**Sify’s Covid-19 Response Campaign FAQ’s**

This FAQ document covers queries /questions that may come up when talking to customer to understand their collaboration strategy. While we have tried to cover most of the questions related to Sify’s campaign on collaboration for specific queries you may reach out to – Sanjay Taneja / Prosenjit / Jagjit Matharu. If you do not receive a response please send an e-mail to [Gupta.abhinav@sifycorp.com](mailto:Gupta.abhinav@sifycorp.com).

1. What is Sify response to the Covid-19 Scenario?

We at Sify want to help businesses work remotely, keeping their stake holders connected and collaborate while maintaining the social distancing norms and keep the business running. Sify along with our technology partners has come forward to help customers by extending a Trial Offer of our Collaboration Services. Based on the customer requirement and usage a collaboration solution can be recommended.

1. What Sify collaboration services will be in this offer?

We can offer any desktop-based: audio, video, web, solution to support your remote teams to collaborate and work together in these unprecedented times. Sify understands a business requirement and can recommend an appropriate cost effective solution which will not only support the business today but the future as well. We can offer you either services through Webex or Zoom, whichever you would prefer.

1. What business activities can be conducted using collaboration services provisioned by Sify?

* Sales review
* Senior management strategy meetings
* Board meetings
* Conducting Interviews
* Team meetings
* Training/Virtual Learning
* Webinars/Town Hall meetings/ Events
* Meetings with external stake holders like vendors/customers
* Telemedicine (e.g. Virtual Second Opinions)

1. What does the customer get in this Trial Offer? -

For Webex offer 1: If the Customer is a new Webex User, then Sify can provision trial Licenses as below -

* Upto 1000 Host licenses per Org (As per client’s requirements and employee’s strength)
* Microsite ID
* 200 Participant capacity, unlimited number of meetings, no meeting duration, recording capability
* Meeting, event, training & support center (5 Participant)
* SSO, Directory Sync, Calendar
* Webex Teams
* Can be moved to a paid subscription post 90 days based on customer requirement.

For Webex offer 2: If customer is an Existing Webex Customer, then they can consume additional services as below – Free of Cost for 90 days- No action to be taken by Sify this is for customers information/ knowledge only.

* 20% additional on Named User
* 20% additional on Enterprise agreement
* Active usage waive-off for 3 months
* Exception requests for existing customers

For Zoom only 1 offer: **What you can expect from Sify Zoom:** A 7 day free trial of Zoom leading Cloud collaboration suite with features such as easy plug and play and scalable on the fly. Customer will get all enterprise features in this enterprise license.

1. Are there any commercials that customers have to pay, Up-front?

For Webex - No there is no commercials involved for new Or existing customers. This is a Free Trial of 90 days post which commercials will be applicable

For Zoom – a 7 day free trial for the customer post which commercials will be applicable.

1. Is there a Purchase Order that customer must give at this moment?

If the customer is in a position to place an order, without experiencing the Trial version of either of the products, and has the ability to raise a purchase order, we can discuss on case-case basis, he should be connected to Sanjay Taneja / Jagjit Matharu for closure for the same.

1. What if customer is using, Lifesize, Poly, Google+, Microsoft Team etc.? What can we pitch here?

We can still extend the Webex/Zoom Trial offer to such customers as per above.

1. Who will handle the day to day queries that will result on usage of the respective solutions?

Collaboration Support team (collaboration.support@sifycorp.com) will handle all the customer queries on a day to day basis.

1. What about integration of Webex/Zoom with my current collaboration tools?

Yes. They can be integrated, for any further queries reach out to Sanjay Taneja / Jagjit Matharu.

1. Who will support the customer to ensure usage/adoption of the services?

* Collaboration Support team (collaboration.support@sifycorp.com) will activate the licenses and ensure usage of the services. Key stake holders from Collaboration Support to drive this.
* Manoj kumar (manoj.kum@sifycorp.com, 9013764033) will create the Webex trial licenses for North
* Chandresh Adhiya (chandresh.adhiya@sifycorp.com, 8595144696) will create the Webex trial licenses for West
* Saravanamuthu (saravanamuthu.elangovan@sifycorp.com, 9940684999) will do the same for South & east customers.
* Adoption Kit would be provided to Customer by the Collaboration Support team and they would handhold the customer for additional user creation, if needed.
* AM would need to support in ensuring customer adoption.

Note: For Zoom Sanjay Taneja will lead and discuss internally with Prosenjit and offer a solution.

1. Post customer onboarding how will we know if customer is consuming the services and how much is the customer usage?

The corresponding Collaboration team members can share the usage reports available in the Webex / Zoom Portal for this.

1. Action expected by the sales teams–

* Please reach out to customers and check if they require any solutions for collaboration
* Pitch either of the collaboration offer to the customer.
* Pass the respective enquiry to Sanjay Taneja for both offerings.
* Follow-up regularly with the customer.
* Ensure the collaboration team on-boards them with their requirement.
* Continuously monitor and push for adoption.

1. What information should be collected from the customer for activating the Trial licenses

Refer to the Data Capture document.

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