sify

MANAGED NETWORK SERVICES

Sify Aakaash™

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General		
Description	This document will serve as the product description for Sify's in-house service & reporting portal - Aakaash^{TM}.	
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Sify Service Portal: Aakaash™

Sify Aakash is our integrated service platform for our customers and is developed in-house. The capability of the proposed platform today is limited to Service desk and a reporting functionality to Customer and its users.

Sify Aakash Portal is also customer facing portal that offers integrated view of the Service requests, Network performance Reports, Inventory and trouble tickets that have been registered for the issues reported and identified pro-actively. It allows for seamless flow of information between various reporting. This is a web-based portal access to which will be extended to the customer.

The system is completely built on the ITIL model, offering all functionalities of the FCAPS model. All the incidents and changes are recorded through the system for customer visibility as well as for analysis. The system offers enhanced real-time and scheduled reporting based on defined configuration.

There will be two types of accounts for Fortis.

- Admin Account
    - User Management – This module to onboard and manage site accounts with required features and reports.
    - SLA Management (Monthly SLA Reporting)
    - Service management (Incident / Service / Change Requests)
    - Performance Reporting
    - Topology
    - Dashboards
    - Asset Management
- User Operator Account
    - Performance Reporting
    - Reports pertaining only to that site.
    - Asset Information specific to network
    - Device and Link asset details of that specific site
    - Service management
    - Raise incidents / service requests specific to their site.

1.1.   Unified Dashboard View

Aakaash Portal dashboard provides snapshot of the services, network health and trouble ticket status and trends. Following key KPI's are presented in the dashboard:

- Service Requests
- Incidents
- Change Requests
- Service Requests Trend
- Incidents Trend
- Assets Summary
- Performance – Top Memory Usage
- Performance – Top CPU Usage
- Performance – Top Alarms

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- Availability – Device based.
- Availability – Provider based.
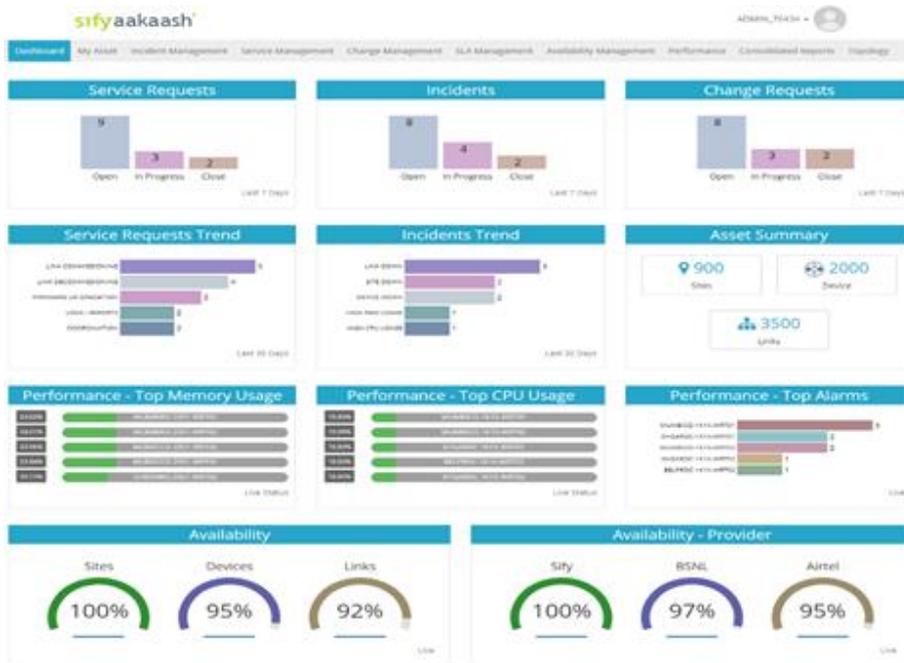
1.2. SLA Management Reports

Fortis will have complete view of Site wise and Link SLA reporting as shown in the below screenshots.

This module provides last 3 months SLA trend for each site and per device:
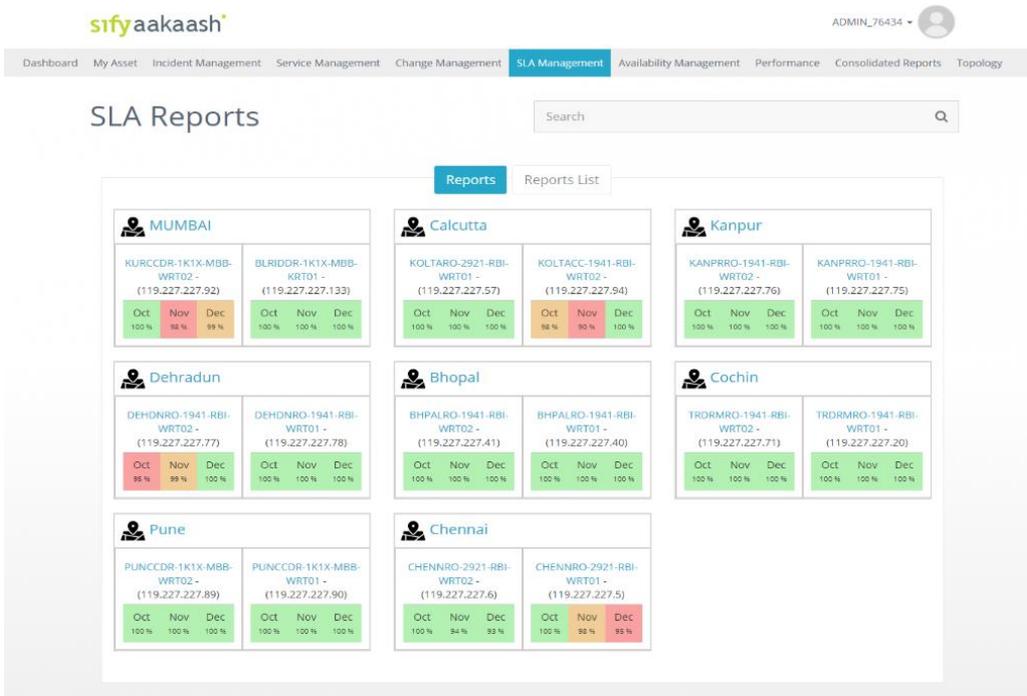
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SLA Reports in Tabular format: Reports can be exported through excel and PDF formats:

1.3. Incident Management

Incident management section shows the complete list of incidents with status information.

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Customer can report incident from this module, and they can track the incident till the closure.

1.4.   Service Request

Customer can raise service requests for link commissioning / de-commissioning, upgradations etc… and will have the complete visibility of service status for each request.

1.5.   Asset Management

This module provides complete network (physical & logical) inventory for the customer.

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1.6. Device Asset Summary view

This module shows summary of no of sites, devices, and links along with site wise incident information.

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1.7. Availability Management

This module provides site availability and link provider availability with Uptime and Downtime bifurcation.

1.8. User Operator Account

Site-Wise Device & Link Asset

This module shows site wise Device and Link asset information along with live status

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1.9. Availability Management

This module provides site availability and link provider availability with Uptime and Downtime bifurcation.

1.10. Performance Management

This module provides following network performance metrics in graphical view.

- Device Health
- CPU
- Memory
- Interface Statistics
- Bandwidth Utilization
- Errors
- Network Performance
- Latency
- Packet loss
- Jitter

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