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Sify Managed Branch-in-a-Box Service Descriptor

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# Review & Approval

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| Document Owners | Sify Managed Branch-in-a-Box Service Descriptor | |
| 1.0 | |
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# Product Overview

The “Branch-in-a-Box” or “BIAB” concept refers to a comprehensive and self-contained solution that provides essential tools and resources for setting up a functional office space. This concept is particularly relevant in situations where there's a need for a quick and efficient establishment of a workspace, such as in remote or temporary settings.

"Branch-in-a-box" solutions cater to a variety of potential customers, particularly those who require quick, efficient, and flexible office setups. Potential customer segments for such solutions:

* **BFSI & Retail:** Banks, financial institutions & retail-based organizations looking for rapid expansion into new lower tier cities.
* **Remote and Distributed Teams:** Companies with remote or distributed teams may find office-in-a-box solutions beneficial. These solutions provide a cohesive and standardized office environment for employees working from various locations.
* **Global Corporations:** Large corporations with global operations may use office-in-a-box solutions to standardize office setups across different locations, ensuring a consistent working environment for employees worldwide.

The specific needs of potential customers can vary, however, across different industries the list of requirements for setting up a small office will always include access to internet, wired or wireless, which will form the base of our product. As the concept evolves, new customer segments will emerge & additional elements will be added to the “box” to meet the evolved requirements.

Cisco Meraki & Fortinet have been chosen as the OEM of choice for this product as this platform presents a compelling proposition for businesses seeking a robust and comprehensive Branch-in-a-Box solution. Both OEMs are renowned for their cutting-edge networking and cloud-based technologies, offering a seamless integration of hardware and software to create a unified and scalable environment.

The Meraki suite brings together high-performance networking equipment, intuitive management interfaces, and advanced security features, ensuring a secure and efficient business operation. With centralized cloud management, simplified deployment, monitoring, and troubleshooting, Meraki presents as a well-rounded platform for the Branch-in-a-Box product for Sify customers with deployments spread across distributed locations.

Fortinet offers a comprehensive suite of security products, including firewalls, intrusion prevention systems (IPS), VPN solutions, and security cameras. These integrated security features provide robust protection for branch offices, ensuring that sensitive data and network resources are safeguarded against cyber threats. Fortinet is also scalable, centrally manageable and a cost-effective option which makes it a compelling platform for Branch-in-a-Box deployments.

Considering both Fortinet & Meraki's vast ecosystem of products which can work together seamlessly in an enterprise environment, it positions these platforms as a premier choice for a Branch-in-a-Box solution that prioritizes connectivity, security, and scalability & presents a good view of the future evolution of the Branch-in-a-Box concept.

# Service Overview

Branch-in-a-Box is a comprehensive solution offered by Sify to streamline the establishment, management, and connectivity of branch offices for businesses of all sizes. BIAB leverages the latest technology and expertise to deliver a fully integrated network infrastructure that enables organizations to quickly deploy and scale branch offices with minimal overhead.

These features are collectively required to establish a reliable, secure, and well-connected internet infrastructure supporting the diverse communication and collaboration needs of modern workplaces.

* Ensure access to reliable and high-speed internet connections to support seamless communication, collaboration, and access to cloud-based applications.
* Provide support for wireless networking standards (Wi-Fi) to enable flexible connectivity for devices such as laptops, tablets, and smartphones within the office-in-a-box environment.
* Include Ethernet ports for wired connectivity, allowing for stable and high-speed connections for devices that require a wired connection, such as desktop computers or printers.
* Implement robust network security features, including firewalls, encryption, and intrusion detection, to safeguard against unauthorized access and protect sensitive data.
* Provide tools for monitoring and managing bandwidth usage, allowing organizations to optimize network performance, identify potential issues, and allocate resources efficiently.
* Enable remote management of connected devices within the office-in-a-box environment, allowing IT administrators to troubleshoot, update, and maintain devices even when located off-site.
* Cameras play a crucial role in enhancing security, safety, and operational efficiency within a branch-in-a-box setup, providing a proactive approach to managing security risks.
* IoT sensors play a vital role in enhancing operational efficiency, optimizing resource utilization, improving security, and enabling data-driven decision-making. By leveraging IoT technology, organizations can create smarter, more connected, and responsive branch office environments.

# Objectives

The primary objectives behind launching this product are –

* Ensure robust connectivity options and network stability to support smooth operations, particularly in locations with varying network infrastructure or remote settings.
* Enable rapid and easy setup of a functional office environment without the need for extensive planning or specialized expertise.
* Provide a modular solution that integrates essential components such as hardware, software, and office equipment for seamless operation.
* Design the solution to be easily transportable, allowing for deployment in various locations, catering to the needs of mobile or remote teams.
* Ensure the solution can scale to accommodate the varying needs of different-sized teams or changing work requirements.
* Offer a cost-effective alternative to traditional office setups by providing an all-in-one package that minimizes the need for individual component purchases.
* Incorporate modern technologies, including cloud computing and collaboration tools, to enhance connectivity and communication among team members.
* Facilitate standardized office setups, particularly beneficial for global corporations or organizations with multiple distributed teams.
* Provide flexibility to accommodate diverse work environments and adaptability to changing business needs.
* Cater to the needs of remote and distributed teams by offering a cohesive and efficient virtual office experience.

# Scope of Work

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| **Requirement** | **Description** |
| Vendor management | Sify will co-ordinate with Meraki & Fortinet vendors to work on all aspects related to managed Wireless services including procuring required material as well as coordinate for any issues. |
| Provider Governance | Sify will own the complete transport provider lifecycle management. This includes identifying transport providers in each customer site, engaging with provider for ordering till circuit turn up, connecting transport links to Security appliance, Router or Firewall, coordinating with transport providers for any issues |
| Inventory management | Managing inventory of customer devices within the scope of managed Wireless services – network wide and site wide  Managing logical resource of customer network – WLAN networks, IP address (WLAN, LAN, WAN), VLAN, customer site contact information details etc |
| Change management | * Sify NOC manages all changes to be executed in customer WLAN networks – MACD based on requests from customer and proactively. * Changes are carried out on Meraki dashboard and Central components.   Customer would be providing approval for every change based on detailed POA prepared by Sify NOC |
| Configuration management | * Management data is replicated across independent same-region data centres in real time. The same data is also replicated in automatic nightly archival backups hosted by in-region third-party cloud storage services. * Configuration audit for compliance |
| Incident management | * Ticketing – customers can use Sify Aakash as single portal for managing incidents. * Sify NOC prepares RCA for incidents raised by customer and on-request. * Fault and performance management – this would be based on logs, events and data retrieved from Meraki Dashboard and central components |
| Implementation and transition services | * Sify will manage the transition & implementation of this service end-to-end unless required otherwise by the customer for a specific use case. |
| Monitoring & Reporting | * 24x7 pro-active monitoring of network and Devices related metrics and reporting on Meraki dashboard and metric specific dashboard. * Ability to view real-time and historic reporting in Meraki Dashboard and Sify Aakash. |
| SLA reporting | * Sify NOC is the single owner for all enterprise network connectivity of managed Wireless services. Sify Aakaash is the common portal for managing end to end SLA between Meraki Components which includes Access Point, Switches, and Security Appliance (Router). |

# Capabilities

Sify’s BIAB product meets the below technical requirements –

**Platform Support**

Sify’s Branch-in-a-box product is versatile, compatible, and able to meet the diverse technological requirements of different organizations and users. The specific platform functionalities offered by our solutions.

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| **Platform Type** | **Support** |
| Cloud Platforms | Integrates with major cloud platforms, such as Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform, allowing organizations to leverage cloud services for storage and computing needs. |
| Security and Identity Management Platforms (e.g., Active Directory, LDAP) | Integrates with security and identity management platforms, such as Active Directory or LDAP, to ensure secure authentication, access control, and user management within the office-in-a-box environment. |
| IoT (Internet of Things) Platforms | If applicable, offers & integrates with Internet of Things (IoT) platforms for managing and monitoring connected devices within the office environment, enhancing automation and control capabilities. |
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**Integration**

The below given integrations enhance the functionality and versatility of our Branch-in-a-box product by connecting it seamlessly with other essential tools and systems used by organizations.

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| **Integration Type** | **Support** |
| Single Sign-On (SSO) Solutions | Integration with SSO solutions for seamless and secure user authentication and access control within the office-in-a-box environment. |

**Scalability**

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| **Scaling Considerations** | **Description** |
| User Licensing and Pricing Tiers | Sify offers flexible user licensing models and pricing tiers that cater to the specific needs and size of businesses, allowing organizations to choose plans based on the number of users or features required. |
| Modular Features and Customization | Modular features and customization options are offered, allowing businesses to select and pay for the functionalities they need. This ensures scalability by accommodating both small teams and larger enterprises. |
| User Permissions and Access Control | Sify’s BIAB solutions incorporate robust user permissions and access control mechanisms that can be fine-tuned according to the organizational hierarchy. This ensures scalable security measures and flexibility in defining user roles based on company size. |
| Integration Capabilities with Third-Party Tools | Sify aims to facilitate seamless integration with a variety of third-party tools and services commonly used by businesses of different sizes. This allows organizations to build a comprehensive and tailored office-in-a-box ecosystem that suits their specific requirements. |
| Customer Support and Resources | We provide scalable customer support and resources that can effectively assist businesses of different sizes. |
| Reporting and Analytics for Business Insights | Sify’s BIAB includes robust reporting and analytics features that allow businesses to gain insights into their operations. This is valuable for decision-making and can be scaled to provide more advanced analytics capabilities for larger enterprises. |

# Service Components

A typical branch-in-a-box solution comprises several components to provide a comprehensive infrastructure for branch office operations. These components are carefully integrated to ensure seamless connectivity, security, and productivity. Here are the key components:

1. **Networking Equipment:**
   * Router: Provides connectivity to the corporate network and the internet.
   * Switch: Enables local network connectivity for devices within the branch office.
   * Wireless Access Points: Ensure wireless connectivity for laptops, mobile devices, and IoT devices.
   * Firewall: Implements security policies to protect the branch network from unauthorized access and cyber threats.
2. **Hardware Devices:**
   * CCTV Cameras: Enhance physical security by monitoring and recording activities within the branch premises.
   * IoT Sensors: Devices that detect and measure physical parameters or environmental conditions and transmit this data over the internet to a centralized system for analysis and action.
3. **Software Applications:**
   * Productivity Suites: Includes office productivity software like email clients, word processors, and spreadsheets.
   * Collaboration Tools: Facilitate team communication, file sharing, and project collaboration.
   * Point-of-Sale (POS) Systems: Handles transactions and inventory management for retail businesses.
4. **Cloud Services:**
   * Cloud Storage: Provides secure storage for files, documents, and backups.
   * Software as a Service (SaaS) Applications: Hosted applications accessed over the internet, such as accounting software or HR management tools.
   * Virtual Private Network (VPN): Establishes secure connections between the branch office and the corporate network for remote access.
5. **Network Security:**
   * Intrusion Detection and Prevention Systems (IDPS): Monitor network traffic for suspicious activity and block potential threats.
   * Data Encryption: Secures sensitive data in transit and at rest to prevent unauthorized access.
6. **Management and Monitoring Tools:**
   * Network Management System (NMS): Centralized platform for monitoring and managing network devices and services.
   * Performance Monitoring Tools: Monitor network performance metrics such as bandwidth utilization, latency, and uptime.
7. **Support and Maintenance Services:**
   * Help Desk Support: Provides technical assistance and troubleshooting for branch office employees.
   * Hardware Maintenance Contracts: Ensures timely repair and replacement of faulty hardware components.
   * Software Updates and Patch Management: Keeps software applications and security systems up to date with the latest patches and upgrades.

# Service Tiers

## Basic Routing Service Tier

Sify offers a Basic Routing Service Tier, which encompasses fundamental routing capabilities essential for directing network traffic efficiently. This tier ensures that data packets are forwarded across networks based on routing tables, enabling seamless communication between different devices and networks. With Basic Routing, customers benefit from reliable connectivity and network operation, laying the foundation for their digital infrastructure.

## Firewall Service Tier

As part of our Firewall Service Tier, Sify provides robust security measures to safeguard customers' networks from cyber threats and unauthorized access. Our firewalls monitor and control incoming and outgoing traffic, applying security policies based on predefined rules. By deploying firewalls, customers can protect their sensitive data, applications, and infrastructure from malware, viruses, and other security breaches, ensuring a secure and compliant network environment.

## SD-WAN Service Tier

Sify's SD-WAN Service Tier revolutionizes wide area network (WAN) management by leveraging software-defined networking principles. Our SD-WAN solution dynamically routes traffic across the WAN based on real-time conditions and performance requirements. By optimizing network performance and application delivery, customers experience enhanced reliability, scalability, and cost-effectiveness. With SD-WAN, organizations can streamline their network operations and adapt to changing business needs more efficiently.

## Secure SD-WAN Service Tier

Building upon the capabilities of traditional SD-WAN, Sify's Secure SD-WAN Service Tier integrates advanced security features directly into the SD-WAN solution. In addition to optimizing network traffic, our secure SD-WAN solution incorporates firewall capabilities, intrusion prevention, encryption, and other security measures. By combining networking and security functions into a single platform, customers benefit from enhanced data protection, threat mitigation, and compliance adherence, ensuring a robust and resilient network infrastructure.

# Service Deliverables

Sify will ensure that our BIAB customers will receive the below services as part of our solution offering –

1. **Hardware Provisioning:** Supplying all necessary networking equipment, hardware devices (such as computers, printers, and phones), and IoT sensors required to set up the branch office.
2. **Software Deployment:** Installing and configuring software applications, operating systems, and security solutions on provided hardware devices to ensure smooth operation and compliance with organizational requirements.
3. **Network Connectivity:** Establishing reliable network connectivity by configuring routers, switches, wireless access points, and firewalls to enable communication between the branch office and the corporate network or the internet.
4. **Security Implementation:** If applicable, deploying robust security measures, including firewalls, intrusion detection systems, encryption protocols, and access control policies, to protect the branch office infrastructure from cyber threats and unauthorized access.
5. **Cloud Integration:** If applicable, integrating cloud-based services, such as cloud storage, collaboration tools, and software as a service (SaaS) application, to enable seamless access to cloud resources and enhance productivity within the branch office environment.
6. **Monitoring and Management:** Implementing network monitoring tools, remote management capabilities, and centralized management platforms to monitor the performance, security, and compliance of the branch office infrastructure and provide proactive support and troubleshooting.
7. **Training and Documentation:** If applicable, providing training sessions, user guides, and documentation to educate branch office employees on how to use the provided hardware and software effectively and adhere to organizational policies and best practices. This service will be provided at additional cost only.
8. **Support and Maintenance:** Sify will provide ongoing technical support, maintenance services, and software updates to ensure the continued functionality, security, and performance of the branch office infrastructure throughout the duration of the service contract.

# Service Implementation

Sify will follow a transition plan to ensure a systematic and effective deployment of the managed WiFi service, minimizing disruptions, optimizing performance for end-users & ensuring a smooth migration of services. The plan will be adjusted based on the specific needs and scale of the project.

Transition Governance will ensure below aspects of service migration are correctly followed –

* Project Management
* Relationship Management
* Partner Management
* Risk Management
* Human Resource
* Contract Management
* Knowledge Management
* Tools / Best Practices
* Quality Management
* Tool Gate Reviews
* Transition Metrics
* Transition Reporting

**Transition Workflow**

A diagram of a project management process

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# Service Assurance

Sify will ensure that our solution will deliver reliable, efficient, and secure internet connectivity for users across various scenarios and locations. Following performance metrics will be monitored for all Sify managed BIAB deployments –

* Internet Speed and Latency
* Network Downtime and Availability
* Bandwidth Utilization
* Connectivity Stability
* Load Balancing Efficiency (if applicable)
* VPN Performance (if applicable)
* Quality of Service (QoS) Compliance
* Redundancy and Failover Effectiveness
* Mobile Connectivity Performance
* Integration with Cloud Services
* Network Security Performance
* Remote Device Management
* User Experience in Remote Locations
* Customer Support and Incident Resolution Time

# SLA

## SLA Strategy

The SLA for the Branch-in-a-Box product will be governed by the SLA offered to current Sify Managed CPE customers. Following are the metrics & strategies to meet the relevant SLA for this class of product.

* **Connectivity SLA:**
  + Objective: Ensure reliable and high-speed internet connectivity.
  + Metrics: Minimum bandwidth, latency, and uptime requirements.
  + Strategy: Partner with reliable internet service providers, leverage redundant network connections, and implement Quality of Service (QoS) mechanisms to prioritize critical traffic.
* **Deployment SLA:**
  + Objective: Enable quick and hassle-free setup of the office environment.
  + Metrics: Time to deployment, ease of configuration, and minimal disruptions.
  + Strategy: Develop setup templates, provide comprehensive documentation, and offer customer support during the initial deployment phase. Invest in user-friendly interfaces and automation tools to streamline the process.
* **Scalability SLA:**
  + Objective: Ensure the solution can scale to accommodate the varying needs of different-sized teams.
  + Metrics: Ability to add or remove users/devices, adaptability to changing requirements.
  + Strategy: Design the solution with scalability in mind, using modular architecture that allows for easy expansion. Implement flexible licensing models to accommodate different-sized teams.
* **Support and Maintenance SLA:**
  + Objective: Provide comprehensive support services for ongoing functionality.
  + Metrics: Response time for support requests, resolution time for issues, and availability of updates.
  + Strategy: Establish a dedicated support team for Branch-in-a-Box customers. Provide regular training to support staff, offer various support channels (e.g., chat, email, phone), and maintain a knowledge base for self-service.
* **Security and Compliance SLA:**
  + Objective: Ensure robust security measures and compliance with data protection regulations.
  + Metrics: Adherence to security standards, data protection measures, and compliance checks.
  + Strategy: Regularly audit security measures, conduct compliance checks, and stay updated on relevant regulations. Implement encryption, access controls, and regular security assessments.
* **Uptime SLA:**
  + Objective: Maintain a stable and available service environment.
  + Metrics: Guaranteed uptime percentage, with penalties for downtime beyond acceptable thresholds.
  + Strategy: Offer solutions which utilize redundant servers, load balancing, and failover mechanisms to minimize downtime. Conduct regular maintenance during low impact periods, and communicate scheduled downtimes to users in advance.
* **Innovation and Updates SLA:**
  + Objective: Keep the solution up to date with emerging technologies.
  + Metrics: Frequency of updates, integration of new features, and support for the latest technologies.
  + Strategy: Software Updates & Security patches should be regularly pushed to running customer deployments. This could also be a upsell opportunities.
* **Customization SLA:**
  + Objective: Allow for customization based on unique organizational needs.
  + Metrics: Flexibility in adapting the solution to specific requirements, availability of customization options.
  + Strategy: Offer a modular architecture that allows users to customize features based on their needs. Provide clear documentation and support for customization and incorporate user feedback for future enhancements.
* **User Experience SLA:**
  + Objective: Ensure an intuitive and user-friendly interface for easy operation.
  + Metrics: Usability testing results, feedback mechanisms, and ongoing improvements.
  + Strategy: Conduct regular usability testing, gather user feedback, and prioritize improvements based on user experience. Provide user training resources and ensure the interface is intuitive for various user roles.
* **Disaster Recovery SLA:**
  + Objective: Provide a solution for quick disaster recovery and business continuity.
  + Metrics: Recovery time objectives, backup frequency, and effectiveness of disaster recovery mechanisms.
  + Strategy: Offer solutions which implement robust backup and recovery mechanisms. Document clear procedures for quick recovery in case of an emergency.

## Network SLA

Uptime: > 99.50%

## Delivery SLA

The project delivery timelines will be 12 - 14 weeks from the date of Sify’s acceptance of a customer PO. Any delays caused due to Customer premises or infrastructure not being ready will result in extension of delivery timelines.

## Operations SLA

**Incident Management**

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| **SLA Attributes** | **SLA Indicators** |
| Incident Notification | Severity 1 - 15 mins  Severity 2 - 30 mins  Severity 3 – Online |
| Incident Response | Severity 1 - 15 mins  Severity 2 - 30 mins  Severity 3 – 120 mins |
| Incident / Problem Resolution | Severity 1 – 4 Hours  Severity 2 – 8 hours  Severity 3 – 24 hours |
| Sify GNOC Availability | >99.90% |
| Sify Service Portal Availability | >99.50% |

**Note:** \* From the time of call / trouble ticket logged on to Sify’s portal

**Change Management**

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| **SLA Attributes** | **SLA Indicators** |
| Any changes to the network / Wi-Fi setup | Customer will be informed 24 hours in advance or Customer must make a request 24 hours in advance of the changes to be executed (does not include hardware replacements) |
| Change Resolution | Severity 1 – 4 hours  Severity 2 – 8 hours  Severity 3 – 48 hours |

# CPQ Related Information

## Steps for Order Login

To log new Branch-in-a-Box orders, please follow the below steps –

1. Select the Branch in a Box option from the CPQ menu bar –  
   A screenshot of a computer

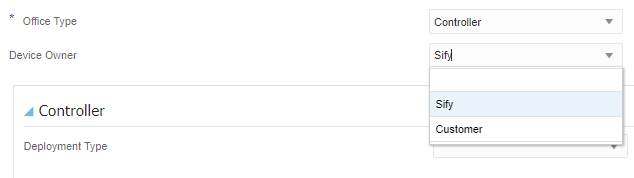
   Description automatically generated
2. Select “New” against the field “Order Type”.  
   A screenshot of a computer

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3. Select the contract duration.  
   A white background with blue text

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4. Enter the number of sites which will follow the same template –  
   A white background with black dots

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5. Select the platform of the BIAB solution for which the order is being logged –  
   A white background with black dots

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6. Select the “Office Type”  
   A white background with black text

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7. Select the “Device Owner”  
   
8. If the Office Type is Controller, select the “Deployment Type”  
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1. Select the Category based on the selection of “Deployment Type”  
   A screenshot of a computer

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   A screenshot of a computer

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2. Select “Add to Quote”
3. Update the commercials as per the customer’s PO
4. Repeat steps up to Step 5 & select “Office Type” as Branch
5. Select the Device Owner  
   A white rectangular object with a black line

   Description automatically generated with medium confidence
6. Select the Deployment Type

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1. Select the type of WAN device license

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1. Select the type of hardware to be included in the Branch  
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2. Select the “+” button to add more components to the Branch

A screenshot of a computer

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1. Select “Add to Quote”
2. Update the commercials as per the customer’s PO
3. Proceed to Submit the quote

# Terms & Conditions

## Definitions

1.1. "Sify" refers to Sify Technologies Limited, a managed network service provider.

1.2. "Customer" refers to the entity or organization entering into the agreement with Sify for the provision of the Branch-in-a-box solution.

1.3. "Branch-in-a-box Solution" refers to the comprehensive network infrastructure and services provided by Sify to the Customer, including hardware, software, maintenance, and support.

## Scope of Services

2.1. Sify shall deliver, install, configure, and maintain the Branch-in-a-box Solution as per the specifications agreed upon with the Customer.

2.2. Sify shall provide ongoing support and maintenance services for the duration of the contract period.

2.3. Any additional services requested by the Customer shall be subject to separate agreement and pricing.

## Delivery and Acceptance

3.1. Sify shall deliver the Branch-in-a-box Solution to the Customer's designated location within the agreed timeframe.

3.2. Upon delivery, the Customer shall conduct acceptance testing to ensure that the Solution meets the agreed specifications.

3.3. Acceptance of the Solution by the Customer shall be deemed upon successful completion of acceptance testing or expiration of the acceptance period, whichever occurs earlier.

## Ownership and License

4.1. All hardware and software provided as part of the Branch-in-a-box Solution shall remain the property of Sify.

4.2. The Customer shall be granted a non-exclusive, non-transferable license to use the Solution for the duration of the contract period.

## Payment Terms

5.1. The Customer shall pay Sify the fees specified in the agreement, including any applicable taxes, in accordance with the payment schedule outlined therein.

5.2. Failure to make timely payments may result in suspension or termination of services at Sify's discretion.

## Term and Termination

6.1. The initial term of the agreement shall commence upon acceptance of the Solution and shall continue for the duration specified therein.

6.2. Either party may terminate the agreement upon written notice if the other party breaches any material term of the agreement and fails to remedy such breach within thirty (30) days of receiving notice thereof.

6.3. Sify may terminate the agreement immediately if the Customer becomes insolvent, files for bankruptcy, or undergoes a change of control.

## Consequences of Termination

7.1. Upon termination of the agreement, the Customer shall immediately cease using the Branch-in-a-box Solution and return all hardware and software provided by Sify.

7.2. The Customer shall remain liable for any outstanding fees or expenses incurred up to the date of termination as well as fees for the hardware & licenses up to the .

## Confidentiality

8.1. Each party agrees to keep confidential all proprietary information disclosed by the other party during the course of the agreement.

8.2. Confidential information shall not be disclosed to any third party without the express written consent of the disclosing party.

## Limitation of Liability

9.1. Sify shall not be liable for any indirect, incidental, consequential, or punitive damages arising out of or related to the provision of the Branch-in-a-box Solution, including but not limited to lost profits or business interruption.

9.2. Sify's total liability under the agreement shall not exceed the total fees paid by the Customer during the twelve (12) months preceding the event giving rise to liability.

## Governing Law and Jurisdiction

10.1. The agreement shall be governed by and construed in accordance with the laws of the Republic of India.

10.2. Any dispute arising out of or relating to the agreement shall be subject to the exclusive jurisdiction of the courts of Republic of India.

## Miscellaneous

11.1. The agreement constitutes the entire understanding between the parties with respect to the subject matter hereof and supersedes all prior agreements and understandings, whether written or oral.

11.2. No modification or amendment of the agreement shall be valid unless in writing and signed by authorized representatives of both parties.

# Payment Terms

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| **Billing T&C** | **Notice Period** | **Billing Dispute** |
| Direct Sale: 100% on delivery | 30 days in advance | Billing Disputes to be raised within 15 days of invoice submission. No claims raised later would not be accepted |
| Recurring Charge: Quarterly in Advance | 30 days in advance | Billing Disputes to be raised within 15 days of invoice submission. No claims raised later would not be accepted |

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