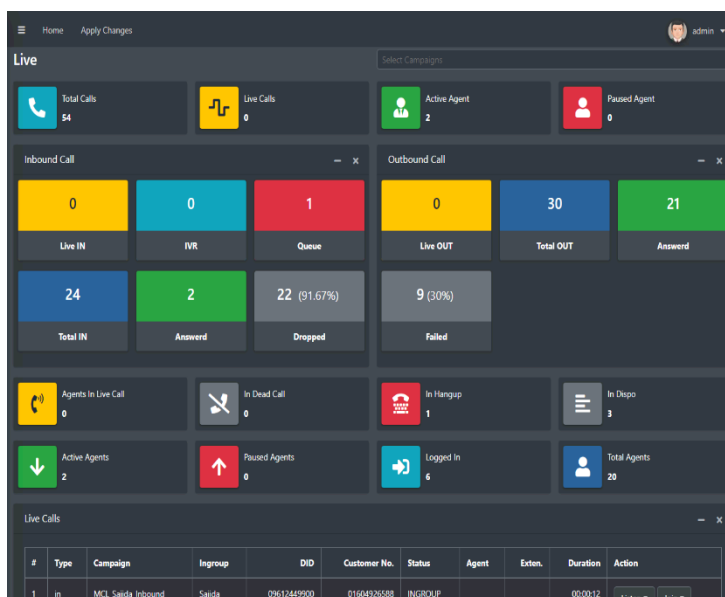
Let's you easily manage incoming and outgoing calls , find agent's KPI and get detailed report of daily works of your call center.

A Call Center Solution a combination of Software and Hardware Technology designed to automate and improve effective management of inbound and outbound interactions of an organization with its customers and prospects to enhance customer experience from all its touch points. It comes with Automated Call Distribution (ACD) and Predictive Dialing (PD) features for effective Call Routing for all interactions. Our Call Center Technology now come with Ticketing and Emailing module making it now an Omnichannel Contact Center Technology.

This Technology Solution is normally used in a Contact Center or Call Center, which is normally under the customer service unit or department of an organization; where they receive and manage all inbound communications from and make outbound communications to both new and existing customers. This communication is mostly through telephone calls and the customer service team also known as Agents, that receive the inbound calls

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are expected to act as advisory and support Staff to the callers. It is worthy to note that Contact center communications also includes Email, SMS and Chat from the website. Big and complex organizations like the Banks, Insurance and Manufacturing companies ensure to have a Contact center where all their organization's customer traffic is targeted to, for easier management, instead of the customers visiting the branch for inquiries and complaints management they could have just called for from the comfort of their homes and offices.

Here are Key Call Center Software Features We Provide

↗ Auto Dialer: An automated system to improve outbound calling
↗ Preview Dialer: View customer information prior to making the call
↗ Interactive Voice Response (IVR): Encourage self-service with an effective inbound system
↗ Automatic Call Distributor (ACD): Route the calls to the most suitable agent for First call resolution FCR
↗ Click-to-Call: Eliminate manual dialing with just a click
↗ Reporting and Dashboards: Graphs and charts with all call center metrics
↗ Report scheduling: Export and schedule relevant reports
↗ Voice logger: Keep a record of all your inbound and outbound calls for future action
↗ Call Monitoring: Track the call quality for better conversations
↗ Automation Rules: Optimize your call center with dynamic algorithms
↗ Hosted Call Center

Voice Blast

An easy solution to convey voice message to your customers.Voice blasting is a modern communications technique that uses computer technology to send pre-recorded phone messages to hundreds or thousands of community members at once. This application of this technology has both commercial and community service use. Business phone messages can be broadcast to customers in bulk fashion or emergency alerts can be delivered to members of a community.

Text to Voice

We have a special feature that offers to convert text message into voice. Our solution supports both static and dymanic text to voice features.

SMS

Masking SMS Service

Masking SMS is a way to send messages with the name of the sender. Our masking SMS services aids branding efforts by offering affordable and quick messages using the desired name as SMS sender ID.

Non-Masking SMS Service

Non-Masking SMSs send messages with the number of the sender instead of the name. The non-masking sms solution that we offer is low-cost and allows easy accessibility of the control panel.

SMS Services and Solutions

We're also providing SMS services and solutions as per our customers demand.

- Customer Resource Management System (Client Information)
- Health Survey
- Hospital Management System
- Internet Service Provider (ISP) Management System
- Comprehensive Business Management System
- Customized Software (On-demand)
- Real Estate Customer Service

SOFTWARE

Customer Resource Management System (Client Information)

Client Management
Maintain client details with the latest call updates.

Date-Wise Reporting
Generate reports with date-wise data search functionality.

Database Access
Secure database storage with download access for agents and administrators.

Administrator Customization
Customization options for administrators, including user permissions, report templates, and system settings.

Health Survey

TIER-1 FUNCTIONALITY

Extension and Patient Identification
- Develop a robust system for handling incoming calls and identifying patients.
- Implement a user-friendly interface with options to indicate whether the patient is new or existing.
- Utilize modern UI/UX principles to ensure ease of use.

Patient Forms
New Patient Form:
- Create a comprehensive form for new patients to provide essential information.
- Design the form with clear sections for personal details, medical
- history, and contact information.

Existing Patient Form:
- Retrieve and display the latest patient data in a structured format for returning patients.
- Enable seamless updates to existing information as necessary.

Agent Survey and Reporting

Survey Management:
- Develop an interface for agents to conduct surveys efficiently.
- Include dynamic questionnaires tailored to patient conditions.

GHQ Report Generation:
- Automatically generate GHQ reports based on survey responses.
- Ensure the reports are standardized and professional in presentation.

Referral System

Referral Workflow:
- Implement a systematic referral process for transferring patients to higher tiers or specialized facilities.
- Include options for immediate or scheduled referrals based on urgency.

Communication:
- Integrate secure messaging capabilities to notify receiving facilities about incoming referrals.
- Include relevant patient information and assessment reports in referral notifications.

TIER-2 FUNCTIONALITY

Doctor's Assessment

Evaluation Interface:
- Provide doctors with a structured interface to review patient surveys and GHQ reports.
- Enable annotation and additional data entry for clinical assessments.

Referral Decision Support:
- Incorporate decision support tools to assist doctors in determining the necessity and destination of referrals.

Referral Management

Referral Tracking:
- Implement a centralized system to track and manage patient referrals.
- Enable real-time status updates and communication between referring and receiving facilities.

TIER-3 FUNCTIONALITY

Psychiatrist's Evaluation
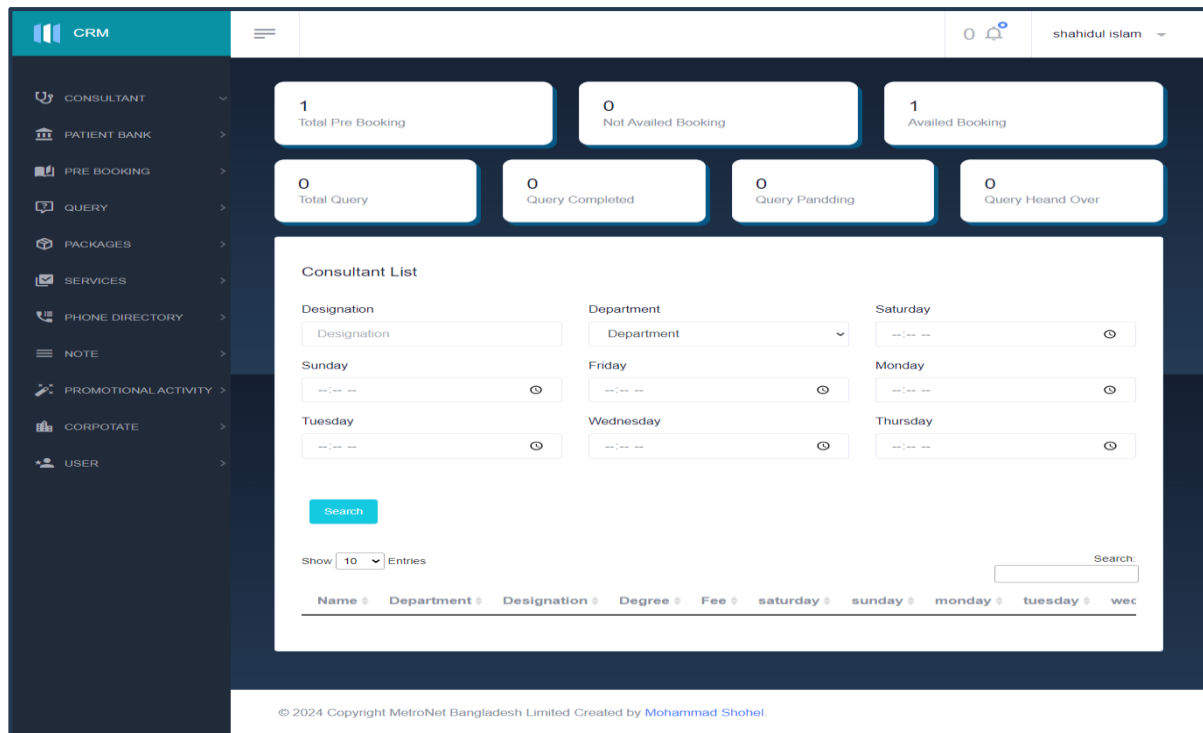
Specialized Assessment:
- Design an interface tailored to psychiatric evaluations, accommodating unique assessment tools and scales.
- Provide psychiatrists with access to comprehensive patient histories and previous assessments.

Referral Decision and Collaboration:
- Facilitate multidisciplinary collaboration between psychiatrists and other healthcare professionals involved in patient care.
- Include secure messaging and document sharing capabilities to enhance communication.

Hospital Management System

Doctor Profile Management
- Create profiles for doctors including their personal information, specialization, qualifications, contact details, availability, and schedule.
- Allow doctors to update their profiles, including availability
- and schedule changes.

Patient Information Management
- Record patient demographics, medical history, insurance details, contact information, and other relevant data securely.
- Ensure compliance with privacy regulations such as HIPAA (Health Insurance Portability and Accountability Act) to protect patient information.

Pre-Booking Appointment System
- Offer different service packages or treatment plans based on patient needs and medical requirements.
- Clearly outline the services included in each package and associated costs.

- Enable patients to select and customize service packages according to their preferences.
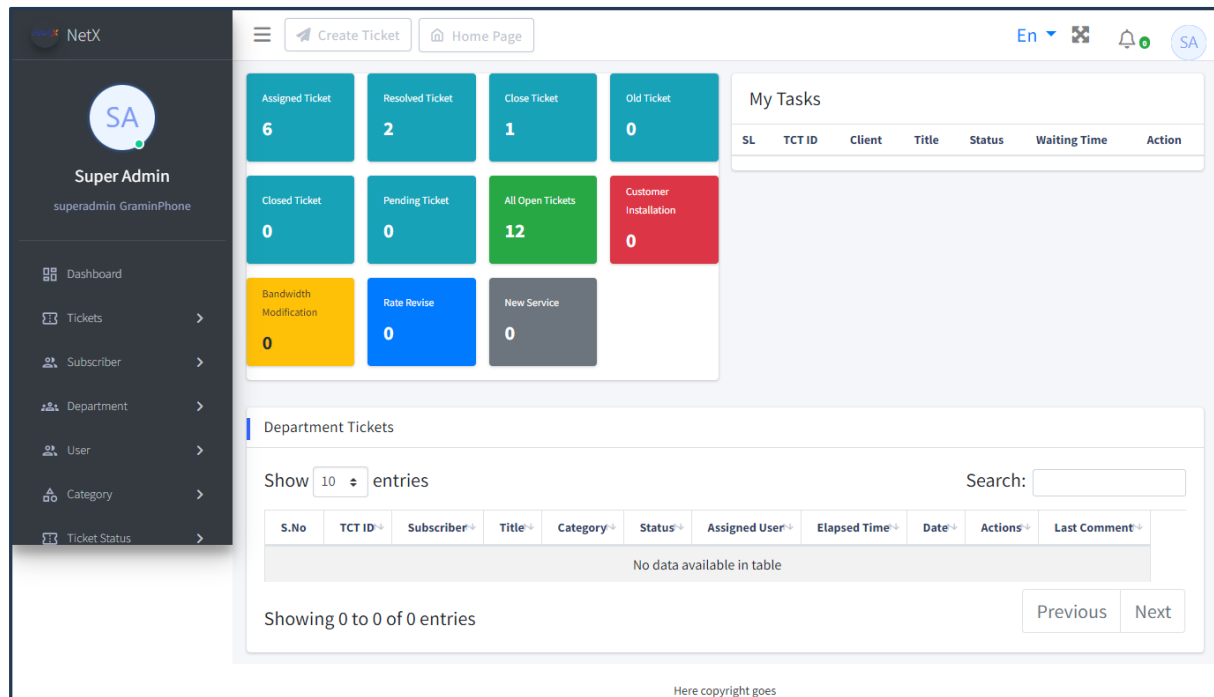
Notice Management
- Display important notices, announcements, and updates regarding hospital policies, procedures, and events.
- Categorize notices based on relevance (e.g., general announcements, department-specific notices, policy changes).
- Ensure notices are easily accessible to both staff and patients.

Promotional Activities
- Develop promotional campaigns to attract new patients and retain existing ones.
- Utilize various channels such as email, SMS, social media, and website banners to promote services, discounts, and special offers.
- Track the effectiveness of promotional activities through analytics and feedback mechanisms.

Internet Service Provider (ISP) Management System

Ticketing System
- Implement a ticketing system to handle customer inquiries, complaints, and technical support requests.
- Assign tickets to appropriate staff members based on their expertise and availability.
- Track the status of tickets from creation to resolution and ensure timely responses to customer issues.

Survey
- Conduct surveys to gather feedback from customers regarding their satisfaction levels, service quality, and suggestions for improvement.
- Analyze survey data to identify areas for enhancement and prioritize improvements based on customer feedback.

Department Information
- Maintain information about different departments within the ISP such as customer support, sales, technical operations, and billing.
- Store department-specific details including contact information, roles, responsibilities, and organizational structure.

NTTN Information
- Record information related to Network-to-Network Interface (NTTN) agreements with other ISPs or network providers.
- Store contract details, service level agreements (SLAs), pricing structures, and technical specifications associated with NTTN connections.
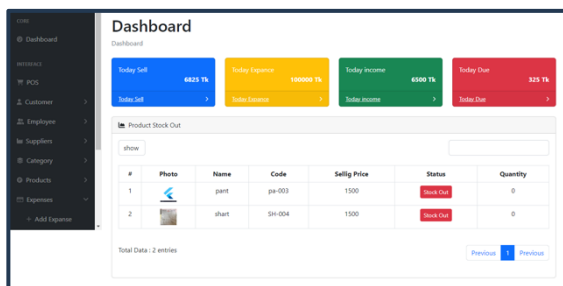
PoPs (Points of Presence) Information
- Maintain a database of PoPs including their locations, network infrastructure, capacity, and connectivity options.
- Keep track of PoP utilization and performance metrics to optimize network resources and ensure quality of service.

Comprehensive Business Management System

Customer Information Management
- Store customer details including names, contact information, purchase history, preferences, and any other relevant data.
- Allow for easy retrieval and updating of customer information.
- Implement features for customer segmentation and targeted marketing campaigns.

Point of Sale (POS) System
- Develop a user-friendly interface for selecting products, calculating prices, applying discounts, and adding VAT.
- Deduct the quantity of purchased products from the inventory in real-time.
- Generate invoices or receipts for transactions.
- Integrate payment processing systems to handle various payment methods.
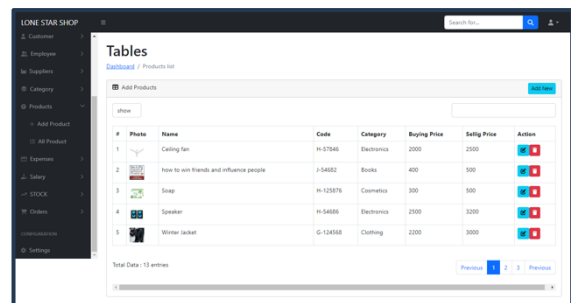
Employee Information Management
- Maintain employee records including personal details, contact information, employment history, roles, and permissions.
- Track employee attendance, leaves, performance evaluations, and training records.
- Implement security measures to ensure sensitive employee data is protected.

Supplier Information Management
- Store supplier details such as company names, contact information, payment terms, and product catalogs.
- Track supplier performance, delivery schedules, and purchase history.
- Manage supplier contracts, agreements, and communication.

Product Management
- Allow authorized users to add new products to the system with details such as product name, description, price, quantity, supplier information, and any applicable discounts.
- Categorize products for easy navigation and management.
- Set up alerts for low stock levels to prevent stockouts.
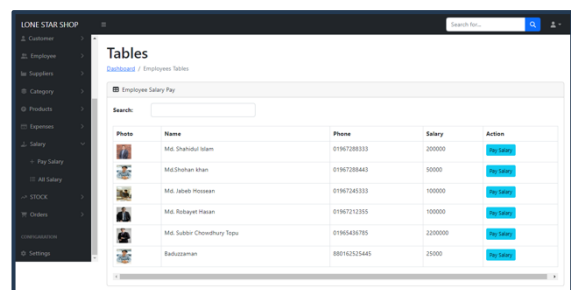
Employee Salary Records
- Record employee salaries, bonuses, commissions, deductions, and other compensations.
- Calculate net pay based on tax regulations, deductions, and other factors.
- Generate salary statements and reports for payroll processing.

Stock Information Management
- Keep track of inventory levels in real-time, including stock-in-hand, stock-out, and reorder levels.
- Implement barcode or RFID technology for efficient stock tracking and management.
- Conduct regular stock audits and reconcile discrepancies between physical and recorded inventor

- ✳ Network Design, Planning, Implementation and Integration
- 🔒 Network and Cyber Security
- ✉ Email Security and Hosting
- ✓ Managed Services
- 🔍 Consultancy
- ☁ Virtualization and Cloud Services

➢ **SOLUTIONS**

➢ **SERVICES**

We have further enhanced our services and products by forming strategic partnership with some of the most experience and well-known IT companies in the world. These partnerships allow us to give our clients the type of personal support and hands-on customer service you expect while bringing the hardware and software selections, networking and security solutions, and special pricing that you need to succeed.

- Dedicated Security Specialist
- Powered by industry best technology
- Powered by industry experts and analysts

Solutions & Services

We provide Managed Security and Professional Security Consulting services to end customers.

Managed Services
- Managed IDS & IPS
- Firewall management
- Managed application firewall
- Log monitoring
- Log retention
- SIEM as a service

Professional Services
- Vulnerability management & testing
- Penetration testing
- Web application security
- Network risk assessment
- Device configuration & mitigation reviews
- Cyber forensics
- Consultancy

Key Products
Here is the list of products we work with:

- √ Cisco
- √ Palo Alto Networks
- √ Sophos
- √ Fortinet

- √ Barracuda
- √ Dell
- √ Plesk