SANUK SYSTEMS (THAILAND) CO., LTD.

SANUK

www.sanuksystems.com

Service Catalog
Internet Thailand

About Sanuk Systems

We install broadband for hotels and communities, build fixed and wireless IP networks, and operate global Internet services for office, web, data storage and information sharing in Thailand and Sweden.

Hotel and Resort

We provide Internet and network services for hospitality properties, including WiFi, IPTV, IP telephony and hosting of POS and business systems.

Housing Association

We provide your community with a fast fiber broadband, WiFi that spans your complete area, international TV channels, CCTV and telephony, with large cost savings for the households.

Homeowner

We provide a broadband subscription and additional services for you who live in an area connected to a Sanuk Systems fiber network but a subscription is not included in your lease.

Overview

Internet has a very central role in our everyday lives. We keep in touch with our loved ones, do our banking, work remotely, watch TV and listen to radio via the network. When services are becoming increasingly sophisticated, there are also higher demands put on the connection to the Internet in terms of speed and availability.

The most important task for a housing association is to meet the financial interests and to provide a good service to its members. Today this includes a really fast broadband with international TV-channels and excellent WiFi coverage.

Sanuk Systems is not only about the Internet - It is a complete working solution for your premises, including daily support and maintenance to ensure a fully working experience all day, every day, with minimal effort to the best price.

Broadband Services

We produce our own services tailored for our customer base, with our own IPTV distribution systems and telephone exchanges. The TV-service contains lots of popular international TV-channels, and the telephones can get a direct dial number in your home country.

Support Services

Support, management and maintenance is provided on the core network services, which are monitored around the clock, ensuring that technical problems on core infrastructure are detected and rectified quickly by the Sanuk Systems engineers.

For your daily use, the Sanuk Systems subscription also includes personal assistance to all of your users, in order to ensure the best possible experience and a fully working network with good Internet access in all households. End user support is available in Thai, English and, primarily via email, Scandinavian languages, business days 9 -17 and limited support via email in evenings and weekends.

https://www.sanuksystems.com/support/

The technical solution

We connect a fiber cable to a suitable location in the property, where the central equipment (switches) are placed. The switches distribute the broadband capacity via a local area network (LAN), which is delivered to each household via a broadband outlet to which a wireless router is connected. Fiber cables are pulled via existing ducts if available, or otherwise via drilled and listed cable routes into the house or apartment.

Sanuk Systems use active fiber (AON), which means that each customer have their own dedicated fiber cable all the way to the closest central point, contrary to many of the other operators in Thailand who instead use a technology called Passive Optical Network (PON) where several customers share the same single fiber cable.

Internet

Internet access is provided via the network connection with a speed of 1000/1000 Mbps. Sanuk Internet has a business class priority in the main international gateways into Thailand, ensuring a reliable and steady connection also to services in other countries.

TV system

TV channels and other content is provided through the Sanuk Systems TV box, which is connected to your TV. With the box you can watch around 50 TV channels and listen to radio channels in different languages. In addition, the property can connect premium channels and common files storage to be shared by all households.

IP telephone

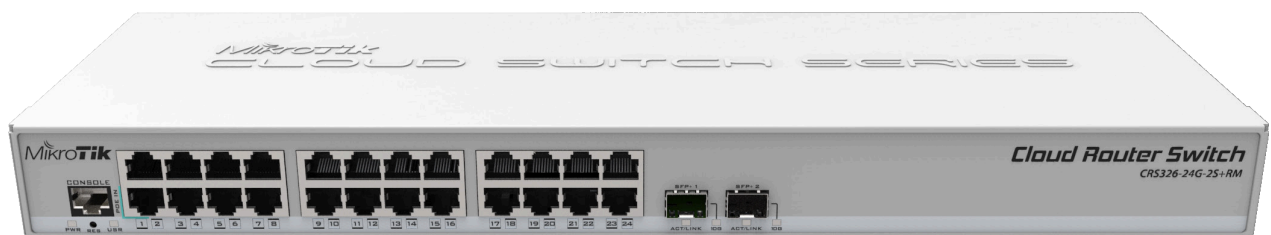Your own hotel style telephone exchange can be provided for the area.

Telephones in each household can be used to make free local calls to other houses, office, guard and other services provided by your area, as well as making cheap external telephone calls. Incoming calls with local numbers in your home countries can be provided for friends and businesses to call from abroad without having to pay expensive international rates.

Equipment description

Property

Central equipment

We use mainly managed switches from Cisco and MikroTik who both produce top of the line equipment.

WiFi router

WiFi routers for installation in households are supplied by Mikrotik, TP-Link and TotoLink. We offer a selection of different routers with dual band WiFi5 or WiFi6 based on building layouts and unique requirements.

TV box and extra HDMI ports

The TV box is connected to a central Sanuk Systems portal service, where TV-channels and other content is presented.

If the condo has their own additional content such as a common satellite channel subscription or a local info channel, the 3rd party video equipment and set top boxes can be connected via HDMI to the local network and thus become accessible from all households.

Broadband telephone

Via Sanuk System's telephone network you make and receive cheap phone calls to the rest of the world. You can choose to place a telephone in every home within your community, or to make it optional for the homeowners. The telephone can be used for internal and optionally external calls with cheap rates to the whole world. It is also possible to call your telephones via toll-free numbers in many countries. Homeowners can choose to install a portable cordless telephone, or for homes being rented out it may be preferred to install a fixed telephone.

Additional services

Public / Business WiFi network

In networks spanning over a larger area requiring multiple access points, we use business-grade advanced radio units that are connected to a central system controller which automatically ensures that each radio is operating with correct settings, and that the available radio frequencies are optimally utilized with minimum overlap. It also monitors other radio traffic in the vicinity to avoid selecting busy channels.

Outdoor antennas

Outdoors, powerful radios with high performance sector antennas are mounted on the outer walls and aimed at public areas such as pool deck, outdoor bars and terraces.
Large 120 degree antennas are used to cover larger open spaces, whilst smaller 60 or 90 degree sectors are used for specific spots with minimum frequency overlap.
A mix of 2.4GHz radios, the still most used and crowded band, and 5GHz radios, the new faster and less crowded band but also with less reach, are used in the access points for optimal performance and coverage.

CCTV camera

Digital IP cameras from HikVision or TP-Link with razor sharp pictures. A variety of models are available depending on placement and usage, and if you prefer a local video recorder or a cloud storage solution accessible from everywhere.

CCTV recorder

The compact NVR connects up to 8 HikVision cameras. A choice of hard drive sizes are available depending on the amount of cameras and size of history recordings. Recorders for larger systems are available.

VPN tunnel

Sanuk Systems can provide a private VPN tunnel for your CCTV-system or other local equipment, allowing you to log in and access your systems from anywhere in the world.

Want to know more?

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