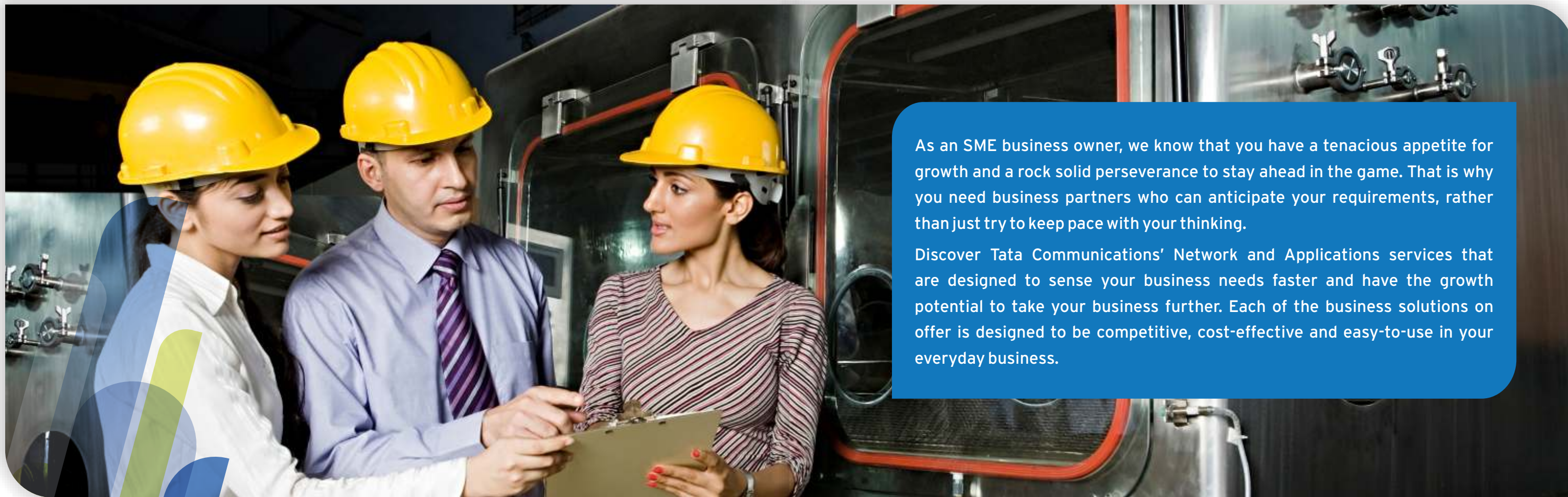




Meet the
suite of services
that senses your
business needs

THINK AHEAD
SOLUTIONS
For Small and Medium Enterprises



As an SME business owner, we know that you have a tenacious appetite for growth and a rock solid perseverance to stay ahead in the game. That is why you need business partners who can anticipate your requirements, rather than just try to keep pace with your thinking.

Discover Tata Communications' Network and Applications services that are designed to sense your business needs faster and have the growth potential to take your business further. Each of the business solutions on offer is designed to be competitive, cost-effective and easy-to-use in your everyday business.



Step up to a reliable business-class network solution that senses your need for growth, through **blazing connectivity**



Internet Leased Line

Ideal for businesses like:

Financial institutions, Advertising, Stock Broking firms, Manufacturing firms, Government offices, Media companies, IT and Software companies and more

When your business is on the fast path to growth, and needs high-speed connectivity to stay ahead, we sense you will need the advantage of an Internet Leased Line solution; one which offers reliable data connectivity and enables a host of Applications and Services. Gain the additional advantage of productivity-boosting collaboration and communication tools with InstaOffice, powered by Google Apps. Added to this, our ILL solutions insulate your critical business data from online threats with all-round data security.

Key benefits

- Reliable Internet connectivity with redundancy on domestic and international backbones
- Flexible access plans with customised bandwidth service/solutions
- Upgradability up to 1 Gbps
- 99.5% - 99.95% uptime guarantee
- Committed Information Rate (CIR) guarantee, as applicable for each of the services offered
- Online usage statistics
- 24x7 Customer Support and a dedicated Help Desk with proactive notifications and monitoring
- Dedicated Customer Relationship Manager





A suite of communication and collaboration solutions that senses your need to multiply **business productivity**



InstaOffice

powered by
Google Apps

Ideal for businesses like:

Manufacturing firms,
Media organisations, Accountancy firms,
Consultancy firms, Advertising and more

When you need to keep your business ahead of the curve, we sense that you will need a business solution that enhances office productivity and quickens your time-to-market. That is exactly what Tata Communications' InstaOffice (powered by Google Apps) offers. This suite of communication and collaboration solutions multiplies your business productivity with online and On-demand basic office applications and mailing solutions.

Key Benefits

- Improves employee productivity with access to a range of collaboration and communication applications like email, chat, calendars, documents and presentations - anytime, anywhere
- Enables any computer or mobile device that is connected to the Internet, regardless of operating system, including an office or home computer, laptop, or mobile phone
- No CAPEX: Solution does not require additional hardware or software and requires minimum administration, resulting in tremendous time and cost savings
- Enhances business productivity with a 99.9% uptime guarantee, enabling less concern about system downtime
- Protects data and storage with the highest level of security
- Meets technical, branding and business requirements with full administrative and data control over applications
- Easy-to-use and 24x7 customer service support





Experience cost-effective and reliable business Security Solutions that sense your need for **enhanced protection for critical business data**



Security Solutions

Ideal for businesses like:
Manufacturing, Educational institutes,
Logistic companies, Professional
services, Retail and more

When you need to protect your critical business data from increasing threats, we sense you will need enhanced protection for both premise-based business assets and data stored on the Cloud. With Tata Communications' business-class Security Solutions, you can now enable efficient management and monitoring of business-critical data, in a very cost-effective manner.

Key benefits

With these business-enhancing security solutions, your business can:

- Maximise protection with no/minimal CAPEX
- Minimise risk of business-impacting security breaches
- Meet industry certification and regulatory compliance guidelines on security
- Reduce security administration overhead, maximise existing IT infrastructure and resources, and achieve more efficient use of internal staff
- Gain scalable solutions to support needs of a growing organisation
- Increase coverage levels through 24x7x365 management and monitoring, by experienced engineers
- Gain an online Web-based portal to view security status of your organisation at all times
- Enable extensive reporting





Experience security and redundancy on a private network that senses your need for optimum connectivity



VPN

Ideal for businesses like:
Logistic networks, Financial institutions, Manufacturing companies, Software technology companies and more

When your business is eager to boost its overall level of productivity to gain a competitive advantage, we offer the advantage of Layer 3 VPN service, which is delivered on our fully-meshed, private MPLS network. This helps provide carrier-grade connectivity with high uptimes, application level prioritisation and exceptional security. We also ensure an end-to-end Quality of Service (QoS) along with a hassle-free WAN operation. In addition, you can keep your businesses on track and in contact with a globally-based MPLS network that stretches across Europe, North America, Asia and over 120 cities in India.

Key benefits

- Robust and secure infrastructure, which gives uninterrupted connectivity
- Converged service-aware infrastructure with reduced downtime processes
- Carrier-class, legacy-free MPLS network that is privately owned
- End-to-end managed WAN service
- Seamless global reach in 66 countries, across four continents, including pan-India coverage
- Unified global MPLS core across Asia, Europe and North America
- Plug and Play architecture across the fully-meshed MPLS network



- Support for multiple VPN configurations, for flexible and reliable service solutions
- Bundled, managed router support options that deliver greater value
- Real-time monitoring and reporting from over 120 Indian cities and the world
- Billing flexibility on a hassle-free WAN operation



Discover cost-effective, scalable and highly secure storage designed to sense your need for **hassle-free infrastructure**



Managed Hosting

Ideal for businesses like:

Auto-parts vendors, Tool & Die manufacturers, Electronic Circuit manufacturers, Law practices, Medical laboratories, Architect firms and more

When your business is looking to enhance efficiency, you need to do all you can to reduce time spent on IT infrastructure management. That is when you will need our Managed Hosting and Storage services. Designed to help your business reduce costs, we offer effective application management and state-of-the-art storage management.

Key benefits

OPEX-based service

Save on high upfront costs with OPEX-based Managed Hosting service

No IT overheads

Offload your efforts of maintaining IT infrastructure and the associated costs, with our fully-managed solutions

Expert IT management

Gain an expert team of engineers who are certified by industry-leading certification programs such as those conducted by Cisco and Microsoft, to manage your infrastructure

Security

Your business is secure with our state-of-the-art, Tier III compliant Data Centres, deploying DDoS protection and other threat-monitoring tools

Scalability

Gain the freedom to scale your system requirement, as per your business needs

Managed Service Operation Center (MSOC)

For proactive monitoring and management 24x7x365





Discover scalable, cost-effective, on-demand IT Infrastructure that senses your business' need for **flexible computing**



InstaCompute

Ideal for businesses like:
Online application developers, Data analytic companies, Educational institutes, Software developers and more

When you need your business to adapt on-the-fly, to meet changing business needs, we sense you will need a flexible, cost-effective Infrastructure-as-a-Service (IaaS) solution that scales up to demand. With Tata Communications' InstaCompute, you can speed up time-to-market without investing in infrastructure and enjoy the advantage of an Internet-based service that provides bandwidth, storage, and computing power, on-demand and in real-time.

Key benefits

On-demand

- Bring products to the market quicker through instant service availability
- Improve customer satisfaction with better performance and reduced latency

Cost-effectiveness

- Increase computing capacity without increasing capital expenses
- No long-term contracts or termination fees

Flexible

- Rapidly add or remove resources at any time to meet changing business needs
- Maintain tight accountability and cost management

Local support

- Enable local service, support and payment options, promote legal compliance and a better customer experience





Experience enhanced content delivery that senses your need for a better user experience



Content Delivery Network
Ideal for businesses like:
Media companies, Event management, Online businesses, Educational institutes and more.

When your business has online content that needs to be delivered as fast as possible over the Internet, in order to provide progressive content engagement, we sense you will need our Content Delivery Network service. Equipped with fast forwarding, resolution switching, download-independent throttling and powered to deliver the highest throughput levels, our CDN service is all you need to get your content noticed and recognised faster.

Key benefits

Industry leading performance

Gain the advantage of start time that is, on an average, four times faster than other competitive offerings.

Highly scalable and reliable

The clustered Content Systems ensures no bottlenecking with provision for additional capacity that can be added immediately, without impact to the performance of the service. Even in the event of a node failure, our service avoids jeopardizing the system's ability to continue seamless content delivery.

Live content

The first cost-effective, carrier-grade, live broadcasting solution to enable customers to broadcast live content over the Internet to millions of viewers in a high-quality, highly-reliable experience that rivals television.

Heavy content

The clustered Content Systems ensure seamless and quick delivery of heavy content (video, animation, images, software, etc.) from the nearest geographical node.



Multiple screens

Support for 3 screens (Web browser, mobile, IPTV) which ensures that the content is seamlessly delivered to the most appropriate screen of the user.

Protecting your media assets

Allows Internet media properties to protect their copyrighted content from the growing number of pirating technologies, without disrupting the customer's experience. Also, offers the advantage of a security suite that is more effective, requires less overheads, and is more cost-efficient than any other solution.

Extensive peering relations

Tata Communications' Tier-1 service provides and maintains the best route to end-users who will benefit with faster content-delivery, with no congestion. Tata Communications' extensive peering ensures the best performance to end-users connected on virtually any Internet service provider in the world.

Other Services

Discover our suite of business-enhancing services that enable growth at every stage of business development. Now, overcome business challenges with accurate service solutions provided by Tata Communications services and applications, crafted for Small and Medium Enterprises.



Broadband - Experience high-speed browsing and save more

- Browsing speeds, ranging from 500 kbps to 100 Mbps
- Business-enhancing Applications and Services, bundled with smart data plans
- Multiple PC connectivity, without compromising on browsing speeds on individual computers



InstaCC - Enjoy on-demand and hosted contact centre solutions

- Unified, scalable, reliable and secure services
- Pay-as-you-go tariff with minimum CAPEX
- World-class voice and multimedia solutions like ACD, email, IVR, chat and co-browsing, enhanced predictive dialer, recording, performance routing, and more
- Next Generation CC capabilities



VoIP - Save up to 80% on your communication costs

- Cost-effective international business calls, between global branches, employees, business partners and customers
- Save up to 80% more as compared to using traditional PSTN lines



Biz Apps - Transform customer management with On-demand applications

- CRM: Track all business opportunities and utilise existing customer-based information for future selling and cross-selling purposes
- Recruit: A complete staffing and hiring solution to acquire, screen, access and position candidates
- Invoice: Send previously edited invoices to clients with efficiency and ease



Wi-Fi - Stay connected globally with ease

- Internet access at more than 500 hotspots, across the country and 1,00,000 hotspots globally
- Additional services including Net Telephony, Dial-up and much more with a Tata Communications Wi-Fi user name and password



Domain and Hosting - Enhance your business' global reach

- Domain registration: Choice of selecting a unique domain name for registration
- Web Hosting: Get reliable Hosting from a dependable source
- Website Creator: Make a website without any prior design or technical knowledge
- InstaCompute: A flexible, cost effective hosted IT infrastructure solution



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Business Partner