

# ExpressConnect™

## Dedicated Internet Access Service

ExpressConnect™ is a premium range of secure and managed Internet access services enabling the Enterprise with dedicated, high-performance IP connectivity to conduct business critical transactions over the public Internet.

Business critical enterprise applications such as Enterprise Resource Planning (ERP), Supply-Chain Management (SCM) and Customer Relationship Management (CRM) are driving the need to connect various offices across the country. Given the large volumes of network traffic and an increasing trend towards convergence in voice, video and data on IP networks, enterprises require high quality, high performance bandwidth solutions from a trusted service provider.

**ExpressConnect™, Business Class Bandwidth Solutions from Sify Enterprise Solutions, is designed to meet the IP Connectivity need of the Enterprise**

### As flexible as your business needs

ExpressConnect™ services are offered in three grades to meet specific business needs.

These are:

- **ExpressConnect™ Diamond:** Ideal for customers with delay sensitive and mission critical traffic that requires 100% bandwidth restoration
- **ExpressConnect™ Platinum:** Ideal for customers with delay sensitive, mission critical traffic that requires bandwidth burst on demand
- **ExpressConnect™ Gold:** Ideal for customers with primarily non mission-critical business traffic, such as email and file transfer applications

### Delivered by the expert

ExpressConnect™ solutions leverage the unmatched technical expertise delivered by Sify, India's leading provider of end-to-end networking, security and application services.

All ExpressConnect™ solutions are backed by industry leading infrastructure and services including:

- Fully meshed DS3 domestic backbone network
- Carrier Agnostic: Bandwidth capacity leased from different carriers
- High redundancy: Dual PoP's at multiple locations
- Proactive Network Maintenance
- 24x7x365 Enterprise Customer Support

## ExpressConnect™ : Key Differentiators

### Unmatched Infrastructure

- Sify is a Class A Internet Service provider
- Strong Presence with 70+ PoPs in India and international PoPs to provide data connectivity to the enterprise
- Sify has multiple peering points and has multiple cable systems each of STM1 capacity
- High capacity Cisco GSR routers at the nodes to cater to increase in bandwidth requirement
- Dual PoP's at major cities to provide high uptime and redundancies
- Network backbone links procured from different service providers to provide carrier level redundancy
- Proactive customer support mechanism and network report management
- 24x7x365 support helpdesk manned by Tier-1 support engineers

### Unmatched Expertise

- Sify is an ISO 9001:2000 certified service provider for network management, data center operations & customer support
- Certified ISO 9001:2000 for provisioning of VPNs, Internet Bandwidth, VoIP Solutions & Integrated Security Solutions. Certification covers pre-sales, sales, order processing and project management
- Over 60 Cisco certified networking professionals. Several million-man hours of network management, project management and implementation experience.

## ExpressConnect™ : Service Level Assurances

SNo	Service Commitments	Diamond	Platinum	Gold
1	Bandwidth Contention	1:1	1:1	1:2
2	Bandwidth Restoration	✓	✓	✓
3	Network Availability	✓	✓	✗
4	Router Port Availability	✓	✓	✓
5	Packet Loss	✓	✓	✓
6	Latency	✓	✓	✓
7	Bandwidth Bursting	✗	✓ (8pm – 8 am)	✗
8	SLA Reporting	✓	✓	✓

\*\* Router port availability is calculated based on outage duration of reported events, as documented in trouble tickets. It is not a proactive measure or an automatic credit and is not reported online on the enterprise customer support portal

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