



# Sify On Demand Storage

## Frequently Asked Questions

**1. What is Sify On Demand Storage Service?**

Sify On-Demand Storage Service offers unified (SAN/NAS), integrated, information-focused, storage infrastructure on flexible need based cost, with enterprise security and 99.99% availability guarantee.

**2. How is it different from having our own (dedicated) Storage infrastructure?**

<b>Owned Storage</b>	<b>Sify On-Demand Storage Service</b>
Higher TCO: Procured on ad-hoc basis, higher CAPEX and OPEX.	Lower TCO: No upfront capital expenditure and can bring monthly OPEX up to 50%.
Over provisioning/less utilization problems. Difficult to match demand and procurement.	Synchronized storage demand-supply chain- Fast & Accurate responses to ad-hoc business growth.
Skill set retention issue for Administration functions.	24x7 Centralized Management, Monitoring and Reporting.
All the associated risk is owned by infrastructure owner/company.	SLA: 99.99% storage availability guarantee.
Heterogeneous and multi vendor environment increases admin expenses. Also complexity due to technology obsolesces.	Can support heterogeneous environment seamlessly and with less capital.
Comparatively Less focus on security	Multi level security from physical to application layer

**3. What are the key strengths of Sify On-Demand Storage Service?**

- ✓ Partnered with world’s leading Storage vender Hitachi Data Systems to offer end-to-end fully managed On-Demand Storage Service.
- ✓ First in INDIA to offer utilization based chargeback.
- ✓ 99.99% storage availability guarantee.
- ✓ Unified management & reporting.

**4. What are the different plans and packages available with this service?**

We have four standard plans [Performance, Enhanced, Standard, Economy] for SAN and two standard plans [Enhanced, Standard] for NAS, and also other optional services which you can subscribe as per your requirement.

**5. What about Management Monitoring and other support?**

The setup is managed by Sify’s qualified, experienced storage professionals on 24x7 bases. Sify’s Global Management Operation Centre (GMOC) today has 1000+ skilled and technical consultants with over 8 years of service management and delivery expertise. With delivery capability unmatched in the ICT industry, Sify provides the best in reliability, availability, security and integrity of storage data. Sify also offers various professional services for helping customers with Storage sizing, Setup and implementation, and ongoing support, providing end-to-end services. Sify’s management practices are backed by leading security and process certifications such as ISO 20001, ISO 27001, and ITIL.

**6. Does this service offer any SLA?**

Yes we offer 99.99% SLA for availability of Storage system. High availability architecture at all levels – Storage Core, multi-Gbps Fiber Channel backbone, world class hosting facility, Backup infrastructure and highly skilled storage management team offers enhanced performance with committed service delivery.

**7. What are the security parameters in this setup?**

We have implemented a layered security model, which provides multi-level protection for all information, data and physical assets. In this model, security does not depend on a single countermeasure so a single point of failure does not compromise the entire system. This layered security approach protects our On Demand Storage Service from both physical and logical security threats.

**8. Do you have end-to-end authentication between the application servers and storage.**

Yes, Authentication has been enabled for iSCSI Communication through CHAP. FC network is secured through point to point Soft-Zoning.

**9. Do you have isolation between different organization Data in your multi tenant environment?**

Yes, Isolation of Data traffic is handled at all layers. Storage LUN provisioned for an organization will not be visible to more than one host unless it is requested for provisioned in a clustered environment.

**10. Is backup bundled with Storage plan?**

No, Backup is an optional service for which you can pay additional fee.

**11. Do you apply encryption in the Backup data?**

Yes, Data is encrypted in the Backup media.

**12. Can Sify migrate data from our existing storage setup to Sify's On-Demand Storage setup?**

Yes we can, but this comes under optional professional services for which you need to pay additional fee.

**13. Can we track our storage utilization and get the reports online?**

Yes, we provide online view of used and available storage capacity. Generated reports will be available on the portal as well as sent automatically as an email on a monthly / quarterly basis.

**14. Do you have any process to handover the data after termination of contract?**

Yes we have, Contract termination should be informed well in advance as per the committed notice period. Sify shall assist in providing the data, as per the standard decommissioning process.

**15. Is your storage solution complying with legal and regulatory requirements for data privacy and access?**

Yes, Our Storage Platform complies with legal and regulatory requirements for Data Privacy and access.

**16. What is the unit of billing for the Sify storage on demand service?**

Unit for billing the service is per GB, Our storage on demand services is billed in accordance with the plan subscribed and storage space (data size in GB) configured as per your need.

**17. What is the minimum contract period for this service?**

All storage services must be subscribed for a minimum of one month period. For subscription period less than one year customer need to pay all (one-time & recurring charges) charges 100% in advance.

**18. What is the notice period we need to serve to terminate the service?**

For the subscription period one year or more, any customer can leave and terminate the contract by serving three months written notice, with notice period paid. For the subscription period less than one year, termination of the service prior to the completion of subscribed period will be charged for entire period.

**19. How do I get started with the Sify On-Demand Storage Service?**

Contact our Account manager and fill the questionnaire provided by them. They will provide you with the appropriate storage plans matching your requirement.