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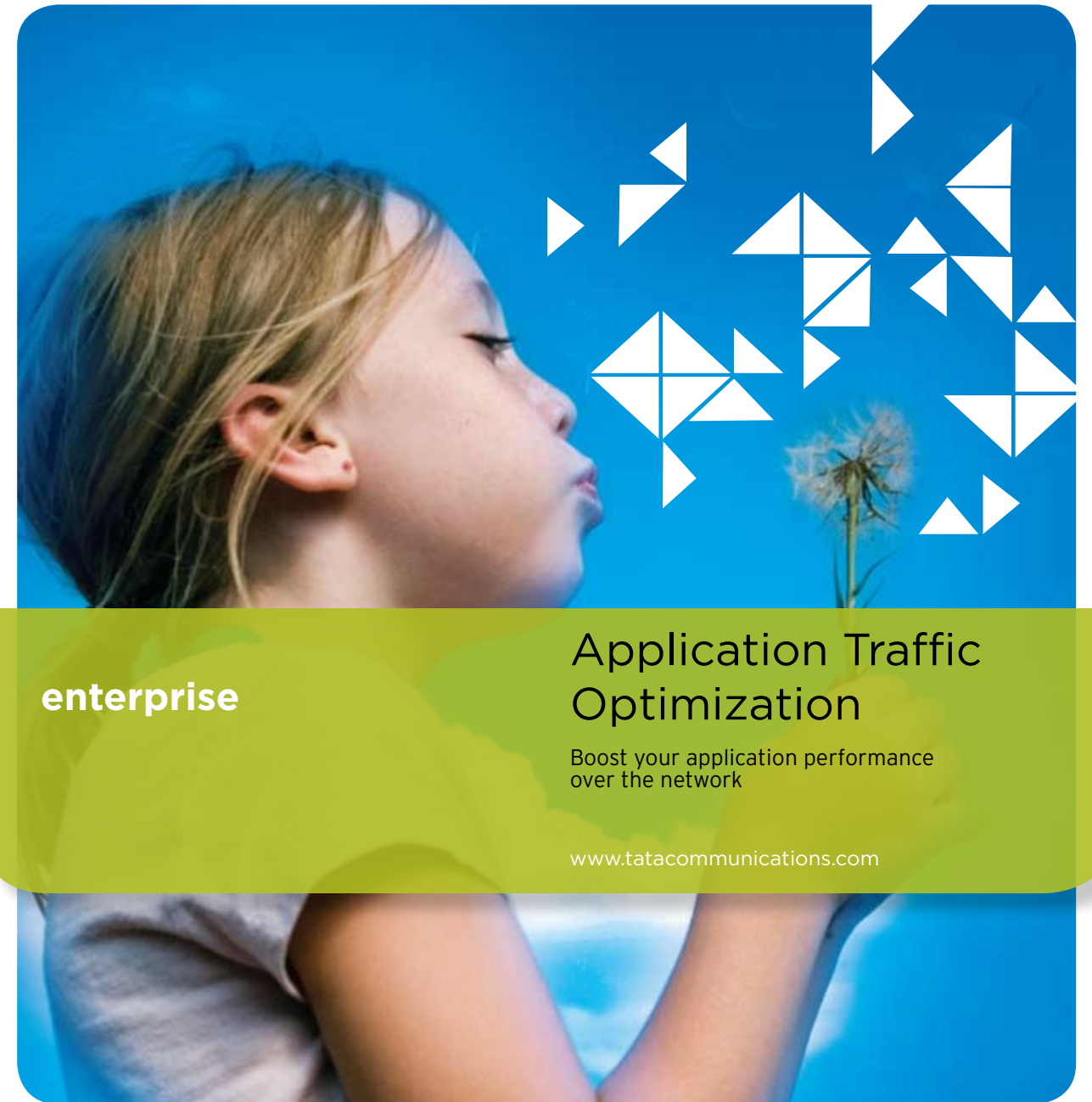
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Tata Communications Limited along with its global subsidiaries (Tata Communications) is a leading global provider of the new world of communications. The company leverages its Tata Global Network, vertical intelligence and leadership in emerging markets, to deliver value-driven, globally managed solutions to the Fortune 1000 and mid-sized enterprises, service providers and consumers. The Tata Communications portfolio includes transmission, IP, converged voice, mobility, managed network connectivity, hosted data center, communications solutions and business transformation services to global and Indian enterprises & service providers as well as, broadband and content services to Indian consumers. The Tata Global Network encompasses one of the most advanced and largest submarine cable networks, a Tier-1 IP network,

connectivity to more than 200 countries across 300 PoPs and more than one million square feet data center space. Tata Communications serves its customers from its offices in 80 cities in 40 countries worldwide. Tata Communications has a strategic investment in South African operator Neotel, providing the company with a strong anchor to build an African footprint. The number one global international wholesale voice operator and number one provider of International Long Distance, Enterprise Data and Internet Services in India, the company was named "Best Wholesale Carrier" at the World Communications Awards in 2006 and was named the "Best Pan-Asian Wholesale Provider" at the 2007 Capacity Magazine Global Wholesale Telecommunications Awards for the second consecutive year. Becoming the leading integrated provider to

drive and deliver a new world of communications, Tata Communications became the unified global brand for VSNL, VSNL International, Teleglobe, Tata Indicom Enterprise Business Unit and CIPRIS on February 13, 2008. Tata Communications Ltd. is a part of the \$29 billion Tata Group; it is listed on the Bombay Stock Exchange and the National Stock Exchange of India and its ADRs are listed on the New York Stock Exchange (NYSE: TCL).

www.tatacommunications.com



enterprise

Application Traffic Optimization

Boost your application performance over the network

www.tatacommunications.com

Application Traffic Optimization

Boost your application performance over the network



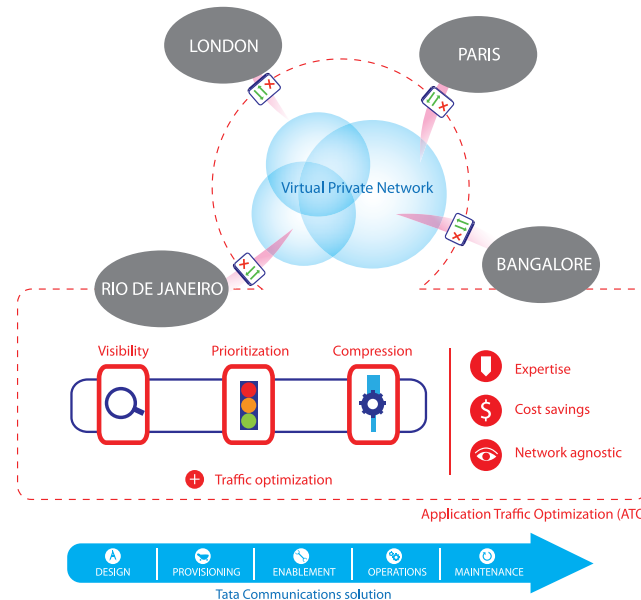
Tata Communications' Application Traffic Optimization (ATO) is a service that addresses a company's need for more efficient network performance for their applications.

ATO enables

- Identification of customer specific application behavior on their network,
- Increase of application performance on the network: transactional latency, file transmission time,
- Allocation with priority the network resources to the critical business applications: SAP, Oracle vs. electronic messaging or web consulting.

ATO service provides an accurate view on the application flow. It also enables to implement efficient technologies in order to optimize the network, by adapting it to the specific needs of the supported applications, and it controls the quality of the provided service.

Tata Communications provides a turnkey solution: architecture design, equipment installation, network traffic analysis, implementation of the optimization engineering technologies and end-to-end management of the solution.



Key Benefits

Gain Visibility Application Traffic Optimization enables a complete and accurate view of network traffic in real time and through monthly operating reports. We qualify the performance of your applications across your network by reviewing key metrics such as priority, volume, transit delay, jitter, and packet loss per application.

Improve Your Performance Through a Multi-Step Process By adapting your network to the specific needs of your applications, you gain control over the quality of your service. We provide a complete solution, including architecture design, equipment installation, network traffic analysis, optimization technology implementation, and end-to-end solution management.

- Identification of customer-specific application behavior across your network
- Decrease in transactional latency and file transmission time
- Priority network resource allocation to critical business Applications

Real-time, complete view of applications traffic

Increase Productivity We align your network performance with your business needs, so the most resources go to your most critical applications. By giving preferential treatment to critical traffic flows, we provide a better response time for targeted applications, increasing initial investment value. We leverage a variety of technologies to provide improved performance, including dynamic bandwidth allocation, TCP optimization, specific application optimization, compression, caching, and acceleration.

Integrate Remote Sites Enable remote sites with central application access without compromising performance. By using a single application across sites, you can optimize development and support resources.

Size Bandwidth Optimally Leverage our expertise to better anticipate evolving network requirements and use your existing resources more effectively.

Control Costs Make more efficient use of your existing bandwidth by aligning performance with business needs. Control network growth requirements by adjusting key metrics instead of increasing bandwidth.

Deploy Next-Generation Technologies ATO is based on tested and constantly updated technologies. We work closely with platform manufacturers, such as Juniper, Ipanema and Riverbed, to leverage new features. Our traffic engineers are certified on all vendor-specific equipment and undergo regular training.

Leverage Best-in-Case Solutions We work with a variety of platform providers to provide you with the technology best able to deliver on your application performance goals, such as compression, acceleration, and caching.

Key Service Features

Solution Definition

- Inventory of customer environments and needs
- Snapshot of existing network topology
- Return on Investment (ROI) calculation
- Solution design
- Creation of project and customer care teams

Pilot Test

- On selected sites to validate and refine technical choices (platform, configuration)

Enablement

- Purchasing, installation and configuration of hardware and software platform
- Analysis of application traffic and enablement of optimization technologies
- Definition of Service Level Agreement (SLA) customized per application

Operation Management

- Hardware and software platform maintenance
- End-to-end device monitoring
- 24x7 customer support and proactive fault management
- Performance management and reports
- Solution evolution analysis and recommendations

The Following May Be Delivered by a Partner

- Equipment delivery, installation and maintenance
- Help desk and level one support
- Customer contract management

Service Level Agreements

We apply SLAs to project deployment time lines, Network Operation Center (NOC) services and network performance per application.

Service Deployment SLA

- Target deployment date, per site

Service Operations Center SLA

- 24x7 availability
- Proactive fault resolution
- Provisioning reports delivery