

About Sify Technologies Ltd.

Sify Technologies Ltd. is the Network Integrator (NI) of NSE for POP network.

I. Service Modes:

There are two service modes viz. Managed Service (MS) and Self-Service (SS) which a member can opt while choosing the connectivity options.

Managed Service mode:

Under managed service mode the last mile lease lines shall be owned and procured by NSE. The lease line and router will be managed by the NI.

Self Service mode:

Under self-service mode the last mile lease lines shall be owned and procured by the member. The lease line and router will be managed by the member.

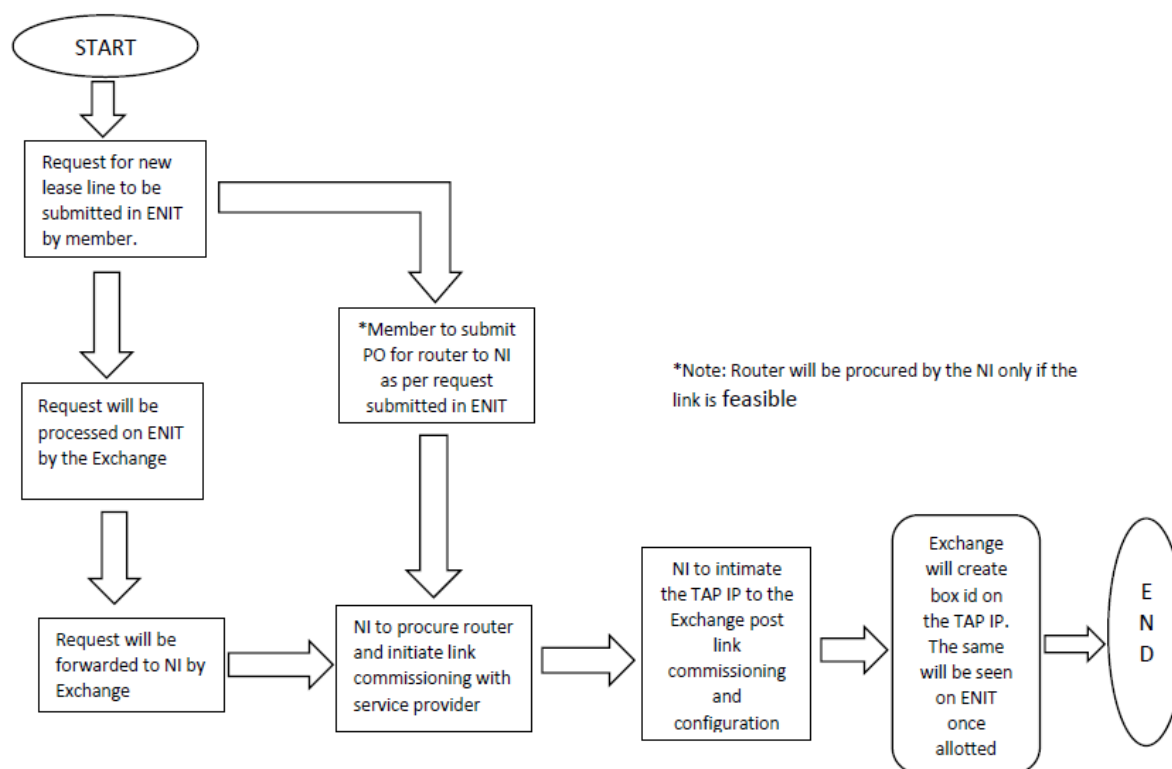
Salient Features of these services

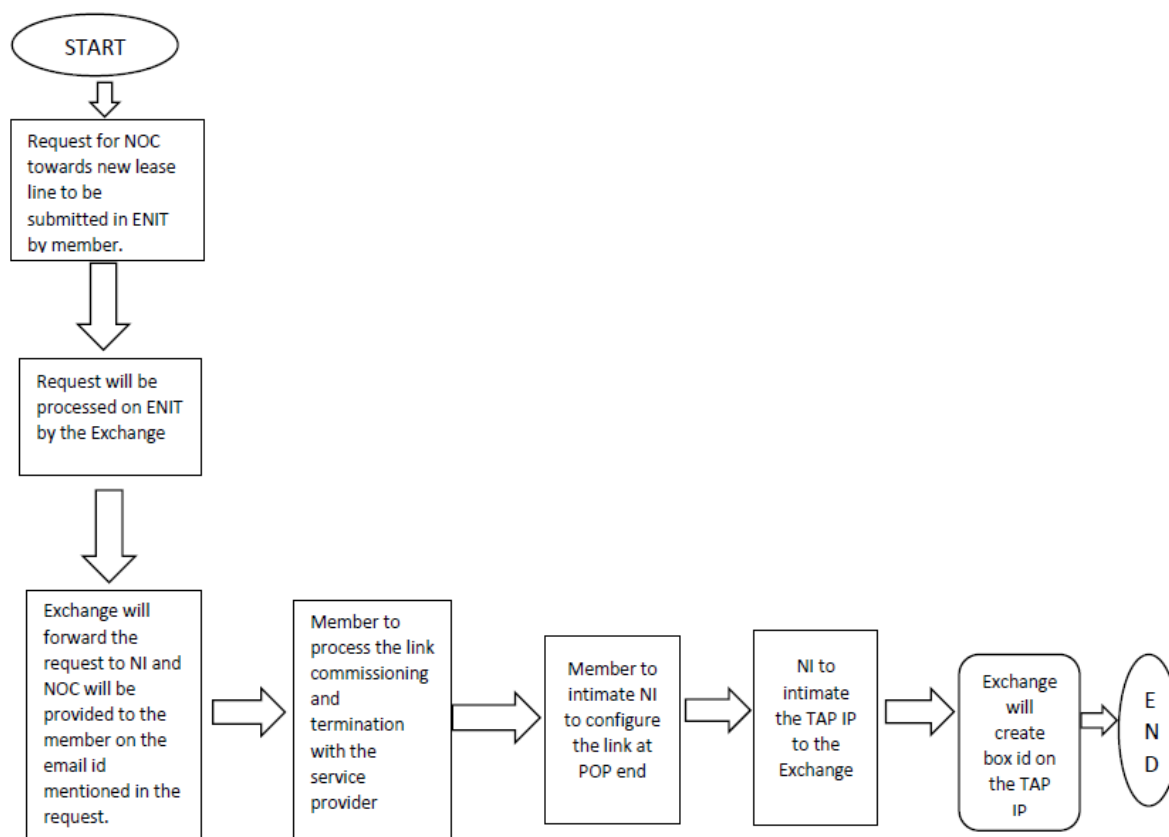
Managed Service Model	Self Service Model
Last mile leased lines shall be owned & procured by NSE from the options available from Telco Service Providers at POPs	Last mile leased lines shall be owned & procured by Member from the options available from Telco Service Providers at POPs
Member shall procure last mile router (CPE) from NI as per NSE rate card published by NSE	Member shall procure last mile router (CPE) from open market adhering to technical specifications provided by NSE
Last mile leased lines & routers shall be managed by NI	Last mile leased lines & routers shall be managed by Member
NI will manage the SLA for last mile leased lines & routers	Member to manage SLA for last mile leased lines & routers

Service Feature	Managed Service Model	Self Service Model
Choice of last mile router can be made by member	X	√
Last mile leased line life cycle can be managed by member	X	√
Last mile reliability solution, monitoring and ensuring SLA for their uptime can be managed by member	X	√
Last mile leased line life cycle management by NI (Activation till Surrender)	√	X
NI co-ordination with TELCO service providers for last mile leased lines (Delivery, SLA, incidents, changes etc.)	√	X
Last mile leased line monitoring & management by NI	√	X
Last mile router supply, installation, configuration & testing by NI	√	X
Last mile router monitoring & management by NI	√	X
Last mile router troubleshooting & replacement (as per OEM SLA) by NI to restore connectivity *OEM - Original Equipment Manufacturer	√	X

Onsite field support by NI for last mile leased lines & routers	√	X
NI Help Desk support	√	X
NI Network Operations Center (NOC) services	√	X
NI ticketing system & update services	√	X
NI managed services portal/dashboard	√	X

I. Process flow for Managed service mode:



II. Process flow for Self-service mode:

Note: The lines procured under a particular mode of service shall not be available for conversion to the other type of service model. In case members desire to switch mode of service, lines under existing mode of service will have to be surrendered and reapplied under the desired mode, leading to change of IP address.

III. Sify Escalation Matrix:

Members having any issue with respect to leased line connectivity (Managed Service) can follow the below escalation matrix. Members utilising leased line connectivity (Self Service) can follow the below escalation matrix only for the limited purpose of new line configuration and line health at POP level.

HANDBOOK ON SIFY SERVICES

Criticality	Contact Number	Email id	Contact person	Priority
Level 1	18004199963	nse.servicedesk@sifycorp.com nse.sifynoc@sifycorp.com	Help desk Team	Immediate
Level 2	9841264447	senthil.saravanan@sifycorp.com	Senthil Saravanan (Assitant Manager GNOC)	1 Hour
Level 3	9818784467	shankar.yadav@sifycorp.com	Shankar Yadav (Senior Manager GNOC)	2 Hour
Level 4	9884968619	pillai.pramod@sifycorp.com	Pramod Pillai (AGM Network Operations)	3 Hour
Level 5	9884070474	joseph.abraham@sifycorp.com	Joseph Abrahan (AVP Network Operations)	4 Hour

IV. Aakash portal:

In addition to above escalation matrix, Members having Managed service are given the Aakash Portal once the link is commissioned by Sify.

Aakaash Portal is customer facing web portal of Sify.

Key Benefits of AAKAASH:

- Members can view Network Inventory and its Performance Reports
- Members can view the link/circuit inventory and its corresponding order requests and its status.
- Members can enter trouble tickets by logging onto your site and can get the status of the requests.
- Escalation Matrix for requests is also provided in the Service Assurance Portal.

Access to Aakash Portal:

On link commissioning, Service Desk of Sify sends the user credentials and the welcome mail on T+1 day on the email id provided in the Purchase order.

Aakaash Portal URL: <https://sifyaakaash.net/#/login>