

Tech Interview



# Living broadband life

"I believe by 2004 the mushroom growth of the ISPs will come down and the existing ISPs will try to improve their performance. My ISP is one of them. We have plans for more bandwidth. We don't want to go for mass marketing. We want to improve our level of services for our professional clients." says M Sayedul Hoq, CEO, CGS Comm.

CGS Communication is one of the pioneers in providing broadband Internet links. It celebrated two years in business on May 23. On the occasion, its **Chief Executive Officer M Sayedul Hoq** talked with **Nafid Imran Ahmed of The Daily Star** about the company's journey, its future and other cross-cutting issues. Following is the excerpts of the interview.

**The Daily Star (TDS):** Tell us about your company

**SH:** I always wondered if the dial-up Internet connections in our country could have a monthly fixed flat rate and higher speed. And the best thing would be if we could spare the phone line. So came the idea of cable broadband. We chose coaxial cable. A single trunk which spreads in branches and reaches clients up to some distance. Our experimental phase on cable networking started after we got our licence in October 2000. Finally, in May 2001 CGS Communications was officially launched.

**TDS:** What is your opinion on low cost broadband services and how soon will it be before your company offers it?

**SH:** The reason why

broadband is still so expensive in our country is high bandwidth cost. This cost can be slashed down dramatically when the submarine cable will finally be installed and the landing party, BTB (Bangladesh Telegraph and Telephone Board), slash its price. We hope by the end of 2004 we can reduce our rate by one fourth.

**TDS:** It is estimated that Bangladesh will have the most Internet users by 2005. What plans do you have to tap the growth?

**SH:** It is fascinating how the use of Internet is growing every day. At present, we have more than 300 clients and the number is growing every day. We are planning to expand our

bandwidth. Currently, our current mode of distribution is the 'proprietary' mode where each user needs an expensive cable modem. But from the end of this year we will introduce a new technology called DOCSIS, which will slash down the installation cost.

**TDS:** Are yours a profitable venture?

**SH:** Not yet. We are near the break-even point. So far, we have tried our best to keep the cost down and provide quality service. From the very beginning we tried to focus on the service and not the volume of users. That is why we only focus on corporate clients.

**TDS:** What does 2004 hold for CGS? What are your financial predictions?

**SH:** I believe by 2004 the mushroom growth of ISPs will come down and the existing ISPs will try to improve their performance. My ISP is one of them. We have plans for more bandwidth. We don't want to go for mass marketing. We want to improve our level of services for our professional clients. We shall also introduce wireless and dialup service, which will be as good as DSL or cable broadband.

**TDS:** Tell us about your ISP's selling strength and weaknesses.

**SH:** We are not a big ISP. We serve only to the extent to our ability. To maintain an optimum quality, we need to provide as much bandwidth as we are capable of. During the past two years we have suffered a lot. Our main enemy was power crisis and natural disasters. And another major problem we faced was

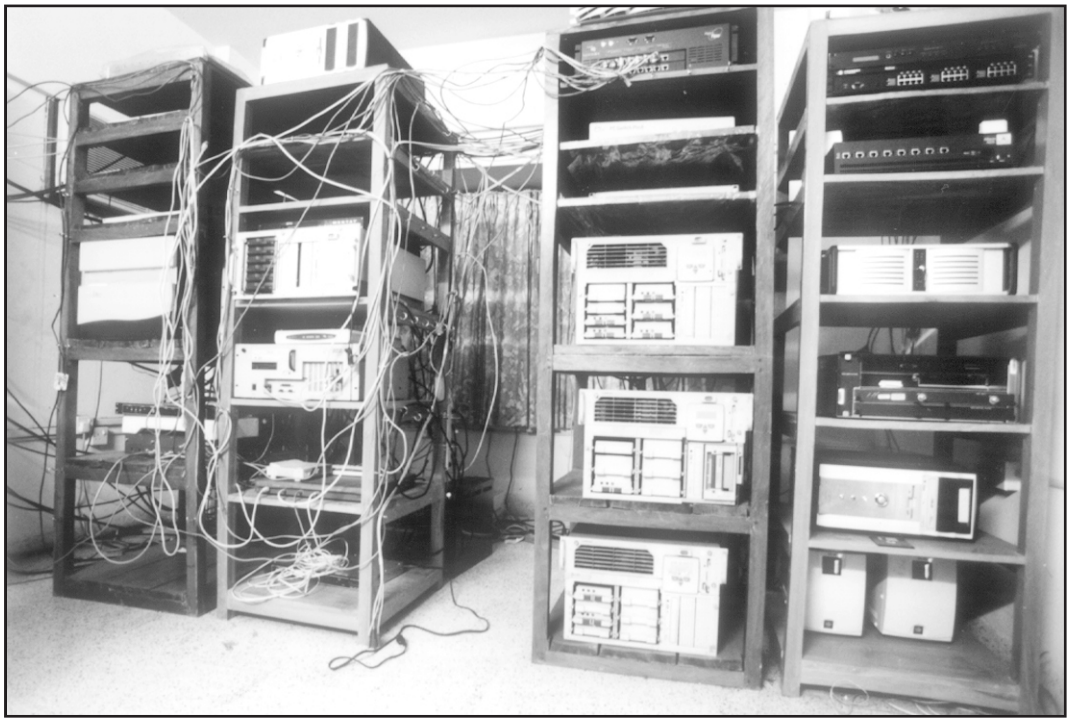
the cable management, as Dhaka City Corporation does not have a proper cable management plan. Although the BTB has a system called DDN (Digital Data Network) but the charge for a 64Kbps carrier is Tk6,000, which is very high. 'Duct' is very important for wire management. The DCC or BTB should go for it.

**TDS:** What is your current market focus and what type of selling are you driving for?

**SH:** At present, our focus is on corporate clients and cyber cafes. We are not encouraging home users, its not financially feasible. We will introduce new technologies such as 'Unified Messaging' by the end of August. This will provide SMS features via net and e-mail through cell phones.

**TDS:** What are your customer flow management and database issues?

**SH:** We have in-house software developers. At present, they are working on a Customer Relationship Management software. This helpdesk software will enable a client to e-mail their complaint and on-screen power failure notifications. This will make us proactive. We also maintain a client database.



The heart of CGS: DNS, Mail, Web, Caching servers, CMTS, routers and switches piled at CGS's server room

Dr. Tech

Dear Dr. Tech  
My browser sometimes gives me these messages that I need to install some plug-ins for viewing some websites. What are these browser plug-ins? And how can I install them?  
Nafisa

Dear Nafisa,  
A plug-in is a small application that works with your browser to display certain types of web media. For example, some web sites use Shockwave to allow you to play interactive games. However, in order to play these games, you need to have a Shockwave plug-in.

Oh, if you want to check out some of these games, head to:  
<http://www.shockwave.com/sw/games/arcade/>  
How do you know which plug-ins you are going to need? Don't worry about it. When you get to a site that requires one, your plug-in will either run automatically or, if you don't have it, there will be instructions for getting it.  
For the most part, newer browsers come with the most common plug-ins. You may need to update to the latest version from time to time, but that's an almost automatic procedure too.  
[dailystartech@yahoo.com](mailto:dailystartech@yahoo.com)

Tech Toon



"Sorry about the odor. I have all my passwords tattooed between my toes."

Star Tech Quiz

46

Check the box beside the correct answer

1. Which objects can have NTFS permission applied to them?

- |                                   |                                  |
|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Printers | <input type="checkbox"/> Files   |
| <input type="checkbox"/> Shares   | <input type="checkbox"/> Folders |

2. DNS is an acronym for what?

- |  |  |
|--|--|
| <input type="checkbox"/> Domain Name Service | <input type="checkbox"/> Domain Name System    |
| <input type="checkbox"/> Direct Native Mode  | <input type="checkbox"/> Drive Naming Software |

Name: \_\_\_\_\_ Occupation: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

Last week's answers

- |           |           |
|-----------|-----------|
| 1. CD ROM | 2. Driver |
|-----------|-----------|

Winner: Maimuna Qazi

52/5, New Eskaton (3rd Floor) Dhaka.

Please fill this up and send your answers to Star Tech Quiz, The Daily Star, 19 Karwan Bazaar, Dhaka 1215 by July 8, 2003.

Tech News

TAWFIQUE ALI

**N**AZIMCORP Resource Gateway in collaboration with the NIIT has come up with a professionally-focused training programme in the city aiming at enhancing corporate productivity.

NRG Chief Executive Officer Nazim Farhan said over past five or six years there had been remarkable investment in computer hardware business but little attention had been given to IT skill-building enterprise.

Many governmental and non-governmental organisations aspire to enhance the IT capability of their human resources. "We mean to address this prospective area of IT productivity-enhancing entrepreneurial need of various establishments and business concerns," Nazim told *The Daily Star*.

He said that NRG would make use of NIIT's IT expertise in enabling the corporate professionals through collaborative efforts.

As part of a diversity programme of ADCOMM Ltd., NRG aims at catering to corporate need for enhanced productivity through manipulation of whatever IT knowledge professionals have already

gained.

He said that the training programme will take a holistic approach and incorporate other knowledge-building efforts in English language proficiency, behavioural orientation, and marketing.

The training centre will provide IT consultancy service to the corporate establishments as per their need.

"This training is different from regular IT academic programme. It will exclusively deal with how to better equip the professionals, who may have some amount of IT knowledge, with enhanced skill," Nazim said.

"This is a specialised approach with focused treatment dedicated to building IT efficiency of the professionals and corporate bodies," NIIT General Manager Tulika Sinha said, "unlike imparting basic academic IT education."

"The NIIT has IT expertise while NRG has thorough knowledge of IT market in Bangladesh. It's a perfect combination to achieve business goals," Tulika told *The Daily Star*.

She said professional skill development was a single segment in the IT domain, which promised a potential market in Bangladesh.

Tulika said the NIIT was the

first international IT corporation to institute education and executive training programme in Bangladesh back in 1997. As such, it has a considerable study of Bangladesh IT market.

"We are happy having launched this training programme to enhance corporate IT efficiency in Dhaka and looking forward to institut-

has been conducting IT skill-building programmes in Sri Lanka, Nepal, Indonesia, and Malaysia, she said.

The CEO of the NRG said the Bangladesh Bank has already entered upon a contract to undertake this efficiency-building programme which simultaneously commences at five centres across the country

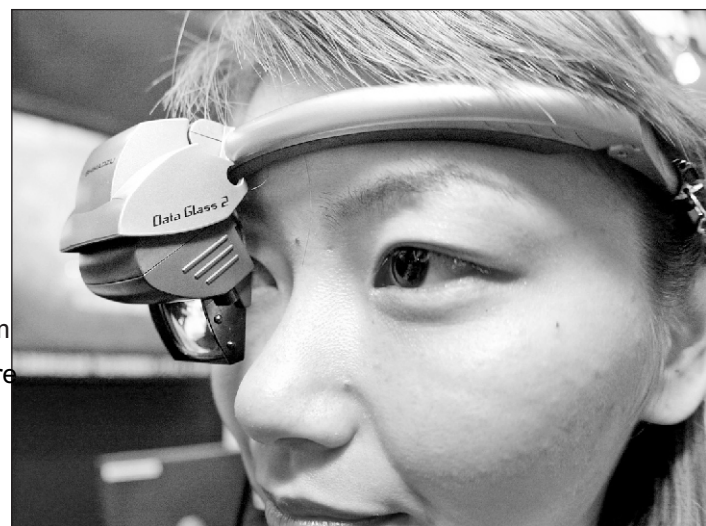


NIIT general manager Tulika Sinha checks out the corporate training centre classroom after inauguration

ing similar programme in other commercially viable places all over Bangladesh," Tulika told *The Daily Star*.

Among other countries, NIIT

Photo Tech



Japan's high-tech firm Shimadzu employee Yoshimi Sato wears the company's lightweight head mount display (HMD) "Data Glass 2", which enables to display 13-inch SVGA screen from a distance of 60-cm of the eye virtually during the 11th Industrial Virtual Reality Expo in Tokyo on June 27. The 80g HMD is now on sale with a price of 382,000 yen (3,180 USD).

Printer Tech

## 200 millionth Inkjet printer

On June 23 HP celebrated the shipment of its 200 millionth inkjet printer, signifying the largest worldwide number of inkjet printer customers, says a press release.

HP reached the shipment of its 10 millionth inkjet printer in November 1993. Ten years later, HP has increased that number by twenty times. This rapid growth is a result of HP's leading printer technology, transforming the customer experience and driving the industry with easy-to-use and innovative products.

HP has continued to lead the imaging and printing market with innovative technologies and features, addressing consumers' evolving printing needs with new products. The convergence of IT and entertainment in the home space means consumers want radically simple, but integrated solutions, to share and enjoy digital photography. The combination of HP's printers, premium photo paper and ink technology produces true-to-life, professional photo prints that rival the quality of traditional photos.

In Asia Pacific, HP continues to maintain market leadership position with 51% in the All-in-Ones (inkjet) category and 31% in the color inkjet category.

**Did You Know? Fun 200 millionth printer facts:**

200 million printers will cover the decks of 1,779 aircraft carriers

200 million printers will cover 1/2 of Manhattan Island

200 million printers will fill 8 1/2 Empire State Buildings

Tech Snaps

## 'CSE Day 2003' observed

The computer science and engineering department (CSE) of the University of Asia Pacific (UAP) observed the "CSE day 2003" on the occasion of its 7<sup>th</sup> founding anniversary on June 29.

On the occasion, a software and hardware competition was organised by the UAP software and hardware club and a programming and I.Q. contest was organised by the UAP programming club. These programmes were followed by a discussion and a colourful cultural programme.

The day long programme was inaugurated by Fayyaz Khan, Head of the CSE department, Fazle Hossain Bhuiyan, Foundation Member of UAP and Dr. Abu sayeed Mustaq Ahmed, Registrar in charge.

Twenty software and eight hardware projects developed by the CSE students were on display at the show.



-Saad Bin Fazle Hammadi

## Mega Quiz Competition 2003

The reputed IT magazine, Computer Jagat announced the winners of their second phase of Mega Quiz Competition 2003 held on June 30 at the BCS computer city. The top three winners of the competition were Sabuj, Mohammad Jubair and Mohammad Saif Ahmed Khan.

## Adios Helios



PHOTO: AFP

A file photo shows the unmanned Helios aircraft flying over the Pacific Ocean after taking off from Barking Sands, Kauai Island, HI. NASA officials reported on June 27 that the Helios broke apart and crashed into the Pacific Ocean during a test flight on June 26, which was intended to test its fuel cell system. Cause of the break up and crash was not immediately known.

## Best 10 Websites: Hobbies (Stamps)



**Century Stamps**

Almost 2900 quality stamps online. Photos of many for viewing pleasure.  
URL: <http://www.century-stamps.com>



**Linn's Stamp News**

The Internet's largest weekly stamp news and Marketplace  
URL: <http://www.linns.com/default.asp>



**The Faroe Stamp Site**

This site primarily displays Faroe Islands stamp collection and other items.  
URL: <http://www.faroestampsite.com>



**Sea Turtle Postage Stamps of the World**

This site has been on the WWW since November 12, 1996, solely for the enjoyment of other collectors and sea turtle enthusiasts. Not dealers, and no stamps are sold here!  
URL: <http://www.2xtreme.net/nlinsley>



**S.C. Virtes Stamps**

Whether you are a beginner or an advanced collector, there should be something here for you!  
URL: <http://www.scvs.com/stamp>



**Philately.net**

A whole set of 2000 collections of different stamps from all over the world categorised by continent and featuring 393 countries.  
URL: <http://www.philately.net>



**StampSites.com**

The Search Engine for Stamp Collectors. Use StampSites.com, a new stamp-collecting search engine from Linns.com, to search the Internet for more than 20,000 stamp collecting web pages!  
URL: <http://www.stampsites.com>



**American Historic Society**

All of the magnificent collections, jewelry and accessories offered on this site.  
URL: <http://www.ahs.com>



**Collectors Universe**

Collectors Universe is the largest provider of grading and authentication services and information, offering more expertise than any other collectibles company.  
URL: <http://www.collectors.com>



**a2zhobbies.com**

This site offers product lines that introduce our youth to the excitement of hobbies with coins, stamps, plastic models, model rockets and finishing materials from a number of manufacturers.  
URL: <http://www.a2zhobbies.com/Coins.html>