Sify Digital Services Ltd.

Meraki MWiFi Product Requirement Document

Contents

[1 Executive Summary 2](#_Toc154490710)

[1.1 Overview 2](#_Toc154490711)

[2 Objectives 2](#_Toc154490712)

[2.1 Primary Objectives 2](#_Toc154490713)

[3 Purpose, Scope & Stakeholders 2](#_Toc154490714)

[3.1 Business Drivers for Meraki WiFi Product: 3](#_Toc154490715)

[3.2 Critical Success Factors for an Office-in-a-Box Product: 3](#_Toc154490716)

[4 Features and Functionality 4](#_Toc154490717)

[5 Technical Specifications 4](#_Toc154490718)

[5.1 Platform Support 4](#_Toc154490719)

[5.2 Integration 5](#_Toc154490720)

[5.3 Scalability 5](#_Toc154490721)

[5.4 Performance 6](#_Toc154490722)

[5.5 Product Code Definitions 6](#_Toc154490723)

[6 Sify Deliverables 14](#_Toc154490724)

[7 Ordering & Billing 15](#_Toc154490725)

[8 CPQ Related Information 15](#_Toc154490726)

[8.1 Order Login Data for GUI 15](#_Toc154490727)

[8.2 Pricing Model 15](#_Toc154490728)

[9 Terms and Conditions 15](#_Toc154490729)

[10 SLA 16](#_Toc154490730)

[10.1 Delivery SLA 16](#_Toc154490731)

[10.2 Operation SLA 16](#_Toc154490732)

[11 User Experience 17](#_Toc154490733)

[11.1 User Training and Documentation 17](#_Toc154490734)

[12 Regulatory and Compliance Considerations 17](#_Toc154490735)

[13 Timeline and Milestones 18](#_Toc154490736)

[13.1 Development Timeline 18](#_Toc154490737)

[14 Risks and Mitigation Strategies 18](#_Toc154490738)

[14.1 Potential Risks 18](#_Toc154490739)

[14.2 Mitigation Strategies 18](#_Toc154490740)

[15 Stakeholder Approval 19](#_Toc154490741)

[15.1 Review and Approval 19](#_Toc154490742)

[16 Appendices 19](#_Toc154490743)

[16.1 Glossary 19](#_Toc154490744)

[16.2 References 20](#_Toc154490745)

# Executive Summary

## Overview

This Product Definition Document outlines the specifications of a Managed WiFi service on the Meraki platform. The aim behind this exercise is to construct a well-rounded product which will cater to customers who need a highly scalable, cloud-managed wi-fi service which is tightly integrated with the Cisco ecosystem.

The managed WiFi market has been experiencing significant growth due to the proliferation of wireless devices, the rise of IoT (Internet of Things), and the increasing dependence on WiFi in various industries. Several technology and telecommunication companies offer managed WiFi based products, including Cisco Systems, Networks (a Hewlett Packard Enterprise company and others.

Some of the most important trends deciding the success of these players are Security features, including encryption, threat detection, and user authentication, are critical components of managed WiFi services, addressing the growing concern of cyber threats. Many managed WiFi services are offered through cloud-based platforms, providing scalability, ease of management, and remote accessibility. Solutions with advanced analytics and reporting capabilities are gaining popularity as businesses seek to understand and optimize their WiFi networks.

The managed WiFi market is expected to continue growing as technological advancements, 5G adoption, and the integration of WiFi 6 (802.11ax) standards shape the industry's future.

# Objectives

## Service Objectives

|  |  |
| --- | --- |
| **Objectives** | **Description** |
| Reliability and Performance | Ensure a stable and high-performing WiFi network to support uninterrupted operations and enhance user experience. |
| Scalability | Accommodate the growing number of devices and users on the network, providing flexibility for business expansion. |
| Security | Implement robust security measures, including encryption and intrusion detection, to protect against cyber threats. |
| Centralized Management | Facilitate easy monitoring and control of the network through a centralized management system for efficient operations. |
| Cost Efficiency | Provide a cost-effective solution by reducing the need for on-site IT staff and optimizing resource utilization. |
| Quality of Service (QoS) | Prioritize critical applications and services to ensure consistent and reliable performance, especially for real-time applications. |
| Guest Access Management | Offer secure and controlled guest WiFi access with features such as authentication, time limits, and bandwidth restrictions. |
| Analytics and Reporting | Provide tools for gathering insights into user behavior, network performance, and other metrics to inform decision-making. |
| Compliance Requirements | Address industry-specific regulatory compliance requirements related to data protection and privacy on the WiFi network. |
| Remote Management | Enable remote management and troubleshooting to efficiently address issues and implement changes across multiple locations. |

# Purpose, Scope & Stakeholders

The purpose of a managed Meraki WiFi service is that it meets the diverse needs of businesses, ensuring a reliable, secure, and scalable wireless network infrastructure. The product will be specifically targeted towards Cisco centric customers & customers looking to opt into the Meraki ecosystem for their managed WiFi requirements. Sify’s scope would be to manage customer’s Wi-Fi infrastructure end to end. This would be further covered in the Deliverables section. Key stakeholders involved in the creation of this product include the OEM, as well as Sify Product, Engineering, Commercial, Service Delivery, Service Support & Infrastructure Services teams.

## Business Drivers for Meraki WiFi Product:

Businesses are undergoing digital transformation, and WiFi is a crucial component for enabling mobility, cloud services, and IoT, driving the demand for managed WiFi solutions. These business drivers collectively underscore the strategic importance of adopting managed WiFi services, aligning with broader business objectives, and contributing to overall organizational success.

|  |
| --- |
| **Business Drivers** |
| Enhanced network reliability and stability, reducing downtime and ensuring continuous business operations. |
| High-performing WiFi networks that support bandwidth-intensive applications and contribute to overall productivity. |
| Ability to easily scale the WiFi infrastructure to accommodate business growth, additional users, and devices. |
| Streamlined network management through centralized control, reducing the need for on-site IT staff at multiple locations. |
| Optimized resource utilization and potential cost savings in terms of IT personnel, maintenance, and operational efficiency. |
| Allows businesses to focus on their core activities by outsourcing the management of WiFi infrastructure to experts. |
| Prioritization of critical applications to maintain a consistent and reliable user experience, especially for real-time services. |
| Secure and controlled guest access, providing a positive experience for visitors while safeguarding the main network. |
| Access to analytics and reporting tools for valuable insights into user behavior, network performance, and business trends. |
| Meeting regulatory compliance standards, especially in industries with strict data protection and privacy requirements. |
| Efficient remote management and support capabilities, reducing the need for physical presence at each business location. |
| Offering advanced, reliable, and secure WiFi services can be a competitive differentiator, attracting and retaining customers. |

## Critical Success Factors for Managed Wi-Fi Product:

|  |
| --- |
| **Critical Success Factors** |
| Providing a cost-effective solution by optimizing resource utilization and demonstrating a clear ROI. |
| Ensuring the network is consistently available and reliable, minimizing downtime for users and business operations. |
| Scalable solutions to accommodate growing numbers of users, devices, and changing needs. |
| Streamlined and user-friendly centralized management tools for efficient monitoring, control, and issue resolution. |
| Continuous monitoring and optimization of network performance to ensure high-speed and low-latency connectivity. |
| Robust analytics and reporting tools providing insights into user behavior, network performance, and usage trends. |
| Secure and easy-to-manage guest access features to accommodate visitors while maintaining network security standards. |
| Well trained implementation & support services personnel to assist with any challenges or inquiries related to the WiFi service. |

# Features and Functionality

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

|  |  |
| --- | --- |
| **Technical Features** | **Description** |
| Performance Optimization | Continuous monitoring and optimization of network performance for high-speed, low-latency connectivity. |
| Quality of Service (QoS) | Prioritization of network traffic to ensure optimal performance for critical applications and services. |
| Guest Access Controls | Secure and customizable guest access features, including authentication methods, time limits, and bandwidth controls. |
| Analytics and Reporting | Robust analytics tools providing insights into user behavior, network performance, and usage patterns. |
| Remote Management Capabilities | Efficient tools for remote monitoring, troubleshooting, and management, reducing the need for on-site interventions. |
| Firmware Updates and Upgrades | Timely deployment of updates and upgrades to address security vulnerabilities and introduce new features. |
| Integration with Other Systems | Compatibility and integration with other business systems, applications, and IT infrastructure components. |

# Technical Specifications

## Platform Support

It is necessary to ensure that the managed Wi-Fi product is versatile, compatible, and able to meet the diverse technological requirements of different organizations and users. The specific platforms supported may vary based on the target audience and the functionalities offered by the managed Wi-Fi solution.

|  |  |
| --- | --- |
| **Platforms to Support** | **Description** |
| Cloud Platforms | Integrate 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. |
| Collaboration and Communication Tools | Support usage of popular collaboration and communication tools, including Microsoft Teams, Slack, Zoom, and others, to facilitate seamless communication and collaboration among team members. |
| Security and Identity Management Platforms (e.g., Active Directory, LDAP) | Integrate 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, integrate with Internet of Things (IoT) platforms for managing and monitoring connected devices within the office environment, enhancing automation and control capabilities. |
|  |  |

## Integration

These integrations enhance the functionality and versatility of the managed Meraki Wi-Fi product by connecting it seamlessly with other essential tools and systems used by organizations.

|  |  |
| --- | --- |
| **Integration** | **Description** |
| Video Conferencing Solutions (e.g., Zoom, Microsoft Teams) | Seamless integration with video conferencing tools to facilitate virtual meetings, presentations, and collaboration among team members. |
| 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

The managed Meraki Wi-Fi product should be able to Ability to scale the WiFi infrastructure easily to accommodate a growing number of users and devices.

|  |  |
| --- | --- |
| **Scaling Considerations** | **Description** |
| User Licensing and Pricing Tiers | Offer 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 | Provide modular features and customization options, 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 | 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 | 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 Training Resources | Provide scalable customer support and training resources that can effectively assist businesses of different sizes. This may include tiered support plans, extensive documentation, and training materials tailored to the varying needs of users. |
| Reporting and Analytics for Business Insights | Include 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. |
| Mobile Accessibility and Device Compatibility | Ensure that the office-in-a-box product remains accessible and compatible with a variety of devices, particularly as businesses scale. This includes optimizing mobile access and ensuring compatibility with different operating systems and devices. |

## Performance

The managed Meraki Wi-Fi product must deliver reliable, efficient, and secure internet connectivity for users across various scenarios and locations.

|  |
| --- |
| **Performance Metrics** |
| Network Availability/Uptime |
| Throughput |
| Latency |
| Packet Loss |
| Jitter |
| Coverage Area |
| Signal Strength |
| Capacity |
| Load Balancing Efficiency |
| Client Roaming Performance |
| Client Connection Time |
| Guest Access Performance |
| Device Onboarding Time |
| Security Effectiveness |
| Bandwidth Utilization |
| Incident Response Time |
| Firmware Update Success Rate |
| User Satisfaction Scores |

## Product Code Definitions

|  |  |
| --- | --- |
| PRODUCT CODE | PRODUCT DESCRIPTION  (this will be displayed in proposal and invoices) |
| MR28-HW | Meraki MR28 Wi-Fi 6 Indoor AP |
| MR36-HW | Meraki MR36 Wi-Fi 6 Indoor AP |
| MR36H-HW | Meraki MR36H Wi-Fi 6 Cloud Managed AP |
| MR44-HW | Meraki MR44 WiFi 6 Indoor AP |
| MR46-HW | Meraki MR46 Wi-Fi 6 Indoor AP |
| MR46E-HW | Meraki MR46E Wi-Fi 6 Indoor AP w External Antenna Connectors |
| MR56-HW | Meraki MR56 Wi-Fi 6 Indoor AP |
| MR57-HW | Meraki MR57 Wi-Fi 6E Indoor AP |
| MR76-HW | Meraki MR76 Wi-Fi 6 Outdoor AP |
| MR78-HW | Meraki MR78 Wi-Fi 6 Outdoor AP |
| MR86-HW | Meraki MR86 Wi-Fi 6 Outdoor AP |
| CW9162I-ROW | Catalyst Wireless 9162I AP (W6E, tri-band 2x2) w/Reg ROW |
| CW9164I-MR | Catalyst 9164I AP (W6E, tri-band 4x4) w/Meraki |
| CW9166I-MR | Catalyst 9166I AP (W6E, tri-band 4x4) w/MERAKI |
| MS120-8-HW | Meraki MS120-8 1G L2 Cloud Managed 8x GigE Switch |
| MS120-24-HW | Meraki MS120-24 1G L2 Cloud Managed 24x GigE Switch |
| MS120-48-HW | Meraki MS120-48 1G L2 Cloud Managed 48x GigE Switch |
| MS125-24-HW | Meraki MS125-24 10G L2 Cld-Mngd 24x GigE Switch |
| MS125-48-HW | Meraki MS125-48 10G L2 Cld-Mngd 48x GigE Switch |
| MS210-24-HW | Meraki MS210-24 1G L2 Cld-Mngd 24x GigE Switch |
| MS210-48-HW | Meraki MS210-48 1G L2 Cld-Mngd 48x GigE Switch |
| MS225-24-HW | Meraki MS225-24 L2 Stck Cld-Mngd 24x GigE Switch |
| MS225-48-HW | Meraki MS225-48 L2 Stck Cld-Mngd 48x GigE Switch |
| MS250-24-HW | Meraki MS250-24 L3 Stck Cld-Mngd 24x GigE Switch |
| MS250-48-HW | Meraki MS250-48 L3 Stck Cld-Mngd 48x GigE Switch |
| MS350-24-HW | Meraki MS350-24 L3 Stck Cld-Mngd 24x GigE Switch |
| MS350-48-HW | Meraki MS350-48 L3 Stck Cld-Mngd 48x GigE Switch |
| MS355-24X-HW | Meraki MS355-L3 Stck Cld-Mngd 24GE, 8xmG UPOE Switch |
| MS355-48X-HW | Meraki MS355-L3 Stck Cld-Mngd 48GE, 16xmG UPOE Switch |
| MS390-24-HW | Meraki MS390 24GE L3 Switch |
| MS390-48P-HW | Meraki MS390 48GE L3 POE+ Switch |
| MS410-16-HW | Meraki MS410-16 Cld-Mngd 16x GigE SFP Switch |
| MS410-32-HW | Meraki MS410-32 Cld-Mngd 32x GigE SFP Switch |
| MS425-16-HW | Meraki MS425-16 L3 Cld-Mngd 16x 10G SFP+ Switch |
| MS425-32-HW | Meraki MS425-32 L3 Cld-Mngd 32x 10G SFP+ Switch |
| MS450-12-HW | Meraki MS450-L3 Stack Cld-Mngd 12x40GE Aggregation Switch |
| MX67-HW | Meraki MX67 Router/Security Appliance |
| MX67C-HW-WW | Meraki MX67C LTE Router/Security Appliance - Worldwide |
| MX67W-HW | Meraki MX67W Router/Security Appliance with 802.11ac |
| MX68-HW | Meraki MX68 Router/Security Appliance |
| MX68CW-HW-WW | Meraki MX68CW LTE & 802.11ac Router/Security Appliance - WW |
| MX68W-HW | Meraki MX68W Router/Security Appliance with 802.11ac |
| MX75-HW | Meraki MX75 Router/Security Appliance |
| MX85-HW | Meraki MX85 Router/Security Appliance |
| MX95-HW | Meraki MX95 Router/Security Appliance |
| MX105-HW | Meraki MX105 Router/Security Appliance |
| MX250-HW | Meraki MX250 Router/Security Appliance |
| MX450-HW | Meraki MX450 Router/Security Appliance |
| LIC-VMX-S-ENT-1Y | Meraki vMX Enterprise License, Small, 1 Year |
| LIC-VMX-S-ENT-3Y | Meraki vMX Enterprise License, Small, 3 Year |
| LIC-VMX-S-ENT-5Y | Meraki vMX Enterprise License, Small, 5 Year |
| LIC-VMX-M-ENT-1Y | Meraki vMX Enterprise License, Medium, 1 Year |
| LIC-VMX-M-ENT-3Y | Meraki vMX Enterprise License, Medium, 3 Year |
| LIC-VMX-M-ENT-5Y | Meraki vMX Enterprise License, Medium, 5 Year |
| LIC-VMX-L-ENT-1Y | Meraki vMX Enterprise License, Large, 1 Year |
| LIC-VMX-L-ENT-3Y | Meraki vMX Enterprise License, Large, 3 Year |
| LIC-VMX-L-ENT-5Y | Meraki vMX Enterprise License, Large, 5 Year |
| LIC-ENT-1YR | Meraki MR Enterprise License, 1YR |
| LIC-ENT-3YR | Meraki MR Enterprise License, 3YR |
| LIC-ENT-5YR | Meraki MR Enterprise License, 5YR |
| ISE-E-LIC | Cisco Identity Service Engine Essentials Subscription |
| ISE-A-LIC | Cisco Identity Service Engine Advantage Subscription |
| ISE-P-LIC | Cisco Identity Service Engine Premier Subscription |
| MA-SFP-10GB-SR | Meraki 10G Base SR Multi-Mode |
| MA-SFP-1GB-TX | Meraki 1 GbE SFP Copper Module |
| MA-SFP-1GB-SX | Meraki 1000Base SX Multi-Mode |
| MA-SFP-10GB-LR | Meraki 10G Base LR Single-Mode |
| MA-SFP-1GB-LX10 | Meraki 1000Base LX10 Single-Mode |
| MA-SFP-10GB-LRM | Meraki 10G Base LRM Multi-Mode |
| MA-PWR-CORD-IN | Meraki AC Power Cord for MX and MS (India Plug) |
| MA-CBL-40G-50CM | Meraki 40GbE QSFP Cable, 0.5 Meter |
| MA-CBL-40G-1M | Meraki 40GbE QSFP Cable, 1 Meter |
| MA-CBL-40G-3M | Meraki 40GbE QSFP Cable, 3 Meter |
| MA-CBL-100G-50CM | Meraki 100GbE QSFP Cable, 0.5 Meter |
| MA-CBL-TA-1M | Meraki 10 GbE Twinax Cable with SFP+ Modules, 1 Meter |
| MA-CBL-TA-3M | Meraki 10 GbE Twinax Cable with SFP+ Modules, 3 Meter |
| MA-CBL-100G-1M | Meraki 100GbE QSFP Cable, 1 Meter |
| MA-CBL-120G-50CM | Meraki MS390 120G Data-Stack Cable, 50 centimeter |
| MA-CBL-SPWR-30CM | Meraki MS390 Power-Stack Cable, 30 centimeter |
| MA-CBL-100G-3M | Meraki 100GbE QSFP Cable, 3 Meter |
| MA-CBL-120G-1M | Meraki MS390 120G Data-Stack Cable, 1 meter |
| MA-CBL-120G-3M | Meraki MS390 120G Data-Stack Cable, 3 meter |
| MA-CBL-SPWR-150CM | Meraki MS390 Power-Stack Cable, 150 centimeter |
| MA-INJ-4 | Meraki MR 802.3at PoE Injector (Power Cord Not Included) |
| MA-INJ-6 | Meraki mGig 802.3bt PoE Injector (Power Cord Not Included) |
| MA-RCKMNT-KIT-1 | Meraki MX Rackmount |
| MA-RCKMNT | Meraki MS390 4-post Rack Mount Kit |
| MA-MNT-MR-17 | Meraki Replacement Mounting Kit for MR36 |
| MA-MNT-MR-18 | Meraki Replacement Mounting Kit for MR46E |
| MA-MNT-MR-7 | Meraki Replacement Mounting Kit for MR72/MR74 |
| MA-MNT-MR-13 | Meraki Replacement Mount Plate for MR70 AP |
| MA-MNT-MR-10 | Meraki Replacement Mounting Kit for MR84 |
| MS120-8LP-HW | Meraki MS120-8LP 1G L2 Cloud Managed 8x GigE 67W PoE Switch |
| MS120-8FP-HW | Meraki MS120-8FP 1G L2 Cloud Managed 8x GigE 124W PoE Switch |
| MS120-24P-HW | Meraki MS120-24P 1G L2 Cld -Mngd 24x GigE 370W PoE Switch |
| MS120-48LP-HW | Meraki MS120-48LP 1G L2 Cld Managed 48x GigE 370W PoE Switch |
| MS120-48FP-HW | Meraki MS120-48FP 1G L2 Cld Managed 48x GigE 740W PoE Switch |
| MS125-24P-HW | Meraki MS125-24P 10G L2 Cld-Mngd 24x GigE 370W PoE Switch |
| MS125-48LP-HW | Meraki MS125-48LP 10G L2 Cld-Mngd 48x GigE 370W PoE Switch |
| MS125-48FP-HW | Meraki MS125-48FP 10G L2 Cld-Mngd 48x GigE 740W PoE Switch |
| MS210-24P-HW | Meraki MS210-24P 1G L2 Cld-Mngd 24x GigE 370W PoE Switch |
| MS210-48LP-HW | Meraki MS210-48LP 1G L2 Cld-Mngd 48x GigE 370W PoE Switch |
| MS210-48FP-HW | Meraki MS210-48FP 1G L2 Cld-Mngd 48x GigE 740W PoE Switch |
| MS225-24P-HW | Meraki MS225-24P L2 Stck Cld-Mngd 24x GigE 370W PoE Switch |
| MS225-48LP-HW | Meraki MS225-48LP L2 Stck Cld-Mngd 48x GigE 370W PoE Switch |
| MS225-48FP-HW | Meraki MS225-48FP L2 Stck Cld-Mngd 48x GigE 740W PoE Switch |
| MS250-24P-HW | Meraki MS250-24P L3 Stck Cld-Mngd 24x GigE 370W PoE Switch |
| MS250-48LP-HW | Meraki MS250-48LP L3 Stck Cld-Mngd 48x GigE 370W PoE Switch |
| MS250-48FP-HW | Meraki MS250-48FP L3 Stck Cld-Mngd 48x GigE 740W PoE Switch |
| MS350-24P-HW | Meraki MS350-24P L3 Stck Cld-Mngd 24x GigE 370W PoE Switch |
| MS350-48LP-HW | Meraki MS350-48LP L3 Stck Cld-Mngd 48x GigE 370W PoE Switch |
| MS350-48FP-HW | Meraki MS350-48FP L3 Stck Cld-Mngd 48x GigE 740W PoE Switch |
| MS355-24X2-HW | Meraki MS355-L3 Stck Cld-Mngd 24xmG UPOE Switch |
| MS355-48X2-HW | Meraki MS355-L3 Stck Cld-Mngd 48GE, 24xmG UPOE Switch |
| MS390-24UX-HW | Meraki MS390 24mGig L3 UPOE Switch |
| MS390-24P-HW | Meraki MS390 24GE L3 POE+ Switch |
| MS390-48UX-HW | Meraki MS390 48 port 12mGig, 36m2.5G L3 UPOE Switch |
| MS390-48P-HW | Meraki MS390 48GE L3 POE+ Switch |
| LIC-MS120-8-1YR | Meraki MS120-8 Enterprise License and Support, 1 Year |
| LIC-MS120-8LP-1YR | Meraki MS120-8LP Enterprise License and Support, 1 Year |
| LIC-MS120-8FP-1YR | Meraki MS120-8FP Enterprise License and Support, 1 Year |
| LIC-MS120-24-1YR | Meraki MS120-24 Enterprise License and Support, 1 Year |
| LIC-MS120-24P-1YR | Meraki MS120-24P Enterprise License and Support, 1 Year |
| LIC-MS120-48-1YR | Meraki MS120-48 Enterprise License and Support, 1 Year |
| LIC-MS120-48LP-1YR | Meraki MS120-48LP Enterprise License and Support, 1 Year |
| LIC-MS120-48FP-1YR | Meraki MS120-48FP Enterprise License and Support, 1 Year |
| LIC-MS210-24-1YR | Meraki MS210-24 Enterprise License and Support, 1 Year |
| LIC-MS210-48-1YR | Meraki MS210-48 Enterprise License and Support, 1 Year |
| LIC-MS210-24P-1YR | Meraki MS210-24P Enterprise License and Support, 1 Year |
| LIC-MS210-48LP-1YR | Meraki MS210-48LP Enterprise License and Support, 1 Year |
| LIC-MS210-48FP-1YR | Meraki MS210-48FP Enterprise License and Support, 1 Year |
| LIC-MS225-24-1YR | Meraki MS225-24 Enterprise License and Support, 1YR |
| LIC-MS225-48-1YR | Meraki MS225-48 Enterprise License and Support, 1YR |
| LIC-MS225-24P-1YR | Meraki MS225-24P Enterprise License and Support, 1YR |
| LIC-MS225-48LP-1YR | Meraki MS225-48LP Enterprise License and Support, 1YR |
| LIC-MS225-48FP-1YR | Meraki MS225-48FP Enterprise License and Support, 1YR |
| LIC-MS120-8-3YR | Meraki MS120-8 Enterprise License and Support, 3 Year |
| LIC-MS120-8LP-3YR | Meraki MS120-8LP Enterprise License and Support, 3 Year |
| LIC-MS120-8FP-3YR | Meraki MS120-8FP Enterprise License and Support, 3 Year |
| LIC-MS120-24-3YR | Meraki MS120-24 Enterprise License and Support, 3 Year |
| LIC-MS120-24P-3YR | Meraki MS120-24P Enterprise License and Support, 3 Year |
| LIC-MS120-48-3YR | Meraki MS120-48 Enterprise License and Support, 3 Year |
| LIC-MS120-48LP-3YR | Meraki MS120-48LP Enterprise License and Support, 3 Year |
| LIC-MS120-48FP-3YR | Meraki MS120-48FP Enterprise License and Support, 3 Year |
| LIC-MS210-24-3YR | Meraki MS210-24 Enterprise License and Support, 3 Year |
| LIC-MS210-48-3YR | Meraki MS210-48 Enterprise License and Support, 3 Year |
| LIC-MS210-24P-3YR | Meraki MS210-24P Enterprise License and Support, 3 Year |
| LIC-MS210-48LP-3YR | Meraki MS210-48LP Enterprise License and Support, 3 Year |
| LIC-MS210-48FP-3YR | Meraki MS210-48FP Enterprise License and Support, 3 Year |
| LIC-MS225-24-3YR | Meraki MS225-24 Enterprise License and Support, 3YR |
| LIC-MS225-48-3YR | Meraki MS225-48 Enterprise License and Support, 3YR |
| LIC-MS225-24P-3YR | Meraki MS225-24P Enterprise License and Support, 3YR |
| LIC-MS225-48LP-3YR | Meraki MS225-48LP Enterprise License and Support, 3YR |
| LIC-MS225-48FP-3YR | Meraki MS225-48FP Enterprise License and Support, 3YR |
| LIC-MS120-8-5YR | Meraki MS120-8 Enterprise License and Support, 5 Year |
| LIC-MS120-8LP-5YR | Meraki MS120-8LP Enterprise License and Support, 5 Year |
| LIC-MS120-8FP-5YR | Meraki MS120-8FP Enterprise License and Support, 5 Year |
| LIC-MS120-24-5YR | Meraki MS120-24 Enterprise License and Support, 5 Year |
| LIC-MS120-24P-5YR | Meraki MS120-24P Enterprise License and Support, 5 Year |
| LIC-MS120-48-5YR | Meraki MS120-48 Enterprise License and Support, 5 Year |
| LIC-MS120-48LP-5YR | Meraki MS120-48LP Enterprise License and Support, 5 Year |
| LIC-MS120-48FP-5YR | Meraki MS120-48FP Enterprise License and Support, 5 Year |
| LIC-MS210-24-5YR | Meraki MS210-24 Enterprise License and Support, 5 Year |
| LIC-MS210-48-5YR | Meraki MS210-48 Enterprise License and Support, 5 Year |
| LIC-MS210-24P-5YR | Meraki MS210-24P Enterprise License and Support, 5 Year |
| LIC-MS210-48LP-5YR | Meraki MS210-48LP Enterprise License and Support, 5 Year |
| LIC-MS210-48FP-5YR | Meraki MS210-48FP Enterprise License and Support, 5 Year |
| LIC-MS225-24-5YR | Meraki MS225-24 Enterprise License and Support, 5YR |
| LIC-MS225-48-5YR | Meraki MS225-48 Enterprise License and Support, 5YR |
| LIC-MS225-24P-5YR | Meraki MS225-24P Enterprise License and Support, 5YR |
| LIC-MS225-48LP-5YR | Meraki MS225-48LP Enterprise License and Support, 5YR |
| LIC-MS225-48FP-5YR | Meraki MS225-48FP Enterprise License and Support, 5YR |
| LIC-MS250-24-1YR | Meraki MS250-24 Enterprise License and Support, 1YR |
| LIC-MS250-24P-1YR | Meraki MS250-24P Enterprise License and Support, 1YR |
| LIC-MS250-48-1YR | Meraki MS250-48 Enterprise License and Support, 1YR |
| LIC-MS250-48LP-1YR | Meraki MS250-48LP Enterprise License and Support, 1YR |
| LIC-MS250-48FP-1YR | Meraki MS250-48FP Enterprise License and Support, 1YR |
| LIC-MS250-48FP-1YR | Meraki MS250-48FP Enterprise License and Support, 1YR |
| LIC-MS350-24-1YR | Meraki MS350-24 Enterprise License and Support, 1YR |
| LIC-MS350-24X-1YR | Meraki MS350-24X Enterprise License and Support, 1YR |
| LIC-MS350-24P-1YR | Meraki MS350-24P Enterprise License and Support, 1YR |
| LIC-MS350-48-1YR | Meraki MS350-48 Enterprise License and Support, 1YR |
| LIC-MS355-24X-1YR | Meraki MS355-24X Enterprise License and Support, 1 Year |
| LIC-MS355-24X2-1YR | Meraki MS355-24X2 Enterprise License and Support, 1 Year |
| LIC-MS355-48X-1YR | Meraki MS355-48X Enterprise License and Support, 1 Year |
| LIC-MS355-48X2-1YR | Meraki MS355-48X2 Enterprise License and Support, 1 Year |
| LIC-MS410-16-1YR | Meraki MS410-16 Enterprise License and Support, 1YR |
| LIC-MS410-32-1YR | Meraki MS410-32 Enterprise License and Support, 1YR |
| LIC-MS425-16-1YR | Meraki MS425-16 Enterprise License and Support, 1YR |
| LIC-MS425-32-1YR | Meraki MS425-32 Enterprise License and Support, 1YR |
| LIC-MS450-12-1YR | Meraki MS450-12 Enterprise License and Support, 1 Year |
| LIC-MS250-24-3YR | Meraki MS250-24 Enterprise License and Support, 3YR |
| LIC-MS250-24P-3YR | Meraki MS250-24P Enterprise License and Support, 3YR |
| LIC-MS250-48-3YR | Meraki MS250-48 Enterprise License and Support, 3YR |
| LIC-MS250-48LP-3YR | Meraki MS250-48LP Enterprise License and Support, 3YR |
| LIC-MS350-24-3YR | Meraki MS350-24 Enterprise License and Support, 3YR |
| LIC-MS350-24X-3YR | Meraki MS350-24X Enterprise License and Support, 3YR |
| LIC-MS350-24P-3YR | Meraki MS350-24P Enterprise License and Support, 3YR |
| LIC-MS350-48-3YR | Meraki MS350-48 Enterprise License and Support, 3YR |
| LIC-MS355-24X-3YR | Meraki MS355-24X Enterprise License and Support, 3 Year |
| LIC-MS355-24X2-3YR | Meraki MS355-24X2 Enterprise License and Support, 3 Year |
| LIC-MS355-48X-3YR | Meraki MS355-48X Enterprise License and Support, 3 Year |
| LIC-MS355-48X2-3YR | Meraki MS355-48X2 Enterprise License and Support, 3 Year |
| LIC-MS410-16-3YR | Meraki MS410-16 Enterprise License and Support, 3YR |
| LIC-MS410-32-3YR | Meraki MS410-32 Enterprise License and Support, 3YR |
| LIC-MS425-16-3YR | Meraki MS425-16 Enterprise License and Support, 3YR |
| LIC-MS425-32-3YR | Meraki MS425-32 Enterprise License and Support, 3YR |
| LIC-MS450-12-3YR | Meraki MS450-12 Enterprise License and Support, 3 Year |
| LIC-MS250-24-5YR | Meraki MS250-24 Enterprise License and Support, 5YR |
| LIC-MS250-24P-5YR | Meraki MS250-24P Enterprise License and Support, 5YR |
| LIC-MS250-48-5YR | Meraki MS250-48 Enterprise License and Support, 5YR |
| LIC-MS250-48LP-5YR | Meraki MS250-48LP Enterprise License and Support, 5YR |
| LIC-MS250-48LP-5YR | Meraki MS250-48LP Enterprise License and Support, 5YR |
| LIC-MS350-24-5YR | Meraki MS350-24 Enterprise License and Support, 5YR |
| LIC-MS350-24X-5YR | Meraki MS350-24X Enterprise License and Support, 5YR |
| LIC-MS350-24P-5YR | Meraki MS350-24P Enterprise License and Support, 5YR |
| LIC-MS350-48-5YR | Meraki MS350-48 Enterprise License and Support, 5YR |
| LIC-MS355-24X-5YR | Meraki MS355-24X Enterprise License and Support, 5 Year |
| LIC-MS355-24X2-5YR | Meraki MS355-24X2 Enterprise License and Support, 5 Year |
| LIC-MS355-48X-5YR | Meraki MS355-48X Enterprise License and Support, 5 Year |
| LIC-MS355-48X2-5YR | Meraki MS355-48X2 Enterprise License and Support, 5 Year |
| LIC-MS410-16-5YR | Meraki MS410-16 Enterprise License and Support, 5YR |
| LIC-MS410-32-5YR | Meraki MS410-32 Enterprise License and Support, 5YR |
| LIC-MS425-16-5YR | Meraki MS425-16 Enterprise License and Support, 5YR |
| LIC-MS425-32-5YR | Meraki MS425-32 Enterprise License and Support, 5YR |
| LIC-MS450-12-5YR | Meraki MS450-12 Enterprise License and Support, 5 Year |
| LIC-MX67-ENT-1YR | Meraki MX67 Enterprise License and Support, 1YR |
| LIC-MX67-SEC-1YR | Meraki MX67 Advanced Security License and Support, 1YR |
| LIC-MX67-SDW-1Y | Meraki MX67 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX67C-ENT-1YR | Meraki MX67C Enterprise License and Support, 1YR |
| LIC-MX67C-SEC-1YR | Meraki MX67C Advanced Security License and Support, 1YR |
| LIC-MX67C-SDW-1Y | Meraki MX67C Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX67W-ENT-1YR | Meraki MX67W Enterprise License and Support, 1YR |
| LIC-MX67W-SEC-1YR | Meraki MX67W Advanced Security License and Support, 1YR |
| LIC-MX67W-SDW-1Y | Meraki MX67W Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX68-ENT-1YR | Meraki MX68 Enterprise License and Support, 1YR |
| LIC-MX68-SEC-1YR | Meraki MX68 Advanced Security License and Support, 1YR |
| LIC-MX68-SDW-1Y | Meraki MX68 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX68CW-ENT-1YR | Meraki MX68CW Enterprise License and Support, 1YR |
| LIC-MX68CW-SEC-1YR | Meraki MX68CW Advanced Security License and Support, 1YR |
| LIC-MX68CW-SDW-1Y | Meraki MX68CW Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX68W-ENT-1YR | Meraki MX68W Enterprise License and Support, 1YR |
| LIC-MX68W-SEC-1YR | Meraki MX68W Advanced Security License and Support, 1YR |
| LIC-MX68W-SDW-1Y | Meraki MX68W Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX75-ENT-1Y | Meraki MX75 Enterprise License and Support, 1YR |
| LIC-MX75-SEC-1Y | Meraki MX75 Advanced Security License and Support, 1YR |
| LIC-MX75-SDW-1Y | Meraki MX75 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX85-ENT-1Y | Meraki MX85 Enterprise License and Support, 1YR |
| LIC-MX85-SEC-1Y | Meraki MX85 Advanced Security License and Support, 1YR |
| LIC-MX85-SDW-1Y | Meraki MX85 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX95-ENT-1Y | Meraki MX95 Enterprise License and Support, 1YR |
| LIC-MX95-SEC-1Y | Meraki MX95 Advanced Security License and Support, 1YR |
| LIC-MX95-SDW-1Y | Meraki MX95 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX105-ENT-1Y | Meraki MX105 Enterprise License and Support, 1YR |
| LIC-MX105-SEC-1Y | Meraki MX105 Advanced Security License and Support, 1YR |
| LIC-MX105-SDW-1Y | Meraki MX105 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX250-ENT-1YR | Meraki MX250 Enterprise License and Support, 1YR |
| LIC-MX250-SEC-1YR | Meraki MX250 Advanced Security License and Support, 1YR |
| LIC-MX250-SDW-1Y | Meraki MX250 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX450-ENT-1YR | Meraki MX450 Enterprise License and Support, 1YR |
| LIC-MX450-SEC-1YR | Meraki MX450 Advanced Security License and Support, 1YR |
| LIC-MX450-SDW-1Y | Meraki MX450 Secure SD-WAN Plus License and Support, 1YR |
| LIC-MX67-ENT-3YR | Meraki MX67 Enterprise License and Support, 3YR |
| LIC-MX67-SEC-3YR | Meraki MX67 Advanced Security License and Support, 3YR |
| LIC-MX67-SDW-3Y | Meraki MX67 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX67C-ENT-3YR | Meraki MX67C Enterprise License and Support, 3YR |
| LIC-MX67C-SEC-3YR | Meraki MX67C Advanced Security License and Support, 3YR |
| LIC-MX67C-SDW-3Y | Meraki MX67C Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX67W-ENT-3YR | Meraki MX67W Enterprise License and Support, 3YR |
| LIC-MX67W-SEC-3YR | Meraki MX67W Advanced Security License and Support, 3YR |
| LIC-MX67W-SDW-3Y | Meraki MX67W Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX68-ENT-3YR | Meraki MX68 Enterprise License and Support, 3YR |
| LIC-MX68-SEC-3YR | Meraki MX68 Advanced Security License and Support, 3YR |
| LIC-MX68-SDW-3Y | Meraki MX68 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX68CW-ENT-3YR | Meraki MX68CW Enterprise License and Support, 3YR |
| LIC-MX68CW-SEC-3YR | Meraki MX68CW Advanced Security License and Support, 3YR |
| LIC-MX68CW-SDW-3Y | Meraki MX68CW Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX68W-ENT-3YR | Meraki MX68W Enterprise License and Support, 3YR |
| LIC-MX68W-SEC-3YR | Meraki MX68W Advanced Security License and Support, 3YR |
| LIC-MX68W-SDW-3Y | Meraki MX68W Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX75-ENT-3Y | Meraki MX75 Enterprise License and Support, 3YR |
| LIC-MX75-SEC-3Y | Meraki MX75 Advanced Security License and Support, 3YR |
| LIC-MX75-SDW-3Y | Meraki MX75 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX85-ENT-3Y | Meraki MX85 Enterprise License and Support, 3YR |
| LIC-MX85-SEC-3Y | Meraki MX85 Advanced Security License and Support, 3YR |
| LIC-MX85-SDW-3Y | Meraki MX85 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX95-ENT-3Y | Meraki MX95 Enterprise License and Support, 3YR |
| LIC-MX95-SEC-3Y | Meraki MX95 Advanced Security License and Support, 3YR |
| LIC-MX95-SDW-3Y | Meraki MX95 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX105-ENT-3Y | Meraki MX105 Enterprise License and Support, 3YR |
| LIC-MX105-SEC-3Y | Meraki MX105 Advanced Security License and Support, 3YR |
| LIC-MX105-SDW-3Y | Meraki MX105 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX250-ENT-3YR | Meraki MX250 Enterprise License and Support, 3YR |
| LIC-MX250-SEC-3YR | Meraki MX250 Advanced Security License and Support, 3YR |
| LIC-MX250-SDW-3Y | Meraki MX250 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX450-ENT-3YR | Meraki MX450 Enterprise License and Support, 3YR |
| LIC-MX450-SEC-3YR | Meraki MX450 Advanced Security License and Support, 3YR |
| LIC-MX450-SDW-3Y | Meraki MX450 Secure SD-WAN Plus License and Support, 3YR |
| LIC-MX67-ENT-5YR | Meraki MX67 Enterprise License and Support, 5YR |
| LIC-MX67-SEC-5YR | Meraki MX67 Advanced Security License and Support, 5YR |
| LIC-MX67-SDW-5Y | Meraki MX67 Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX67C-ENT-5YR | Meraki MX67C Enterprise License and Support, 5YR |
| LIC-MX67C-SEC-5YR | Meraki MX67C Advanced Security License and Support, 5YR |
| LIC-MX67C-SDW-5Y | Meraki MX67C Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX67W-ENT-5YR | Meraki MX67W Enterprise License and Support, 5YR |
| LIC-MX67W-SEC-5YR | Meraki MX67W Advanced Security License and Support, 5YR |
| LIC-MX67W-SDW-5Y | Meraki MX67W Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX68-ENT-5YR | Meraki MX68 Enterprise License and Support, 5YR |
| LIC-MX68-SEC-5YR | Meraki MX68 Advanced Security License and Support, 5YR |
| LIC-MX68-SDW-5Y | Meraki MX68 Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX68CW-ENT-5YR | Meraki MX68CW Enterprise License and Support, 5YR |
| LIC-MX68CW-SEC-5YR | Meraki MX68CW Advanced Security License and Support, 5YR |
| LIC-MX68CW-SDW-5Y | Meraki MX68CW Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX68W-ENT-5YR | Meraki MX68W Enterprise License and Support, 5YR |
| LIC-MX68W-SEC-5YR | Meraki MX68W Advanced Security License and Support, 5YR |
| LIC-MX68W-SDW-5Y | Meraki MX68W Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX75-ENT-5Y | Meraki MX75 Enterprise License and Support, 5YR |
| LIC-MX75-SEC-5Y | Meraki MX75 Advanced Security License and Support, 5YR |
| LIC-MX75-SDW-5Y | Meraki MX75 Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX85-ENT-5Y | Meraki MX85 Enterprise License and Support, 5YR |
| LIC-MX85-SEC-5Y | Meraki MX85 Advanced Security License and Support, 5YR |
| LIC-MX85-SDW-5Y | Meraki MX85 Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX95-ENT-5Y | Meraki MX95 Enterprise License and Support, 5YR |
| LIC-MX95-SEC-5Y | Meraki MX95 Advanced Security License and Support, 5YR |
| LIC-MX95-SDW-5Y | Meraki MX95 Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX105-ENT-5Y | Meraki MX105 Enterprise License and Support, 5YR |
| LIC-MX105-SEC-5Y | Meraki MX105 Advanced Security License and Support, 5YR |
| LIC-MX105-SDW-5Y | Meraki MX105 Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX250-ENT-5YR | Meraki MX250 Enterprise License and Support, 5YR |
| LIC-MX250-SEC-5YR | Meraki MX250 Advanced Security License and Support, 5YR |
| LIC-MX250-SDW-5Y | Meraki MX250 Secure SD-WAN Plus License and Support, 5YR |
| LIC-MX450-ENT-5YR | Meraki MX450 Enterprise License and Support, 5YR |
| LIC-MX450-SEC-5YR | Meraki MX450 Advanced Security License and Support, 5YR |
| LIC-MX450-SDW-5Y | Meraki MX450 Secure SD-WAN Plus License and Support, 5YR |

# Sify Deliverables

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| Vendor management | Sify will co-ordinate with & Meraki 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 MWIFI 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 MWIFI |
| 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. * MWIFI 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 | * Implementation & transition services will be the responsibility of Sify’s delivery teams unless this scope is outsourced to a 3rd party in exceptional cases. |
| 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 MWIFI 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. |

# Ordering & Billing

|  |  |  |
| --- | --- | --- |
| 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 |

# CPQ Related Information

## Order Login Data for GUI



## Pricing Model

****

# Terms and Conditions

* All pricing provided is exclusive of applicable taxes.
* The contract period will be applicable as per the PO.
* 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.
* Additional Charges are applicable for any additional cabling requirements.
* Any physical hardware damage caused by the customer will incur hardware charges for replacement of faulty hardware (OTC). Customer must provide UPS Power and earthing for the WiFi devices.
* Early Termination charges are applicable for any services terminated within the contract period.
  + In the event of performance degradation in Sify’s scope of work, which is brought to the notice of Sify in writing, Sify shall use all means available to rectify the same immediately and communicate to the customer on the action taken.
  + If the performance degradation is not rectified within one month (1 month) from the time Sify acknowledges the customer complaint in writing/mail and if this performance degradation is repeated for the same site / network element for 3 consecutive times within a calendar quarter after Sify has taken necessary corrective measures, Customer has the option of terminating the contract with 1 month notice period for the affected site / network element.
  + If the Customer chooses to terminate the entire contract for convenience or any other reason other than performance degradation of the service, the customer is liable to pay the annual recurring charges for the remaining period of the contract on a pro-rata basis. These charges will pertain to any Hardware and/or Software Licenses that have been specifically deployed for the use of the customer.
* Any requirement of changing the WiFi feature tier will result in associated change of commercials.
* Any changes to the Solution design and configuration will result in a design change along with the revised commercials.
* The provisioning/commissioning of any unmanaged or managed network security services (apart from anything included within WiFi Solution) is considered out of scope.
* All payments will be as per Sify's payment terms and conditions.
* 24\*7 proactive monitoring and management of the network as defined in the solution document is included.
* The customer will sign a scope of work document along with the PO and that will be considered as the reference for sign off on delivery of the project. Any scope not explicitly mentioned in the SOW will be considered out of scope of the project.

# SLA

Sify’s service offerings are SLA-driven and offer a good value proposition to corporations seeking to improve the return on their IT investments.

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.

## Operation SLA

**Incident Management**

|  |  |
| --- | --- |
| **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**

|  |  |
| --- | --- |
| **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 |

# User Experience

## User Training and Documentation

|  |  |
| --- | --- |
| **Component** | **Description** |
| Certification Programs | - Enrolling Engineering, Solutions, BD & Sales for certification programs. |
| Documentation | - Tiered & focused training decks to be created for different roles of stakeholders. |
| Regular Updates | - Keep training materials and documentation up to date with product releases. |
| Training Schedule | - Plan training sessions for different roles of stakeholders.  - Provide recordings for on-demand access. |
| Integration with LMS | - Integrate training modules with existing Learning Management System. |

# Regulatory and Compliance Considerations

|  |  |
| --- | --- |
| **Regulatory & Compliance Considerations** | **Description** |
| Data Protection Laws | Adhere to India's data protection laws, including the Personal Data Protection Bill, ensuring the secure processing and storage of personal and sensitive information within the office-in-a-box product. |
| Cybersecurity Regulations | Comply with cybersecurity regulations and standards issued by the government or regulatory bodies. Implement robust cybersecurity measures to protect the office-in-a-box product from cyber threats and attacks. |
| IT Act, 2000 and Amendments | Align with the Information Technology Act, 2000, and its subsequent amendments. Ensure legal compliance with provisions related to electronic signatures, data protection, and electronic records. |
| Telecom Regulatory Authority of India (TRAI) Guidelines | Comply with TRAI guidelines, especially if the office-in-a-box product involves telecommunications services. Ensure adherence to regulations related to telecommunication and consumer protection. |
| Goods and Services Tax (GST) Compliance | Ensure compliance with GST regulations for invoicing and taxation if the office-in-a-box product involves the sale of goods or services. Adhere to GST guidelines and maintain accurate records for tax purposes. |
| Intellectual Property Rights (IPR) | Respect intellectual property rights, including patents, copyrights, and trademarks. Avoid unauthorized use of third-party intellectual property within the office-in-a-box product to prevent legal complications. |
| Local and State Regulations | Stay informed about local and state-specific regulations that may impact the operation of the office-in-a-box product. Comply with licensing requirements and other regional regulations applicable to the business. |
| Health and Safety Regulations | If applicable, adhere to health and safety regulations, especially if the office-in-a-box product involves physical components or equipment. Ensure a safe working environment for users. |
| Environmental Compliance | Consider environmental regulations and implement eco-friendly practices if the office-in-a-box product involves hardware components. Adhere to waste disposal guidelines and minimize environmental impact. |

# Timeline and Milestones

## Development Timeline

|  |  |
| --- | --- |
| **Milestones** | **Timeline** |
| Product Requirement Document | TBD |
| Internal Deck | TBD |
| Customer Facing Deck | TBD |
| Proposal Format | TBD |
| Price Book | TBD |
| Onboarding on CPQ | TBD |

# Risks and Mitigation Strategies

## Potential Risks

|  |  |  |
| --- | --- | --- |
| **Risk Category** | **Potential Risks** | **Impact** |
| Regulatory Risks | - Non-compliance with data protection regulations. | - Legal penalties and reputational damage. |
| - Data localization requirements. | - Impact on cross-border data transfers. |
| Project Management | - Scope creep and changing requirements. | - Delays, increased costs, and resource strain. |
| - Untrained or poorly trained implementation/ support resources | - Deadline overruns, service outages and penalties |
| Vendor/Partner Risks | - Dependence on a single OEM for product delivery. | - Delays and potential disruptions. |
| Adoption Risks | - Resistance to adoption of the product among end-users. | - Poor adoption rates and underutilization. |

## Mitigation Strategies

|  |  |  |
| --- | --- | --- |
| **Risk Category** | **Potential Risks** | **Mitigation Strategies** |
| Regulatory Risks | - Non-compliance with data protection regulations. | - Stay informed about relevant regulations and ensure compliance. |
| - Data localization requirements. | - Implement data localization strategies and legal compliance. |
| Project Management | - Scope creep and changing requirements. | - Establish a robust change control process and communicate changes. |
| - Untrained or poorly trained implementation/ support resources | - Ensure availability of trained resources for each project. |
| Vendor/Partner Risks | - Dependence on a single OEM for product delivery. | - Maintain constant communication with OEM on product lifecycle. |
| Adoption Risks | - Resistance to adoption of the product among end-users. | - Conduct user training programs and create awareness campaigns. |

# Stakeholder Approval

## Review and Approval

|  |  |
| --- | --- |
| Document Owners | Suresh Gummaraju |
| Rahul Nair |
| Approved By | Pranesh Babu Khyatasandra |
| Ramakrishna Kotha |
| Anuj Malhotra |
| Joseph Abraham |
| Mohan Raj S |
| Hari Hara Moorthy |
| Suresh Gummaraju |

# Appendices

## Glossary

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Managed WiFi Services | Outsourced services that provide centralized management, security, and optimization of WiFi networks. |
| Quality of Service (QoS) | A set of techniques used to manage network resources, prioritize certain types of traffic, and ensure a consistent level of service for critical applications. |
| Regulatory Compliance | Adherence to laws, regulations, and industry standards related to data protection, privacy, and other relevant requirements. |
| WiFi 6 (802.11ax) | The latest generation of WiFi technology, offering increased data rates, improved performance in crowded environments, and enhanced power efficiency. |
| Cyber Threats | Malicious activities and attacks aimed at exploiting vulnerabilities in computer systems, networks, and data. |
| Centralized Management | The ability to monitor, configure, and control network devices from a central location, providing efficiency and ease of administration. |
| Scalability | The capability of a system or network to handle increased demand by adding resources or adapting to accommodate a growing user base. |
| Reliability | The ability of a system or network to consistently perform its intended functions without failures or interruptions. |
| Guest Access Management | Controls and features that enable secure and controlled access to a WiFi network for guests, often with restrictions on usage and duration. |
| Analytics and Reporting | Tools and capabilities for collecting and analyzing data, generating reports, and gaining insights into network performance and user behavior. |
| Compliance Adherence | Conforming to established rules, regulations, and standards relevant to a specific industry or jurisdiction. |
| Digital Transformation | The integration of digital technologies into various aspects of business operations, often leading to fundamental changes in how businesses operate and deliver value. |
| IoT (Internet of Things) | The network of interconnected devices and objects that can communicate and exchange data, contributing to automation and smart functionality. |
| Remote Work | Work conducted away from a traditional office environment, often facilitated by digital technologies and connectivity. |
| Mesh Networking | A network topology where each node (device) is connected to multiple other nodes, forming a flexible and resilient communication infrastructure. |
| 802.11ax (WiFi 6) | A set of standards for wireless local area networks (WLANs), providing improved speed, capacity, and performance compared to previous WiFi generations. |
| Managed Service Provider (MSP) | An organization or company that provides managed services, such as managed WiFi, to clients, often on a subscription or contractual basis. |
| 5G Technology | The fifth generation of cellular technology, offering increased data transfer speeds, lower latency, and improved connectivity for mobile devices. |

Top of Form

## References

|  |
| --- |
| <https://documentation.meraki.com/MR/Wi-Fi_Basics_and_Best_Practices> |