

14 Data Centers

25 Years of Innovation

∞ Infinite Scalability with AI

80% Modernization Business Apps Upgraded with Zero Downtime

100% Of Interbank Transactions On Sify's Data & Network Infra

~200 MW IT power available

3 OUT OF 4 Hyperscalers Hosted in Sify Data Centers

FIRST INDIAN ICT COMPANY LISTED ON NASDAQ

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UNSDG

Your Digital Bridge for Business Transformation

We are not a start-up, yet we create new technologies and modernize business applications to help our clients grow.

We are not a bank, yet majority of India's inter-banking data transactions and network connectivity is designed, implemented and managed by Sify.

We are not a power utility company, yet our digital@core platform with business-outcome-based model serves 25+ million subscribers.

We are not an airline, but our network connects global businesses in more than 20 countries.

We are not a media company, yet our data center serves global OTT players and a leading social media network.

We are not writers, but we help write your businesses' financial story. Today, we deliver strategic business value to more than 10,000 enterprises.

We are not architects, but we build more resilient communities and a better society through our CSR projects.

With over two decades of global expertise, we are more than just a technology company.

We are Sify Technologies Limited.

We are a leading digital infrastructure and services provider, providing all the key offerings in a single pane of service – Network, Data Center, Cloud and Digital Services.

Two decades and a smart shift in business positioning later, Sify Technologies is an indispensable convergence bridge that enterprises seek. Your Company has matured into India's largest digital transformation Company, bringing together a converged ICT ecosystem for the benefit of market-leading enterprises.

Delivering Strategic Business Value to

**10,000
Enterprises**

A multi-year winner of the Golden Peacock Award for Corporate Governance from IOD, Sify Technologies Limited has been called on to build IT solutions for both cloud-only enterprises and enterprises who seek to outsource IT as a business service. Today, more than 10,000 businesses across multiple industries take advantage of our technology services and conduct their business seamlessly from 1,700+ cities in India. Internationally, Sify Technologies has a formidable presence across North America (Santa Clara and New Jersey), the United Kingdom, UAE, Singapore, and Canada (Toronto).

We assist companies achieve their digital ambition through digital@core services, built on world-class data centers, cloud & network assets and wide portfolio of professional digital services. Sify has over 20 years of leadership in Digital Information and Communications Technology (ICT) and currently delivers strategic business value to more than 10,000 enterprises. As the digital bridge for enterprise transformation, we empower industries with AI-powered digital platforms and infrastructure to ensure scalability, productivity, and security across the Hybrid IT landscape.

While we enable agility and flexibility for customers' digital transformation and optimisation goals, we also provide choices of multiple commercial models.



These range from the erstwhile assets and services model to the component or usage-based or most-desired business-outcome-based model.

Your Company's network business stands out as a key enabler of digital inclusion and enterprise growth. As part of the service offerings, we deliver integrated value through assets, services, and partnership models, enabling the digital ICT ecosystem. With data center becoming the epicentre of cloud and digital transformation, we are creating more value by offering extended service portfolios on top of DCs as a platform.

Our customers choose Sify Technologies due to a range of value offerings – the digital@core, a converged ICT, the engagement models, being industry-vertical-aligned, our transformation-driven practice, and our digital ambitions.

As India's digital transformation accelerates, your Company remains well-positioned to shape the future of network and data connectivity. Sify focuses on innovation, customer-centricity, and infrastructure investment to meet the changing needs of businesses and governments. It delivers agile, future-ready connectivity solutions and is a trusted provider across sectors.

Committed to driving progress, your Company remains at the forefront of powering India's digital future.

FY 2025 At a Glance

Our prime objective during the year continued to be on fortifying our core strengths and proactively offering full-fledged support to our customers in their digital transformation journey.

Financial

Revenue

₹ **3,98,856 Lakh** (▲ Up 12% over FY 2024)

EBITDA

₹ **75,618 Lakh** (▲ Up 12% over FY 2024)

Capex

₹ **1,23,162 Lakh**

Environment

	FY 2025	FY 2024
Energy consumption (kWh)	67,37,63,979.65 ▲	42,91,11,530
Water withdrawal (kl)*	3,06,915.60 ▼	61,32,323
Waste recycled (kg)	4,92,174 ▲	1,70,542
Water efficiency initiatives undertaken	7 ▲	5
Energy leakages	20% (Decreased) ▼	20% (Decreased)
Water intensity/employee	29% ▲	2.77% (Increased)
Share of renewables (GJ)	38.36% (Increased) ▲	23% (Increased)

*In locations where water-related data was unavailable, total water requirement/withdrawal was estimated based on the guidelines issued by the Central Ground Water Authority (CGWA), Government of India, i.e., 45L/day/person.

Recycling of batteries and HVG oil & diesel has been discontinued owing to concerns regarding waste circularity hence the reduction in total waste recycled.



Social

	FY 2025	FY 2024
Total training hours (e-learning)	1,36,759.02	1,38,964
CSR spend	INR 282 Lakh	INR 329 Lakh
Total customers	10,000	10,000
Percentage of Women employees	11.12%	10.52%

Beneficiaries of CSR programmes

FY 2025

Voluntary Health Services, Chennai
Shree Anand Charitable Trust, Mumbai
Sri Veda Paripalana Sabha
Pragna Bharati

FY 2024

Raju Vegesna Foundation, Visakhapatnam
Voluntary Health Services, Chennai
Sri Hanuman Mani Educational
& Culture Trust

Governance



A culture of learn, transform and perform



No complaints related to child or forced labour



An ethical and fair business



No environmental, social or ethical violations



Strong focus on anti-bribery and anti-corruption

Operational¹

Secured contracts with major financial institutions, including the country's largest bank for data center capacity and a private bank for near-disaster recovery services.

Sify provides services via 1,137 fiber nodes across the country, an increase of 10% over the last fiscal year.

Sify provides services via 1,870 wireless base stations across the country, an increase of 8% over the last fiscal year.

⁽¹⁾Source: <https://www.marketscreener.com/quote/stock/SIFY-TECHNOLOGIES-LIMITED-10829/news/Sify-Technologies-Q1-2024-2025-Financial-Results-47440066>

About This Integrated Report

Sify Technologies presents to you its 9th Integrated Report. At Sify, we remain committed to creating long-term value, while contributing to a more sustainable society.

The Report aims to provide accurate information on our processes and operations, performance, governance and value created for all our stakeholders. We also endeavor to discuss our action plan as we move forward on our mission of providing a converged ecosystem of Information and Communications Technology (ICT) to our customers.

Scope of Reporting

Reporting period and precinct

The Report, published annually, covers material information relating to the performance, value-creation story of the Company's Indian operations and its two significant subsidiaries, Sify Infinit Spaces Limited and Sify Digital Services Limited from 1 April, 2024 to 31 March, 2025. Contact point for questions about the report or reported information investor.relations@sifycorp.com

Financial and non-financial reporting

This Report encapsulates essential details related to our strategic planning, business structure, operational environment, material risks, stakeholder preferences, accomplishments, prospects, and governance of the Company and its subsidiaries during the financial year.

Report Alignment

This report aligns with the principles and guidelines of the:

International Integrated Reporting <IR> framework of the IFRS Foundation

United Nations Sustainable Development Goals (UN SDGs)

United Nations Global Compact Principles (UNGC)

National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business (NVG-SEE)

The Global Reporting Initiative (GRI) Standards

The Companies Act, 2013 (and the rules made thereunder)

Indian Accounting Standards and International Financial Reporting Standards



Responsibility of the Board

The Board of Directors acknowledges its responsibility to uphold the integrity and completeness of this Integrated Report. Accordingly, the report comprehensively addresses all material issues and provides a fair and accurate representation of the Company's performance and the impact it has created.

External Assurance

Mazars Advisory LLP is Sify Technologies Limited's independent third-party assurance partner and was engaged for the FY 2024-25 to provide limited assurance over key sustainability performance indicators.

Stakeholders



Employees



Vendors



Partners



Customers



Community



Investors

Materiality Assessment

The Integrated Report 2024-25 focuses on factors that are important to its stakeholders and could impact the Company's ability to generate value over the short, medium, and long term. In FY 2025, Sify concentrated on further categorizing its material topics into the domains of Economy, Environment, Social, and Governance, integrating these aspects into its long-term strategic plans.







Core Elements

The 2024-25 Integrated Report effectively highlights Sify's integrated organisational strategy, taking into account significant risks and valuable insights from its stakeholders. The report is shaped by the material topics identified and further detailed within the six <IR> capitals. We are committed to ensuring that this Report reflects the impact and utilisation of these capitals on our strategic and business models. The Company confirms that there are only permanent employees and no "workers" in the Company.

Forward-looking Statement

Certain statements in this document are considered 'forward-looking statements' that involve known and unknown risks, opportunities, uncertainties, and other significant factors that could result in actual outcomes materially different from those anticipated. These forward-looking statements are valid only as of the date of this document. The Company does not undertake any obligation to publicly update or revise these forward-looking statements to reflect events or circumstances occurring after the date of this document or to account for the occurrence of anticipated events.

Approach to Capitals

	Description	Our Approach
 Financial Capital	Resources obtained for business investments and day-to-day operational needs	Generate adequate liquidity to support strategic growth initiatives click here to read more
 Manufactured Capital	Tangible infrastructure utilized to deliver quality services	Sustain and develop assets that deliver exceptional services click here to read more
 Intellectual Capital	Intangible knowledge -based assets and intellectual property that fuel business growth	Foster innovation as a core element of growth click here to read more
 Human Capital	People skills and expertise applied in managing business operations	Promote an inclusive and balanced workplace environment click here to read more
 Social and Relationship Capital	Engaging and communicating with stakeholders and the broader community	Establish trust with stakeholders and engage in community development click here to read more
 Natural Capital	Natural resources consumed by business operations	Minimize the impact of business operations on the environment click here to read more

Accelerating Digital Evolution and Transformations

With Technologies that Propel Outcomes

We are India's most comprehensive and organically-grown digital ICT service & solutions provider with global service capabilities. We have a proven track record of over quarter of a century.

Our corporate strength encompasses our key assets including Data Centers, Networks and Cloud, and related digital services. With continuous evolution of the IT industry, we strive to facilitate digital transformation in enterprises across industries and sectors.

We remain focussed on the changing ICT requirements of the emerging digital economy and the evolving demands of large, mid and small-sized businesses. We place Cloud at the core of our solutions portfolio and operate within an integrated ICT ecosystem, making us the preferred partner for large enterprises, MNCs, and start-ups.

Partnering with Enterprises to Enable Digital Transformation

Sify Technologies Limited is a NASDAQ-listed Company, and an ICT solutions provider. Headquartered in Chennai, India, it is a leading IT infrastructure services partner, enabling enterprises to achieve their digital ambitions through digital@core services.

Built on its world-class data centres, cloud and network assets, Sify Technologies has a wide portfolio of professional digital services.



Our Business Value Proposition

Sify Technologies is an ideal partner to manage the full spectrum of ICT needs of all for all organizations, across sector and scale.

Our focused knowledge, breadth of expertise and vast experience makes us ready to face and conquer any challenge on the converged ICT front. Our public, private and managed cloud services, leveraging enterprise-class technology, guarantees high availability, performance, scalability, and security.

We are The First Choice for Enterprises

The largest enterprise MPLS network, state-of-the-art and world-class Data Centers and Cloud interconnects, form our key infrastructure. Our key partnerships with global technology majors, immense experience in digital transformation of organizations modelled on the cloud are the key tenets that make us the first choice of start-ups, medium-sized enterprises and also large organizations that are in the process of a rehaul.

Key Lines of our Businesses

Our three key lines of businesses are:



Sify Technologies Limited for network connectivity



Sify Infinit Spaces Limited for Data Centre co-location



Sify Digital Services Limited for all the Cloud and Digital Services

Our Vision and Mission Statement



Vision

We are building a world in which our converged ICT ecosystem and our bring-it-on attitude will be the competitive advantage to our customers.



Mission

- ① Seed entrepreneurial abilities within the organization
- ② Build digital convergence technologies
- ③ Deliver cost-effective solutions

Sify Way

A Global Organization with Indian Values

Sify's ethos lies in the "Sify Way" of doing things. Everyone who is part of the Sify family is expected to conduct themselves by these values. The three core values of the Sify Way are embedded in the Company's corporate governance practices and provide guidance and direction:



Put Customers First



Be Accountable



Trust the Team

Sify Technologies – By the Numbers

25 years of Experience in
securing Enterprise IT

26 years of Listed on
Nasdaq Stock Exchange

5,300+ skilled
Associates

Provides services via

1,137 Fiber Nodes

Presence in

07 Countries

Delivery centers in

05 major cities
in India



MPLS network presence in

1,700 Cities

14 pan-India Data
Centers with

188 MW IT Power Capacity

10,772 SD-WAN
points across the Country

01 Open Cable
Landing System

03 Submarine Cables
Terminated

FY 2025 Key Highlights



Data Center Capacity was expanded with new premise added in **Mumbai and Noida.**



At the end of the year, Sify made available more than **188 MW** of IT Power Capacity at its **14 Data Centers.**



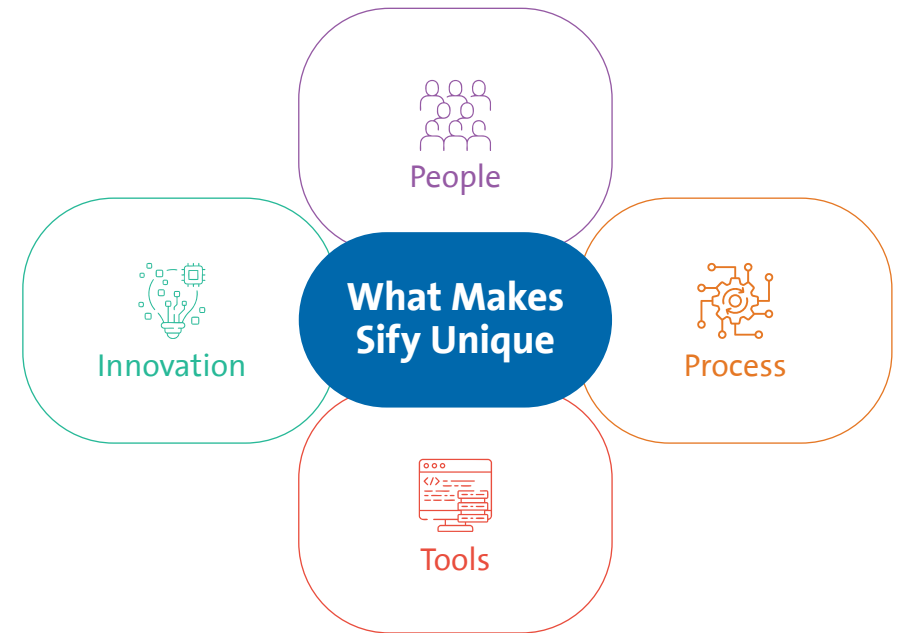
As on March 31, 2024, Sify provides services via **1,137 fiber nodes** across the country, a **10% increase** over the previous year.



As on March 31, 2025, Sify deployed **10,772 contracted SDWAN service points** across the country, an increase of **8%** over the previous year.



As part of the Corporate Venture Capital initiative, Your Company has, to date, invested **INR 6,166.66 Lakh** in the Silicon Valley area.



One Sify Marketplace – One-stop Digital Platform for Our Customers to Avail all Our Services.

Single partner for Managed Services across Data Center, Cloud, NOC, SOC, EUS, and Non-IT

Catalogue-driven and optimized Hybrid Delivery Model

Best of Breed MSP Tools, Proactive Monitoring, Single Pane of Glass

Full suite of ICT service elements, process compliance

SLA-based service with real time measurements and dashboards

Productivity improvement with automation and event co-relation

Partner to address future transformation initiatives

A Strategic Long-term Partner in Digital Transformation

Matured delivery for Cloud, Network, Infrastructure and Application Managed Services and Migrations

Integrated play across Network, Data Center, Cloud Applications and Security towards Digital Transformation

Single Vendor for end-to-end Uptime SLA

Invested in state-of-the-art tools and Automation – Sify CMP, FlashNet, OnNet InfnitDigital Platform

Network Services – SDN based self service access to Cloud and Data Centers

Trusted Hybrid Cloud Advisor – Support choice of deployments

Digital Services – Implementation and Conversion towards Application Modernization

Sify's Philosophy – Accelerating Digital Evolution and Transformation



Relevance

Products and services aligned with market trends and customer needs



Investments

Investments in line with market trends and strategic objectives



Achievements

Recognized as a trendsetter or leader in multiple lines of business



Growth

Consistent growth through investments and customer engagements



Our Achievements

We have emerged as a network transformation partner vis-à-vis India's first MPLS Service Provider Data Centers of India's top and industry-leading BFSIs run with support from Sify Technologies.

Sify extended its leadership in AI technology by becoming the first Data Center provider in India to achieve NVIDIA DGX-Ready Data Center Certification for Liquid Cooling at its Rabale campus.

The technology partner to the Government of India, multiple banks and a heavy machinery supply chain major signed up for on-prem Security build services.

One of the largest financial transaction services players contracted for Low Latency Data Center Inter-Connect services.

Sify Technologies Partners with Cisco ThousandEyes to help enterprises accelerate their digital transformation journey.

A Logistics player signed up for managed security services while a state power distribution company and a state co-operative bank contracted Sify to set up Security Operations Center (SOC) at their premises.

Landed a third intercontinental cable system at its Open Cable landing station.

Our Growth Drivers – Current and Future

Growth Market



Sify's
Cloud Services



Hyperscale
CSPs Services



Cloud Assessment &
Migration Services



Multi-Cloud
Managed Services



SD
WAN Services



Hyperscale
Cloud



Connected
Services



Digital Recruitment
& Assessment



Services (iTest) App
Modernization Services



Analytics &
Data Lakes

Market to Capture



Network
Transformation &
Operation Services



Managed
Security Services



Digitization of
Secondary Sales



Digital
Learning Platform

Market to Build



EdgeConnect Services
(Edge Transformation)



Industry
Solutions-as-a Service

Qualify Certifications

CMMi5

ISO 27018

ISO 9001

ISO 14001

ISO20000

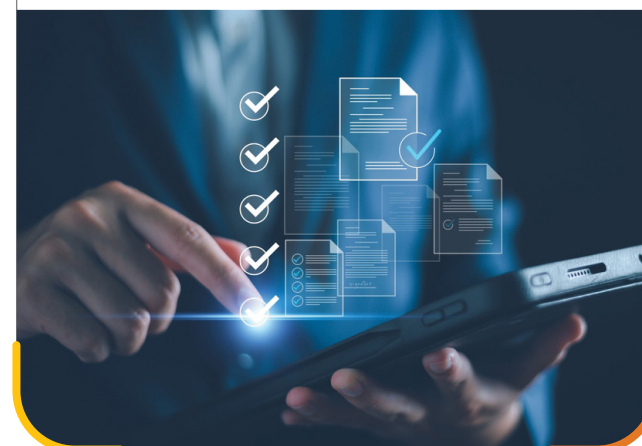
ISO45001

ISO 27001

SSAE 18
Certification

ISO 27017

PCI DSS



Our Business Platforms

Accelerating end-to-end technical evolution and deliver greater business impact

We offer ICT solutions for cloud-only enterprises and those seeking to outsource ICT as a business service. Below are some of our well-structured business segments.

**NX
400G**

metro networks
deployed in India

Reaches
1,700+
Towns and cities in India

Group Companies

As of 31st March 2025

Sify Technologies Limited



Network Services

Revenue

INR 1,57,814 Lakh

40%

Share in Total Revenue

Reaches **1,700+** Towns and cities in India

Sify Dark Fibre – **1,11,398** Km

Fiber in **9** cities

Nx400 G metro networks deployed in India

3,700 base stations

1,700 cities and towns

Connects **>70** on-net DCs across India

1,137 fiber nodes

1,870 wireless base stations

Sify Infinit Spaces Limited



Data Center Infrastructure

Revenue

INR 1,41,959 Lakh

36%

Share in Total Revenue

3 out of 4 Hyperscalers co-located with Sify

Includes India's **Top 5 Banks** and India's **largest digital wallet**

188 MW IT power available

14 Data Centers currently live (Includes 3 AI-ready capacities)

99.999% Uptime

Sify Digital Services Limited



Cloud and Digital Services

Revenue

INR 99,083 Lakh

24%

Share in Total Revenue

Hosted AI platform (Multi Instance GPU) as a Service

Full-stack observability platform

Multi-Cloud Platform

Hosted Private Cloud as a Service

HyperScale Cloud Services

Enterprise Applications Services: **S&P, Oracle, Microsoft**

A Global and Fast-Growing Presence

Over 10,000 businesses across various sectors are benefiting from our Data Centers, Networks and Security services and are seamlessly conducting business operations from 1,700+ cities in India. Our global presence extends across North America, the United Kingdom and Singapore.

Presence in **7 countries**

Partnering with Enterprises for **Digital Transformation**

Proven track record of **executing complex programs**

Over **5,300 skilled associates**

Quality benchmarks
CMMi 5, ISO 9001, ISO 27001, SSAE 16 certifications



Open Cable
Landing System



Delivery Centers
in 5 major Cities in Indian

14 Operational
Data Centers

77 Connected
Data Centers

50+ Pan-India
Edge Nodes

Partnering with Clients from Strategy to Implementation and Operations

Making Sify Technologies Unique with our People, Process, Tools and Innovation

Single partner for managed services across DC, Cloud, NoC, SoC, EUS, Non-IT

Catalogue-driven and optimized Hybrid Delivery Model

Best-of-breed MSP tools, proactive monitoring, single pane of glass

Full suite of ITIL service elements, process compliance

SLA-based service with real-time measurement and dashboards

Productivity improvement with automation and event co-relation

Partner to address future transformation initiatives

Launch of private and hybrid cloud services

One Sify Marketplace

One Sify Marketplace is designed to enhance user experience through automation, providing a seamless platform for customers and partners to access a variety of products and services. The marketplace uses digital tools to simplify service procurement and management, increasing efficiency and convenience.

The platform caters to existing customers, online customers, channel partners and Sify's business team. Some key benefits of the platform are – OSC integration, channel partner access, and enhanced customer experience.

The marketplace offers a diverse range of products that cater to different business needs. These products are designed to enhance operational efficiency and ease of use through automation, allowing businesses to focus on their core objectives while benefiting from streamlined service management. All of Sify's core products, such as Network, Colocation and Cloud Infinet are available for purchase through the One Sify Marketplace platform.



Business Partners



Our GTM partners



Message from Chairman and Managing Director's Desk

Dear Shareholders,

This financial year 2024-25 stood out as a time of triumphs and tests. We strengthened our resolve and built solid foundations that are the bedrock of our success today.

Sify has earned a reputation of being a disruptor in the ICT (Information Communication Technologies) space with a successful track record of projects across multiple verticals. This wide breadth of transformative knowledge is extremely important in an evolving digital-aware market like India.



We support our customers' digital transformation and optimization goals by offering agility, flexibility, and a range of commercial models — from traditional assets-and-services to component-based, usage-based, and business outcome-based models..



India – A Key Growth Opportunity

India's emergence of global growth is a present-day reality. The nation is set to become the third-largest economy by 2030-31 with projected annual growth of 6.7%, as per an estimate of S&P Global. This growth is underpinned by liberal economic reforms, a vibrant start-up ecosystem and a demographic dividend. The convergence of policy support, digital infrastructure and deep talent has positioned India as a growth opportunity that is both immediate and immense.

The Nation's Multi-Faceted Tech Landscape

With over 1.2 billion mobile phone users and the second-largest internet base globally, India is now an important test-bed for the emerging technologies, such as AI, 5G and cloud computing. Initiatives like Digital India and Start-up India have further accelerated tech innovation, with India now home to over 100 unicorns.

The Digital India program has become a transformative force, altering the pace of India's growth story while transforming the country into a digitally empowered society and a knowledge-based economy. This vision is being realised through three key pillars: robust digital infrastructure, accessible government services, and empowered citizens.

The foundation of India's digital transformation lies in building a ubiquitous digital infrastructure to ensure ease of living. The Digital India initiative has

The foundation of India's digital transformation lies in building a ubiquitous digital infrastructure to ensure ease of living.

been instrumental in achieving this goal. Business leaders are united in their view that India is central to their growth plans and are aggressively ramping up their local investment. A combination of pro-industry regulatory initiatives, an encouraging investment climate and abundant skilled human capital are factors that continue to dominate enterprise business strategies for India.

Emerging technologies have played a key role in fuelling the growth of the Indian economy. Technologies like cloud computing and artificial intelligence have helped businesses in India become more efficient and productive. These technologies provide access to predictive analytics that identify trends and customer preferences.

Favorable Policies Driving it Growth

Government initiatives like "Digital India" and "Skill India" promote skill development, tax benefits for IT companies within Special Economic Zones (SEZs), focus on emerging technologies like AI and blockchain through schemes like the IndiaAI Mission, and a strong emphasis on export-oriented software development through schemes like the

STP (Software Technology Park) scheme contributing to a favorable environment for India's IT industry.

The National e-Governance Division (NeGD) has been playing a pivotal role in this, supporting the Ministry of Electronics and Information Technology (MeitY) in areas such as program management, project development, technology management, capacity building, awareness and communications-related activities under the flagship Digital India Programme. NeGD has developed and is managing several National Public Digital Platforms such as DigiLocker, UMANG, Rapid Assessment System, OpenForge, API Setu, Poshan Tracker, National AI Portal, MyScheme, India Stack Global and many others.

India's Growing Internet Economy

India's internet economy is rapidly growing, with projections indicating it could reach a trillion-dollar valuation in the coming years, fueled by increasing internet access, improved digital infrastructure, and rising digital adoption across various sectors, potentially contributing nearly one-fifth of the country's overall GDP by 2030. Key drivers of the growing internet economy include the expansion of digital platforms, fintech, e-commerce, and the growing adoption of digital services in rural areas. In order to enable citizens to use digital services, high-speed internet connectivity is being extended to even the most remote parts of the country.

The introduction of 6G services will transform the growth of wireless from "connecting things" to "connecting intelligent things" in the network. Building on its earlier foundation,

6G promises advancements in speed, bandwidth, and connectivity. The technology has the potential to drive innovation, bridge the digital divide, and foster economic growth. The emergence of 6G technology will redefine service possibilities and mark a paradigm shift in global connectivity, set to unlock unprecedented speeds, ultra-low latency, and massive capacity.

Burgeoning Data Center Capacity

Currently, there is limited competition in the data center industry. Various players are building capacity and becoming operational at different times. Nationwide, there is potential for 8 to 10 strong data center operators, with some consolidation expected in the future. India's data centre capacity is projected to exceed 1,000 MW by March 2025. As artificial intelligence and predictive AI technology gain momentum, the resulting machines are generating vast amounts of data that require storage—both computational power and capacity—and will be integrated into cloud infrastructure.

India's AI Moment is Here

The Artificial Intelligence (AI) landscape is undergoing a seismic shift, with global economies making aggressive moves to secure their dominance. The US has committed over USD 500 Billion (Stargate Project) to bolster its AI capabilities, while a leading player from China is already rolling out cost-effective AI models, pushing the country years ahead in AI development. Meanwhile, AI chip shortages have forced companies to build their own, with OpenAI recently partnering with a Taiwanese firm for semiconductor manufacturing.



The artificial intelligence (AI) landscape is undergoing a seismic shift, with global economies making aggressive moves to secure their dominance. The US has committed over USD 500 Billion (Stargate Project) to bolster its AI capabilities, while a leading player from China is already rolling out cost-effective AI models, pushing the country years ahead in AI development.

Amid this global AI arms race, India's AI Mission, recently unveiled by our Prime Minister Narendra Modi, is a pivotal intervention. It underscores India's ambition to be more than just an AI consumer—India aims to be a global force in AI innovation, skilling, and deployment. His address at the AI Action Summit in Paris underscored India's ambition to be more than just an AI consumer – India aims to be a global force in AI innovation, skilling, and deployment.

India is experiencing a significant moment in artificial intelligence (AI). The central question is not whether India will take the lead, but rather how quickly it can scale its efforts.

The country's active participation in the Paris Summit underscores its commitment to responsible and inclusive AI practices. While the United States and China currently dominate AI investments, their competition accelerates innovation, infrastructure investments, and talent development, opening doors for countries like India to carve out a strong niche. This dynamic creates opportunities for nations like India to establish a strong presence in the AI landscape. India is uniquely positioned to benefit from the AI revolution.

Delivering End-to-End Capabilities

Our infrastructure includes AI-ready data centers, the largest MPLS network, and partnerships with major global tech companies. Our platform and full cloud portfolio – from assessment, advisory, and migration services to multi-cloud environment and management – is enhanced by equally impressive offerings that encompass everything from cloud, network infrastructure, data centers, and security solutions. These high-performance data centers are equipped with advanced AI/ML capabilities to deliver 100% uptime and layers of security for added resiliency.

Leveraging The Growing Opportunities

India's prominence in the global marketplace is creating significant growth opportunities for international companies. India is playing the role of both a service provider and a test bed for emerging technologies, such as artificial intelligence.

Today, given the breadth of our offerings and the extent of our capabilities and support, 10,000+ businesses use our IT solutions today. We strongly believe not only in providing enterprises with best-in-class enterprise

Sify Technologies is investing

USD 5 Billion

to scale its data centers and seize India's cloud growth

India's cloud market is rapidly growing, projected to reach

USD 25 Billion

by 2028

Multi-cloud strategies are driving a strong CAGR of

24.3%

multi-tenant cloud, private, public, and hybrid cloud offerings but also everything needed to realize the optimal, most secure cloud journey – one that enables them to realize their larger transformation goals.

To leverage the growing opportunities, we have planned an investment of USD 5 Billion in expanding our data centers and integrating artificial intelligence operations in India. We plan to build smaller AI inference facilities across 20 secondary markets in India.

Green Data Centers – A sustainable Future

Data centres are pivotal structures for global development, and a truly sustainable data centre is the key to that. Data centres face high energy demands and the need for efficient cooling technologies, making them a challenging area for achieving sustainability. Energy efficiency is central to this effort.

Sify is making considerable investments in green energy for its data centers. This will deliver considerable cost savings on energy while meeting our commitments to the environment. We continue to align with our customers' green initiatives by implementing energy-efficient equipment, and sustainable solutions with the lowest water and power utilization effectiveness levels.

The Growing Cloud Market

The cloud market in India is experiencing rapid growth, with projections of the market touching USD 25 Billion by 2028, more than



doubling from USD 9 Billion in 2024. This will be driven by increasing digital transformation initiatives, adoption of generative AI, and multi-cloud strategies, all contributing to a high compound annual growth rate (CAGR) of around 24.3%.

At Sify Technologies, we are actively capitalizing on the growing cloud market in India by significantly expanding its data center infrastructure with a USD 5 Billion investment, aiming to become a leading player in the country's burgeoning digital economy by providing robust cloud services and catering to the increasing demand for secure, scalable data storage and processing capabilities across various industries; this includes building AI-ready data centers and integrating artificial intelligence operations within our network.

Future Roadmap

We are continuously investing by expanding our data center footprint aiming to enhance cost efficiency and predictability in cloud computing. We are also augmenting our data center infrastructure. We have enhanced the Cloudinfinet platform targeted at creating complimentary cloud platforms. Moving ahead, our strategic investments are guided by a forward-looking approach, designed to anticipate evolving market dynamics and drive sustainable growth. Our pursuit of responsible and innovative growth will be strengthened through sustainable practices.

In Conclusion

As a leader in the industry, we take pride in collaborating with leading consultants to develop sustainability targets that will drive improvements across ESG metrics,

through initiatives on renewable energy use and green data centers. We have created a safe and encouraging environment for our employees to ensure their personal and professional development.

Furthermore, our engagement on the CSR front has led to numerous tangible outcomes, generating positive results for local communities. Guided by our governance framework, we ensure continuous stakeholder engagement and long-term success by promoting responsible practices and inclusive decision-making.

I would like to express my sincerest gratitude to every member of our organization for their dedication and commitment to the pursuit of excellence. With India's thriving economy presenting a promising backdrop for our expansion, Sify Technologies is well-placed to achieve growth, success, and leadership as a premium IT player.

We thank you for your continued support and trust.

Yours Sincerely,

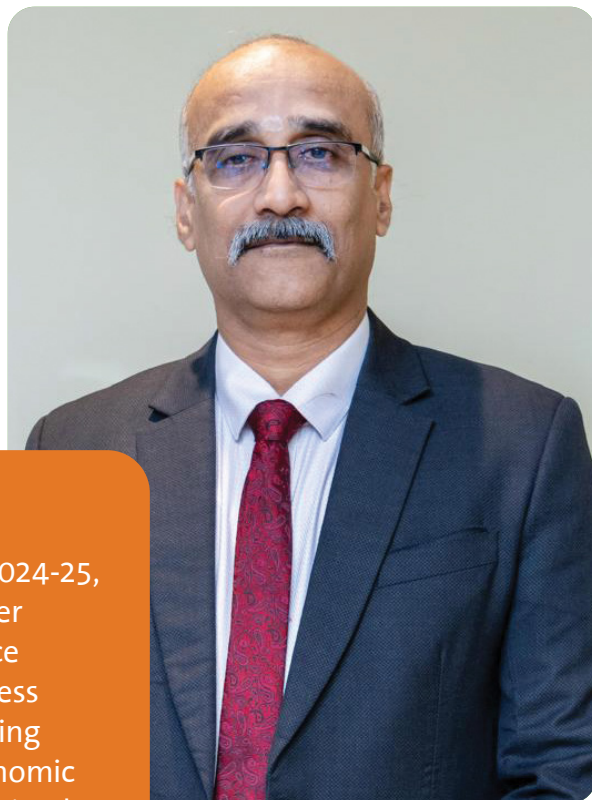
Raju Vegesna

Chairman

Message from Executive Director and Group CFO

Dear Shareholders,

In the Financial Year 2024-25, we continued to deliver a resilient performance in a challenging business environment. Navigating the global macro-economic environment, we remained focused on driving operational excellence and develop long-term capabilities that will help us leverage the many opportunities that India presents. We continued to build gross margins whilst stepping up investments and long-term capabilities.



Need for Digital Transformation in India

Digital transformation is crucial for business development and artificial intelligence (AI) will enhance productivity and innovation. India is “a major centre for advancement”, with the government’s ambitious initiatives of integrating startups, 5G, AI, and cloud innovation”. While the Indian government aims to push digital efforts forward and companies are also maintaining



Using AI and large-scale machine learning, we tackle network automation and cybersecurity by integrating device data and network topology to make sense of complex, high-volume information.

competitiveness in the long term, we need to embrace Moonshot Innovation in the AI revolution.

As Enterprises pursue their digital transformation and digitalization objectives, they are also re-calibrating their digital infrastructure across hybrid cloud, network, security, and edge infrastructures. Customer experience, business continuity, cyber security, application modernization, and overall adoption of AI models are the prime drivers for this recalibration.

Sify’s Transformation-led Growth

Despite geopolitical uncertainties, India remains resilient, supported by its talent pool, and Sify is committed to advancing India’s global presence. As enterprises undergo digital transformation, they are reconfiguring their digital architecture across various domains, driven by customer experience, business continuity, cybersecurity, application modernization, and AI enablement. Our significant infrastructure investments and diverse service portfolio are tailored to meet customer needs. Simultaneously, we are continuously engaged with our customers to identify their specific needs and selectively recalibrate our propositions to support the same.

We are partnering in our customer’s digital transformation journey. Our infrastructure comprising state-of-the-art Data Centers, the largest MPLS network, partnership with global technology majors, and deep expertise in business transformation solutions modelled on the cloud, make it the first choice for start-ups, SMEs, and even large Enterprises on the verge of a revamp.

Our Business Verticals

All three businesses have unlocked tailored growth avenues, attracted targeted investments, and fostered valuable partnerships. Our investment philosophy encompasses expanding Data Center presence to new locations for sustained growth, increasing capacity at existing facilities to meet immediate demand, and fortifying network and cloud interconnectivity.

We continue to make further investments into the Data Center business, with increasing demand from both retail and hyperscale customers, and scaled-up investments in our fibre network. Demand for this is growing with by Network connectivity, Cloud interconnects and investment in tools, processes, and people. While we continue to be steadfast in our commitment to cost-effectiveness and fiscal

prudence, we are also focusing on expanding our workforce by equipping them with essential skills, tools and processes to drive innovation and efficiency.

Our Digital Infrastructure Portfolio

Our digital infrastructure portfolio largely focuses on providing mission-critical networks for banks, manufacturing companies, GCCs and technology companies, telcos, cloud, and content providers to and within India. The portfolio provides a comprehensive suite of services to help connect these customers to their users, branches, offices, data centers, and clouds through both public and private network options. The technology options provided to our customers allow them to make choices around latency, resiliency, and security that are ideal for the application they intend to deploy.

On the domestic connectivity front, our network is now available across more than 1,700+ cities and towns – these services are delivered across this footprint using wired and wireless access. Importantly, it connects 77 data centers (excluding 14 Data Centers of Sify) – which is the best endorsement of our network connectivity. The wireless access network is deployed over 3,500 base stations. Sify also provides a dense fiber network across 22 Tier-1 and Tier-2 cities where the bandwidth requirements are significantly higher. In addition, Sify's global network reaches 7 countries (8 global POPs) allowing both Indian enterprises to reach global destinations as well as supporting global companies in India.

A Growing Data Centre Industry

In recent years, the data centre industry has seen a major shift in terms of scale and density. As a result of the massive expansion,

India is well-positioned for future growth. Tier-1 cities are favoured because of a robust infrastructure and connectivity that supports hyperscale data center projects. The Indian Data Center market is predicted to add 678 MW capacity by 2025.

The synergy between AI/ML and IoT in India is amplifying the demand for data center space. The proliferation of IoT devices generates vast amounts of data, requiring robust infrastructure for storage and processing. AI and ML algorithms further drive this demand by requiring massive computational power for analysis and insights.

Strengthening Data Center Infrastructure in India

We are the pioneers in the Data Center business in India. As on date, we have 14 facilities across India with an existing installed capacity of 188 MW IT power on demand. These 14 facilities are spread across 6 cities – Mumbai, Noida, Chennai, Bangalore, Hyderabad, Kolkata, Bangalore, The new Data Center campus in Rabale, Mumbai, will see an addition of 38 MW capacity. Moreover, year 2025 has already witnessed the launch of two more Data Center facilities at Chennai and Noida.

Our Data Centers have evolved from infrastructure edifices in the early stages to hyperscale facilities, and recently, to AI-ready facilities. To explain simply, our Data Centers have evolved higher than the market demand. Today, with the world looking to AI-driven applications to take centre-stage, we chose to build the appropriate platforms to ensure that any AI-driven application will have a ready platform to scale.



More than 10,000 businesses across multiple verticals have taken advantage of our unassailable trinity of Data Centers, Networks, and Digital services and conduct their business seamlessly from more than 1,700 cities in India. Internationally, Sify has a presence across North America, the United Kingdom, UAE and Singapore.

We continue to invest in bringing more Data Center capacity to the market, extending our network footprint, and skilling our people on new tools. These investments are being made ahead of the curve and will reflect on our net profit in the near future. We are expanding our data center capabilities, evolving from an internet company to an AI-driven entity. AI and Machine Learning are essential for optimizing data center operations and the implementation of these technologies results in enhanced predictive analytics, automation, and more efficient resource management.

Our philosophy for future investment encompasses expanding our data center presence to new locations, increasing capacity at existing facilities, and fortifying network and cloud interconnectivity. A good part of our investments is concentrated in Chennai, Mumbai and Noida.

Chennai – a Strategic Choice

Chennai was a strategic choice for our AI-ready Data Center due to its coastal advantage, mature digital ecosystem, and strategic connectivity. As the second-largest city in India in terms of operational data center capacity, Chennai plays a pivotal role in the country's digital infrastructure. Our first OCLS was in Mumbai, but Chennai, with its growing cable landing population and our growing

international clientele, deserved its own, hence we planned this second facility in Chennai.

Our Chennai 02 Data Center is a part of Sify's larger ambition for Chennai, which is one of the two cities with a dual benefit of a submarine landing shore. This Chennai 02 facility alone adds over 130 MW to this capacity. Its proximity to multiple undersea cable landing stations ensures low latency and high-speed data transfers, making it ideal for AI and cloud applications. Chennai's strong industry presence and growing digital demand make it a reliable, scalable, and high-performance hub for supporting next-generation technologies and global data traffic.

We anticipate a planned investment of Rs 10,000 crore in Chennai over the next five years. This facility is the first of three towers on the campus. Over time, the campus will see continued investments from Sify and its partners—including hyperscalers, enterprise clients, and public sector companies—to build a complete AI-ready digital ecosystem.

Deploying AI-Driven Models to Improve Network Performance

AI and ML play significant roles in optimizing data center operations. The implementation of these tools results in predictive analytics, automation, and enhanced resource management. Integrating AI and ML into data center operations requires robust data collection, and skilled personnel to develop, train, and deploy these models effectively. Once implemented, these technologies enhance the efficiency, reliability, and security of data center operations.

Our Report Card of FY 2025**Network Services****40%****Data Center Services****36%****Digital Services****24%**

Our investee companies in the space of AI and ML give us needful technology capabilities to integrate AI into our systems to automate tasks, optimize resource allocation, and enhance security with AI-powered analytics providing valuable insights for predictive analysis and proactive decision-making.

We are leveraging AI to mitigate problems around network automation and cybersecurity. We have deployed machine learning at scale to identify problems around network performance and cybersecurity – the plethora of devices, and logs that they generate have all been fused with the logical/topographical view of the network to make sense of the vast amounts of data in a meaningful way.

As on 31 March, 2025, Sify has so far invested INR 31,670 Million to build the current portfolio of 14 Data Centers. Till date, the Company has invested USD 7.21 million in start-ups in the Silicon Valley area as part of the Corporate Venture Capital initiative.

Sify provides services via 1,137 fiber nodes and 1,870 wireless base stations across the country, an increase of 10% and 8%, respectively, over the previous fiscal year.

The Company demonstrated revenue growth in FY 2024-25, driven by the diverse service offerings. The earnings faced multiple headwinds of depreciation, interest expenses, and rising manpower costs. Revenue for the year was INR 39,886 million, a 12% increase over the previous financial year. Revenue split between the businesses was – Network Services – 40%, Data Center Services – 36%, and Digital Services – 24%.

EBITDA, at INR 7,562 million, also registered 12% growth over the previous year. Loss before tax was INR 286 million, while Loss after tax was INR 785 million. Capex for the year was INR 12,316 million, while cash balance at the end of the year stood at INR 6,836 million. The income tax expense included tax, both current and deferred tax, of Rs.539 million on profit of the Data Center subsidiary.

We remained committed to cost efficiency and fiscal discipline, aligning the financial strategies with long-term value creation across all the three businesses. Our approach remained to make further investments for our future readiness and to build resilience, enhance operational agility, and capture emerging opportunities.

We continued to expand our network infrastructure and data center capabilities, which are crucial in supporting digital transformation across sectors. Further, we also remained focused on expanding our infrastructure to support AI workloads, with plans to develop additional data center facilities.



Moving ahead, we are strengthening our leadership across businesses to drive growth in emerging technology sectors. This underscores our focus on building a robust management structure.

GTM strategy: Key Initiatives and 4 Pillars

The key initiatives of our GTM strategy encompasses – increasing wallet share with existing customers as they look to consolidate complex networks; increasing fiber footprint in metros to support high bandwidth requirements; expanding geographical expansion into new Tier 3&4 cities using the wireless network; and developing low latency long haul solutions for cloud and content providers.

Poised for Future Growth

Sify Technologies is navigating a complex landscape with significant opportunities in digital infrastructure and AI. We are clear in our mission of building the troika of network connectivity, data centre space and digital services; and the resultant unit being the most comprehensive ICT ecosystem that a CTO could ask for.

To do this, we are continuously investing in expanding the fibre connectivity across India, increasing the interconnects to the cloud while strengthening the hub and spoke connectivity model between metros and mini metros. Our international cable connectivity is also being sought out by enterprises landing their data here.

We are also placing AI at the core of our growth strategy, integrating it across all three of our key verticals—network infrastructure, data centers and colocation, and digital services.

We are continuously expanding capacity availability to the market for retail, hyperscalers, built-to-suit and AI workload ready models with new capacities coming up in major cities. We also plan to expand into Tier 2&3 cities, building 4–5 smaller data centers annually, with AI inference facilities planned in locations like Lucknow, Chandigarh, and Nagpur.

Simultaneously, we are investing heavily in bringing onstream renewable sources of power into the data centers. Our digital business will also see spending on tools, people, and platforms to enable servicing both captive clients as well as building its roster as a separate business entity.

In Conclusion

I extend my heartfelt gratitude to all our stakeholders for the trust and support they have given us during the year. Your faith in us is deeply appreciated and inspires us to deliver sustainable value. We will continue to uphold our values, building lasting and meaningful relationships with our partners and employees.

Yours Sincerely,

M P Vijay Kumar

Executive Director and Group CFO

A Force for Good

Building a Better Future for All

Being a proud Indian MNC, we feel a deep sense of responsibility to be a force for equity and opportunity, to protect the planet we share, and to help our customers globally get the most out of our technology. We believe in leveraging our technology, our resources and our voice to make a difference, and leave the world better than we discovered it.

Our Vision

Our vision is to move towards a low-carbon future and urgently reduce activities that result in emissions of greenhouse gases.

It remains of vital importance and a key imperative for companies to integrate new thinking and advance ESG issues that matter to our customers, our employees, our communities, and for our own business success. Sify Technologies continues to champion the advancement of responsible environmental and social management and good governance across the Company.

FY 2025 has been a year of great significance at Sify Technologies, as we reaffirmed our commitment to sustainability through a dedicated ESG policy, aimed at improving our social impact across the communities. In the previous year, we adopted concrete steps to formalize our services within the ambit of ESG as an important tenet of our offerings.

This year, we are delighted to present our findings, as we continued our sustained focus on corporate responsibility and global sustainability. As an ICT leader who believes in and practices “doing well by doing good”, this is aimed at steering our commitment to environmental, social, and governance (ESG) growth.

Commitment to Sustainability

At Sify Technologies Limited (STL), we will continue to add value through planned CSR efforts that promote social sustainability. We endeavor to secure long-term environmental growth as well as social welfare for individuals and society as a whole.

Our ESG Initiatives



Environment

As a leader in the IT industry with a sizable client base, our initiatives are focused on “restoring systems”, and we strive to re-establish ecological harmony in the spheres of air, water and land. A strategic pillar of our ESG priorities is to align ourselves with best global practices to offer beyond regulatory compliance.



Social

Our systematic approach remains to nurture social equity and economic resilience. The Company focuses on its CSR initiatives like healthcare, education, sanitation, and overall well-being to achieve maximum impact.

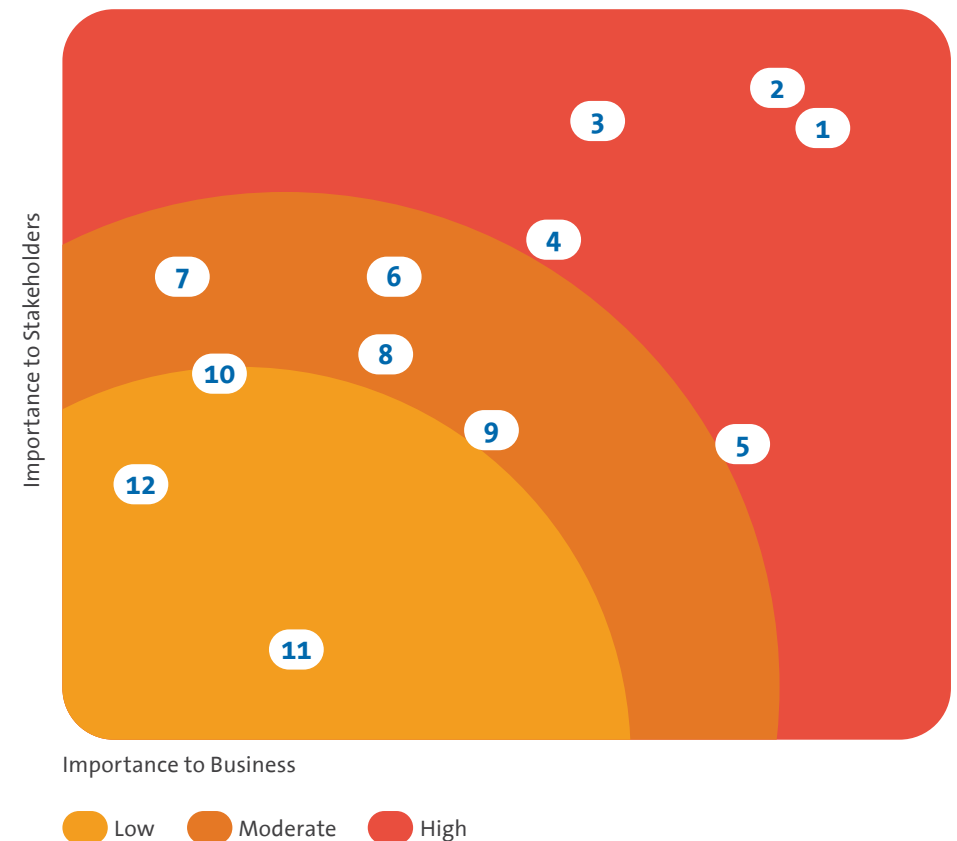


Governance

We have established a robust governance framework with full Board oversight and executive accountability to accelerate ESG progress and embed it into our strategy and operations.



Building the Materiality Matrix



UNSDGs We Serve

No.	Sify's Material Topic	UN SDG Impacted
1	Customer Delight	 
2	Data Privacy & IT Security	 
3	Regulatory & Compliance	 
4	Business Ethics	  
5	Product Innovation	  
6	Employee Engagement	  
7	Energy Efficiency and Management	   
8	Diversity and Inclusion	 
9	Procurement & Supply Chain	 
10	Water Management	  
11	GHG Emissions	  
12	Community Engagement	 



Participating in India's Clean Energy Future

India is well-positioned to potentially achieve Net Zero ahead of its 2070 target. The energy transformation offers vast opportunities, driven by financial incentives, government support, technological advances, and growing investor interest. At Sify, we understand India's need for steadfastness in its ambition to achieve the status of a developed nation by 2047 and its transition towards a more sustainable world.

We take pride in becoming a part of the clean energy future as a result of the expanding need for world-class data centre facilities and the imperative to meet burgeoning data centric transformation of Indian businesses. We adopted ESG guidelines early and are now shifting to renewables to gain clear economic advantages, while also focusing on scalable green energy solutions for industrial use.



**Green Investment
Group (GIG)**



**Blue Leaf
Energy**



**Vibrant
Energy**

Reducing the Carbon Footprint

We are reducing our emissions footprint and powering our fast-growing data center business by minimizing dependence on fossil fuel-based power. Through our simultaneous investments in solar and wind energy, we aim to deliver most of the energy requirement for our flagship data centers in Mumbai from renewable sources. We

aim to gradually enhance renewable energy penetration nationwide.

We completed power purchase agreements (PPAs) for 75MW with Sunsire, to power our latest hyperscale data centers, of which 67 MW solar PPA was signed in March 2021, and was recently commissioned.

Harnessing the power of Sify's Hyperscale, Hyperconnected, Green, AI-ready Data Centers

14

Pan-India Data Centers

with

188 MW

IT Power Capacity

Data Center Footprint

Our AI-ready Hyperscale Data Centers

Mumbai

Vashi

India's First commercial Data Center

Operational: Since 2000

IT Power:

0.9 MW

Airoli

Sify's First Cloud Data Center

Operational: Since 2008

IT Power:

5.4 MW

Rabale

AI-ready Hyperscale Data Center campus

Operational: Since 2013

IT Power:

377+ MW eventually

Current Status:

- Tower 5 now live

Noida

National Capital Region

India's First Hyperscale Data Center

Operational: Since 2015

IT Power:

10.8 MW

Noida

National Capital Region

AI-ready Hyperscale Data Center campus

Operational:

- Since 2025

IT Power:

130+ MW eventually

Kolkata

DLF

Cloud Data Center

Operational: Since 2021

IT Power:

2.2 MW

Hyderabad

Gachibowli

Hyperscale Data Center

Operational: Since 2018

IT Power:

14.4 MW

Chennai

Tidel Park

Operational: Since 2000

IT Power: 3.6 MW

3.6 MW

Siruseri

AI-ready Hyperscale Data Center campus

Operational:

- Since 2025

IT Power:

130+ MW eventually

Bengaluru

ITPL

Operational: Since 2011

IT Power:

7.6 MW



62 MW New Data Capacity
added in FY 2025

**Mumbai,
and Bengaluru** New Data Centers
to be operational

Deployed
10,772 SDWAN
service points across India

Provides services across
1,137 Fiber Nodes across the
country, up **10% over**
the previous fiscal year

Invested USD
7.21 Million
in start-ups in **Silicon Valley** area

Capex INR
1,23,162 Lakh



Sify Technologies is actively scaling its sustainable practices across all businesses, with particular emphasis on Data Centers. This commitment to sustainability is an integral part of its long-term strategy and resonates well with the broader digital transformation initiatives being pursued by industries across India.

We are one among the leading data centre operators with existing installed capacity of 188 MW in 14 centres across 6 cities Mumbai, Noida, Chennai, Bangalore, Hyderabad, and Kolkata.

Our Data Centers in Mumbai-Rabale, Noida and Chennai-Siruserri are ready to support 7-8 GPU (graphics processing units) servers per rack, which is approximately 130 kilowatt capacity per rack. This can cater to hyperscalers or any enterprise needs for AI computation in the country. The right infrastructure is important for data centres to become AI-ready as GPU computation requires large power and cooling needs.

Reducing Dependency on Water and Air Cooling

In a notable achievement this year, we extended our leadership in AI technology by becoming the first Data Center provider in India to achieve NVIDIA DGX-Ready Data Center Certification for Liquid Cooling at its Rabale campus. Besides becoming an NVIDIA co-location partner, we support AI servers with certified liquid cooling technology. Liquid cooling techniques, where servers are immersed in a liquid coolant to dissipate heat is emerging as the standard for processing AI workloads globally, reducing our dependency on water and air cooling.

Expanding Capacity

We aim to provide renewable power to all our Data Centers in India. We have made substantial investments in expanding our capacity across data centres and network expansion. To achieve this, we are targeting to offer an installed capacity of 350 MW renewable energy over the next couple of years.

We are also expanding the capacity of some of our Data Centers at Chennai, Mumbai, Noida and Bengaluru. Some of our Greenfield Data Center projects are currently under construction, with 188 MW design capacity.

Reinforcing Our Focus on ESG



Data Center MEP

High efficiency for equipment even at low utilization levels

Selection of equipment with high energy saving parameters

Right redundancy levels



Sustainable Processes

ASHRAE guidelines

ISO 14001
environmental certification

Carbon abatement policy

Low PUE, WUE



Green Power Contracts

Contracted **306 MW** green power via power purchase agreements

Additional nationwide green power for future projects

~ **500 MW** planned to meet long-term sustainability goals

Up to **70% green power** available in Mumbai



Future Roadmap

To become **RE 100** (carbon neutral) by 2030

Exploring options to secure up to highest RE penetration for Sify Data Centers, as permitted by the regulation

Targeting high level of renewable energy penetration by 2026

Stakeholder and Materiality

Stakeholder inclusiveness is central to the materiality determination process and it is important to consider reasonable expectations and interests of stakeholders to provide a balanced view of the issues that emerge.

Sify identifies key stakeholders across the value chain who are important to the business and require meaningful engagement. It determines materiality based on a comprehensive process that includes an internal determination process and external benchmarking with peers and sustainability standards.



Diverse range of stakeholders

Proactive, inclusive and principle-driven

Creating lasting benefits for all stakeholders

Building lasting stakeholder relationships

Stakeholder and Materiality

Engaging with Our Stakeholders to Create Better Value

We are deeply committed to our stakeholders, and value their opinions through effective engagement mechanisms. The insights that we receive from our engagement enables us to understand their expectations and shape our strategies accordingly to deliver lasting value for all.

We are proactive, inclusive and driven by our principles in the way we engage with all our stakeholders. We remain committed to transparency of information and actively cooperating with our stakeholders, and accommodate their needs, as we make strategic and operational decisions.



Our Stakeholder Engagement Process

Identifying issues that will shape the operating environment as well as potential long-term and medium-term challenges

Examining cause of challenges in designing effective mitigation strategy



Setting the Benchmark in Corporate Governance

Principles of Stakeholder Engagement



Transparent information sharing



Continuous consultation



Proactive involvement



Positive collaboration

Identifying opportunities to stay ahead of competition

Realizing potential disruptions to market and business model and responding effectively

Furthering relationships with market experts to further shape business model

Engaging with Our Stakeholders



Shareholders



Employees



Vendors



Partners



Customers



Communities

How We Engage with Them

- Investor calls
- Non-deal roadshows
- Analyst meets
- Investor conferences
- Investor website

- Employee engagement initiatives
- Appraisal platforms
- Training platforms
- Mentoring platforms
- Grievance redressal mechanism

- Periodic interaction with key suppliers by the project procurement team and management
- Audit and compliance measures
- Financial health audit

Maintain regular connections with global IT majors at various forums

Regular interaction with customers through digital and in-person meetings by team leads, business heads and the senior management

Need-based assessment surveys, community visits by Company's management

Expectations of Our Stakeholders

- Good corporate governance
- Business sustainability
- Strategy implementation
- Inclusivity and transformation

- Skill development
- Well-being
- Employee retention
- Employee satisfaction
- Performance management
- Rewards and recognition

- Visibility and relationship
- Service satisfaction
- Timely payments

- Formal contracts
- Strategy and GTM awareness
- Visibility and relationship
- Service satisfaction

- Product satisfaction and awareness
- Brand awareness
- Sustainability and viability of the organization
- Information sharing
- Market dynamics
- Consumer complaints and Grievances

- Address material topics through CSR programmes
- Focus on sustainability

Significance to Sify

Shareholders are key stakeholders in the Company's growth and expansion plans

Employees are central to all business operations and the Company's growth plans owing to their collective experience, skill and domain knowledge

Vendors are significant as the timely availability of their quality hardware and periodic maintenance impact business operations

Partners provide access to contemporary software solutions from global IT majors that enables the Company to stay relevant in the market

Feedback of customers is important to improve performance and quality and enable cost optimization. They also provide rich insights into future trends

Strong connections, greater harmony and closer ties with communities around the facilities are crucial for society's progress and advancement

Stakeholder and Materiality

Materiality Analysis

Materiality assessment is the key to our strategy and future planning. Our sustainability goals emerged as an outcome of our deliberations with different stakeholder groups identified. The key concerns of our stakeholders were understood and material topics were drawn in order to plot the materiality matrix.

We categorized our material topics in the earlier year under the aspects of Economy, Environment, Social and Governance, and have integrated them into long-term plans. Upon assessment of the material topics, we adopted intensifying measures and created an unbiased opinion of the potential material topics (PMT). These related to the topics that had the utmost potential to influence impact our ability to create value for our stakeholders in the short, medium and long-term.

Stakeholder Engagement

As part of our engagement with the stakeholders – our employees, investors, clients, service providers, regulators, and policy influencers, we collated vast amounts of information collated to identify material topics key to each business.

Prioritising Materiality

We ranked the material topics from “least critical” to “most critical”, categorized them as Environment, Social and Governance and integrated them into its long-term plans. Our sustainability goals emerged as an outcome of deliberations with our stakeholders. These goals are measured at Annual intervals to achieve concrete results.

Approach to Materiality Assessment

Material Topics

We identified 12 key material topics based on our discussions with the senior management. These topics were categorized as relevant to our business operations and aligned and Global Reporting Initiative (GRI).

Materiality Linkage to Strategy

We dug into our diverse pool of stakeholders to be able to create an unbiased view of our materiality topics. Our stakeholders – the employees, investors, clients, service providers, regulators, and even policy influencers – became our “go-to” place to identify material topics for each business. Over the period of this study, the Company’s internal outlook towards these materiality topics changed on a deeper level.

Recognizing Links to ESG Frameworks

The stakeholder engagement feedback on material topics, secondary research on regulations, sustainability standards (SASB, GRI, and AA1000AS), and peer analysis were considered for the identification of the material topics.

Mapping Progress on Material Topics

With FY 2022 as the baseline year, we mapped progress made on each of these topics across relevant Key Performance Indicators (KPIs), and defined a three-year roadmap.



Customer Delight

We eliminate downtime in operations with our robust multi-tier network, enabling seamless scalability of operations. This network was the first to become IPv6-ready in India with a state-of-the-art backbone on fiber and multiple high-capacity circuits. We continue to strengthen our network capabilities to handle the growing data volumes. Our 100G Metro access ring network with multi-service access nodes (MSANs) covers all the major metros and ensures sustained and uninterrupted high quality traffic delivery.

We maintained our focus on consistently meeting and exceeding customer expectations and fostering a strong customer-centric culture. During the year, the service request login process, i.e., the ease of logging a case through web improved by 18%, while in the interactive voice response the percentage of calls accepted and completed by customers declined by 5.8%.

UN SDGs Impacted



01

Goal: To improve the customer-centric approach

Key Performance Indicators (KPIs)

MTTR - Mean Time To Restore – only on Sify side (Time taken to resolve an incident ticket) (Service restoration window 4 hours)

62% (No Change)

Interactive Voice Response (% of calls accepted and completed by customers against the cases for IVR FLT)

5.8% ▼

Service request login process - ease of logging a case (% of tickets logged in through Web (Sify Aakaash, Ebonding -WhatsApp platform and IVR)

18% ▲

Repeat Failure – Reduction (% of links having 2 or more incident tickets raised in a month)

(No Change)



Data Privacy & IT Security

This is targeted at protecting information and systems that support operations and assets, and mitigating data security risk.

To mitigate the risk of data privacy, we created and implemented comprehensive data privacy strategies encompassing data minimization, robust security measures, transparent data handling practices, and proactive response plans, besides also designing systems with data security in mind from the start.

During the year under review, we reported zero security incidents. Training coverage on data privacy (in terms of man-days) increased by 56%, while safe man-days were higher by 25% this year. Lost time injury frequency and total recordable injury rate continued to be the same as in the previous year.

UN SDGs impacted



02

Goal: To protect the information and systems that support the operations and assets, and mitigate data security risk

Key Performance Indicators (KPIs)

Security incidents

0

Training coverage of the staff on data privacy (man-days)

56% ▲

Safe man-days

25% ▲
(increased by 25%)

Average vendor security ratings

(No Change)

LTIF (Lost Time Injury Frequency) & TRIR (Total Recordable Injury Rate)

(No Change)



Regulatory & Compliance

An unrelenting adherence to ethical business practices remains at the heart of our corporate governance model. We strive to go beyond regulatory compliance to create sustainable value for our stakeholders. Aligned with the organization's governance ethos, our people follow the values of business transparency and integrity.

At Sify, we have fostered a culture of compliance by continuously monitoring and improving our processes, implementing a strong reporting system, establishing clear policies and procedures, and conducting regular audits. During the year, we reported 100% compliance on every data metric the regulatory ambit.

UN SDGs Impacted



03

Goal: To ensure consistent compliance with legal and other requirements

Key Performance Indicators (KPIs)

Telecom

To frame updated and periodic compliance checklists on all applicable telecom regulations and to ensure compliance by the respective business team

100%

Data Center

To comply with all the applicable environmental laws related to this business

100%

Digital Services

To comply with applicable security controls

100%

Corporate Compliances

To ensure compliance with all applicable laws

100%



Business Ethics

Global governance standards are stringently followed, in line with the NASDAQ mandate. Our adherence to global standards is driven by the allegiance to the SOX Act and ethical business standards. A global and diverse client base of Sify necessitates compliance with international standards of business ethics.

We have established a strong ethical culture at Sify which includes developing a code of ethics, encouraging ethical leadership, providing regular training, and also establishing reporting mechanisms for unethical behavior.

During the year, we reported 100% compliance on remedial action, health check and documentation, and on review of policies for conducting businesses.

UN SDGs Impact



04

Goal: To consistently ensure a moral attitude within the entire value chain

Key Performance Indicators (KPIs)

Annual review of policies applicable for conducting businesses

100%

Creating awareness

33% ▼

Compliance health check and documentation

100%

Remedial action

100%



Product Innovation

Sify makes sustained investments in start-ups in the United States and India, as part of its Corporate Venture Capital initiative. During FY 2025, we made investments of USD 7.2 Million in start-ups with the aim of promoting innovation and driving creation of pathbreaking products and platforms to be able to meet clients' future needs. As part of our Digital Experience project, we automated service assurance, asset management, and service provisioning across our network to enhance customer experience.

We adopted a strategic approach to mitigate potential risks by conducting thorough market research and rigorous testing, thereby enhancing product performance and driving innovation through collaboration.

UN SDGs Impacted



05

Goal: To ensure the development and market introduction of new, redesigned, and improved services

Key Performance Indicators (KPIs)

% of products under product lifecycle assessment

3% ▲

No. of new products/technologies/ services launched

3% ▲

% of patents/case studies/ whitepapers released

1% ▲

% of staff who attended sustainable product design and circular economy products

1% ▲



Employee Engagement

Sify keeps its people motivated and inspired through several employee engagement forums. These forums are aimed at keeping high the morale of our employees and ensuring satisfaction. We organize talent showcases, sports events, health camps, and quarterly town hall meetings as part of our employee engagement initiatives.

Sify focuses on ensuring that the leadership is well-engaged and supportive. It ensures increased employee engagement by fostering a positive work culture, improving communication, providing growth opportunities, recognizing and rewarding employees suitably. During the year, the rate of employee turnover and internal promotion improved.

UN SDGs Impacted



06

Goal: To enhance employee satisfaction

Key Performance Indicators (KPIs)

Employee turnover rate

4.3% ▲

Internal promotion rate

3% ▲

Active employee social ambassadors (qualitative %)

1.5%



Energy Efficiency & Management

Given the increasing energy consumption, data centres are becoming a key imperative for any country enroute to digital transformation. To achieve this goal, Sify forged an agreement for sourcing 300+ MW of renewable energy for its upcoming data centers. Even before this agreement was signed, Sify secured 64 MW of renewable power for its data center in Mumbai. As a responsible corporate, Sify actively pursues a Green Data Center approach to support an eco-friendly environment. A Green Data Center involves the deployment of advanced technologies, along with the formulation and execution of energy-efficient strategies.

During the year, Sify improved the performance of energy utilization by optimizing power utilization effectiveness. Energy losses were reduced by adopting new technologies by using tools to improve efficiency. It also entered into green power purchase agreements and purchased green power through power exchange.

UN SDGs Impacted



Goal: To optimize energy consumption and promote the use of renewable energy source

Key Performance Indicators (KPIs)

Improve the performance of energy utilization by optimising power utilization effectiveness (Total power/IT power)

11% ▼

Reduction in energy losses by adopting new technologies using equipment, tools to achieve better efficiency

20% ▼

Entering Green power purchase agreements, purchasing green power through power exchange out of total power consumption. Setup Green Power Purchase agreement for long-term RE power sourcing

32.4% ▲



Diversity & Inclusion

Sify continues to improve its people's strengths to match the growing demands and opportunities. Diversity, equity and inclusion (DEI) is a key enabler at Sify for better hiring, better customer and vendor relationships, better perception of innovation, and a better reputation. We prioritize and consciously focus on Sify to build an inclusive workplace environment using multiple tools and practices, and also adopt the required steps to ensure that our leaders model diversity and inclusion.

Sify has embedded diversity and inclusion into its core values to maximize its benefits, established clear goals and fostered a culture of belonging, and implemented fair and transparent processes. At Sify, the ratio of women in board-level management and women in decision-making roles improved, and the ratio of women in total employees also improved. Further, there was a 50% increase in employing people with disabilities in the workforce.

UN SDGs Impacted



Goal: To promote Diversity, Inclusion and Equity in the workplace

Key Performance Indicators (KPIs)

Women staff ratio (F:M) per 100%

0.13

Women in Board-level management

100% ▲

Women in decision-making roles

200% ▲

Increase in employing People with Disabilities as employees

50% ▲



Procurement & Supply Chain

At Sify, we enable sustainable procurement systems and ensure they are deployed well across the supply chain.

Sify focuses on strong supplier relations and proactive risk management.

To mitigate the negative impact of associated with procurement, the Company implemented strategies on supply chain mapping, scenario planning, and also focused on enhancing its resilience and responsiveness to disruptions.

During the year, we reported an increase in the share of purchases made from SMEs, and also reported a decline in the share of purchases made outside the procurement process. On procurement management, the turnaround time in purchase orders improved.

UN SDGs Impacted



Goal: To establish sustainable procurement systems and ensure their deployment in the Sify supply chain

Key Performance Indicators (KPIs)

Reduction in average payment deadlines (TAT): Statutory Payments – On-time Vendor Payments in % (dependency on finance)

(No Change)

Procurement Management:
PO turnaround time (in %)

1% ▲

Invoice processing through one supplier

0.18% ▼

Rise in % of purchases made from SMEs

2% ▲

Reduction in the % of purchases made outside the procurement process

8% ▼



Water Management

As a socially responsible company, Sify recognizes the importance of managing its environmental impact, particularly on water resources. Our environmental management system is designed to identify potential areas of impact and develop strategies to mitigate and manage those impacts. Water is one of the key areas that we monitor closely, as it is an essential resource that is critical to our operations and to the communities in which we operate. Through our analysis of water impact, we evaluate how our operations may affect local water resources and develop strategies to minimize any negative effects. This includes monitoring our water usage, evaluating the quality of wastewater discharge, and identifying opportunities to improve our water management practices.

Sify uses water for a variety of purposes, including DC operational activities, drinking, and domestic use. As part of our commitment to sustainability, we are tracking our water usage across all areas of our DC operations, including offices, and other facilities. By monitoring our water consumption, we are able to identify areas where we can reduce our usage, optimize our processes, and improve our overall efficiency.

UN SDGs Impacted



Goal: To optimize water consumption and promote water conservation

Key Performance Indicators (KPIs)

Average Water Consumption per employee per month (in liters)

96% ▼

Staff that attended water awareness program (man-days)

22% ▲

No. of water efficiency initiatives launched

40% ▲

Water Usage Efficiency (WUE) in litres

1% ▼



GHG Emissions

Sify is deeply committed to reducing its greenhouse gas (GHG) emissions and embedding sustainability into every aspect of its operations. In alignment with our long-term vision of building a low-carbon, energy-efficient future, we have implemented a range of initiatives aimed at minimizing our environmental impact and promoting responsible resource use. During FY 2024-25, our Scope 1 emissions were reported at 13,372.87 tCO₂e, while Scope 2 emissions stood at 294,696.24 tCO₂e. Our GHG emissions intensity, was measured at 57.76 tCO₂e/employee. It provides a meaningful indicator of our carbon efficiency relative to the scale of our operations and revenue growth.

These results reflect the positive impact of our sustainability strategy, including reduced reliance on diesel generators, improved energy management, and the transition to greener power sources across key facilities. We are also exploring a range of potential strategies, such as improving energy efficiency, utilizing low-carbon transportation options, setting up energy-efficient and state-of-the-art sustainable and green data centers utilizing renewable energy sources, aimed at reducing our carbon footprint, delivering cost savings on energy, and contributing to our carbon neutral operations.

UN SDGs Impacted



Community Engagement

At Sify, we are constantly expanding our community reach by implementing CSR initiatives aimed towards healthcare, education, sanitation, and general well-being. We choose to invest in the most backward of communities to be able to positively impact the lives of people in the long term.

Sify focused on mitigating the negative impact of community engagement by implementing proactive strategies on building trust, fostering open communication, forming genuine partnerships to address power imbalances and to ensure equitable solutions. During the year, we also reported an increase in the number of direct and indirect jobs created by the Company, and focused on achieving sustainable outcomes.

UN SDGs Impacted



12

Goal: To achieve carbon neutrality

Key Performance Indicators (KPIs)

GHG emissions (tCO₂):

Total Green House Gas emission as compared to last year (Tonnes)

24.5% ▲

Total no of carbon emissions due to usage of diesel generator set (tCO₂)

10.08% ▼

Scope 1 emissions compared to last year (tCO₂)#

367.91% ▲

Scope 2 emissions compared to last year

20.49% ▲

Share of renewables

38.36% ▲

#Scope 1 emission is calculated only for DC facilities

Goal: Betterment of Society

Key Performance Indicators (KPIs)

Direct Jobs created

37 ▲

Indirect jobs created

1200 ▲

Business Segments

Sify operates through three core business segments – Network Services, Data Center Services, and Digital Services. With a track record of more than a quarter of a century in the business, Sify is best placed to understand the digital transformation demands of the modern-day enterprises. We have a strong presence in the network segment, a robust spot in the Data Center business, and a leading position in IT services, with each of our business segment unique in its offering. Our business segments enable clients with new-age IT services. We reimagined our businesses to cater to the evolving needs of our customers. During the year, we continued to make appropriate investments in all our business verticals.



Key Business Segments

Sify Technologies empowers industries with AI-powered digital platforms and infrastructure to ensure scalability, productivity and security across the hybrid IT landscape. All our business verticals are important building blocks to enable our customers' business priorities, and we expect each of our businesses to grow with related investments.

We are an industry leader in the IT space and a trusted partner for enterprises, operating in three segments – Network Connectivity Services; Data Center Services; and Digital and IT Services. Every business vertical is unique in its offerings, assist our clients in their transformational journey and enabling them with new-age IT services.

Through our wide range of technology and digital services provided by our business verticals, we offer an extensive range of telecom-centric services, Data Center solutions, cloud capabilities, technology integration and application integration services in order to meet the needs of enterprises across diverse sectors.

Break-up of Revenue

Network Services

40%

Data Center Colocation

36%

Cloud and Digital Services

24%



Our Business Suite

01 Network Connectivity Offered by Sify Technologies Limited

Our network is designed to provide a wide range of services to its clients. As one of India's most adaptable and interconnectivity partners to our clients, we offer domestic data, international data, and wholesale voice, among other services. Our low-latency cloud and DC-ready network supports the digital transformation pursuits of companies that are expanding and scaling higher. We are expanding our extensive MPLS-enabled network across India to enable more clients to access our services.

25+ years of expertise in building and operating infrastructure for over 10,000 Enterprise Customers

Open CLS serving Europe/
Asia cables

Mumbai CLS
(Versova)

Chennai CLS
(Work in progress)

WAN Coverage in

1,700

Towns and Cities covering
pan-India

Submarine network
capacities to Europe, Middle
East and South East Asia

3,700

Base stations

Connects

>70 on-net

Data Centers across India

10,772

Contracted SDWAN
service points deployed
across India



Sify Dark Fiber

1,11,398
Kms

Hyperscale Infrastructure in

7 metros

Data-centric topology

Gigabit bandwidths

Expansion to 20 cities

**Long-
Distance
Express
Network**

Major national trunk low
latency routes

Resilience at scale

**Wireless
Network**

Fixed wireless connects
across major cities in India

Engineered technology
suited enterprise needs

9 cities

Fiber nodes across India

Nx 400 G

metro networks
deployed in India

Our Service Offerings

WAN

VPN Services Over MPLS

Business Internet

Ethernet Services

Sify Onlet: India's First Automated Enterprise WAN Offering Bandwidth on Demand

Interconnection

Data Center Interconnection (DCI)

Cloud Interconnect

Internet Exchanges (IX)

Our Value Proposition

One of the world's most extensive interconnect networks connecting users and customer locations across the globe

Largest MPLS-enabled network in India, enabling seamless transportation of huge data traffic

Extensive network supporting transformation of business into a fully digitized operation, and providing bandwidth services to enterprises, content providers, over-the-top (OTT) providers, and other network operators with speeds up to 100 GBPS pan-India



Our Assets

Wide footprint of Data Center interconnect services across

70+ DCs and Cloud Connects

Sify OnNet: SDN networks in over 700+ buildings and targeting

1,200+ in the next 24 months

Submarine capacities to Europe, Middle East, and Asia, in addition to submarine capacity backhaul services

Open submarine landing station in Mumbai and another under development in Chennai

Agility through software-defined infrastructure, app acceleration, and network resiliency with superior threat intelligence and advanced analytics

Bespoke network designs for

>99.99% % hyperscale resiliency

World-class service delivery platform, network agnostic, automation with proactive monitoring and management delivered from our global Network Operations Centers (NOCs)

This is How We Deliver Value to Our Customers

Aligned to evolving market dynamics

Hyper Reach

Focused on enterprises participating in domestic consumption

Largest fixed wireless network deployment in India focused on enterprise consumption

Easy and quick adoption to newer technologies like 5G

Hyper Scale

Focused on enterprise participation in Digital Transformation

Hyperscale connects with all major Cloud and Content Providers

Strategy backed by significant investments in Metro networks

Key Highlights FY 2025

Network connectivity service deployed

10,772 SDWAN

service points across the country

Upgraded countrywide National Long-Distance network to support services up to

600G with ciena

Ciena's Optical technology to connect its seven Metro Area Networks across India. This will help interconnect its key Artificial Intelligence (AI) ready data center hubs in Mumbai, Chennai and Noida and the surrounding metro areas with a highly scalable network.



Customer Engagements

The **cloud platform** of a global IT major contracted for interconnect at one of their major locations.

The largest stock exchange also signed up for **WAN** across their backbone network.

The largest stock exchange also signed up for **WAN** across their backbone network.

The largest stock exchange, the regulatory body for the securities market, and a national insurance major contracted Sify for a **MPLS Network** build.

A public sector insurance major was signed up for a full suite of Network connectivity services, including **SD-WAN** services across 3,500 locations.

The largest Indian clearing house for **foreign currency** settlement signed up for two different services in two regions.

One of the largest vendors operating the ID authentication for India's airport regulatory authority signed up for **SD-WAN** at multiple airports.

Go-to-Market: Performance and Plan Key highlights

Over-achievement in the public sector

- 50% contribution from BFSI Upsell and Recontract deals, supported to maintain over-achievement
- PSU continues to be low penetrated

Moderate performance in overall Enterprise business

- Over-achievement due to upsell in large accounts
- 50% achievement in mid-market (commercial) patch

YoY performance in channel business

- ISP business over-achievement maintained overall Channel's performance at 65% levels

Network infrastructure services

- Accelerated cloud adoption is increasing low-cost internet demand
- Fiber connectivity through high-capacity requirements becoming mandatory
- Feasibility turnaround time is a critical factor to compete

02

Data Center Colocation Services Offered by Sify Infinit Spaces Limited

We are India's trusted Data Center provider with extensive experience of 24 years in operating data centers across India. We are particularly recognized for our large-scale carrier-neutral facilities that cater to hyperscalers, OTT platforms and major enterprises.

3 out of 4 Hyperscalers co-locate with Sify Technologies

Includes India's

Top 5 Banks

Includes India's Largest

Digital Wallet

99.9999% Uptime



3 AI-ready Capacities

500+ Premier Enterprises Hosted on Sify Data Centers

300+ MW Renewable Energy Contracted

14 Data Centers Pan India
188 MW IT Power Available

Truly carrier neutral

Rich interconnect ecosystem

Critical deployment for multiple hyperscalers

Continued investment in automation and BMS

Built to suit capabilities

India's data centre market is growing rapidly, driven by digital transformation, increased internet penetration, and the adoption of artificial intelligence (AI), resulting in massive consumption of data. Economic growth underscores the increasing reliance of businesses on digital solutions and the critical need for robust data Center solutions. India's data centre market value is projected to soar from USD 4.35 Billion in 2021 to USD 10.09 Billion by 2027, indicating 15% CAGR through 2022-2027.

The data centre infrastructure is rapidly evolving to meet the growing demands for security, scalability and efficiency. Data centres safeguard and process the information that powers India's digital revolution. Data centres are a part of the 'harmonized list of infrastructure', and hence the sector is gaining access to

cheaper foreign currency funding through the external commercial borrowing route.

At Sify Technologies, we commenced our journey in the Data Center space way back in 2000, as we offered smart data management solutions. Today, we have emerged as one of the largest companies in India's Data Center space, providing a wide bouquet of services and solutions to large and growing enterprises.

Over the years, we have evolved from being a "data storage player" into a "digital transformation specialist". And today, instead of just "drawing the blueprint" for the enterprises, we provide "turnkey management of the IT architecture". Our footprint has multiplied in the past several years, as we expanded our presence to cities like Mumbai, Chennai, Noida, Bengaluru, Hyderabad and Kolkata.

Our Value Proposition

Rich multi-decadal experience with deep insights into the data centres space, the evolving regulatory framework, technology advancements and the business landscape evolution in India



Established network player that lends a comprehensive understanding of client needs from a data centre and Network perspective



Concurrently maintainable data centres with a PODbased architecture, ensuring high quality service at an optimised cost



Our Offerings



Co-location Services

This enables customers to bring in their own rack-mountable servers and house them in shared racks, or hire complete racks and 'secure cages' at the hosting facility



Managed Hosting Services

This includes storage, backup and restoration, performance monitoring and reporting, hardware and software procurement, and network configuration



Value-added Services

This includes rack space (half and full rack), caged enclosures with access control system, dedicated CCTV cameras, cross-connect services, rack cabling – power and network, dedicated seating space, asset migration, remote hands support, private connectivity to national and international internet exchanges and multiple public cloud environments (specific to DCs), static transfer switch, as well as internet connectivity at the Data Center—fixed bandwidth or data transfer model

Key Highlights FY 2025

- NVIDIA certification of our Data center for liquid cooling- DGX ready.
- Launch of Noida 02 and Rabale T5 our AI workload ready Data Centre.

Go-to-Market: Performance and Plan Key highlights

Over-achievement in the Public Sector

- Over-achievement due to 80% OB contribution from 2 Large Accounts

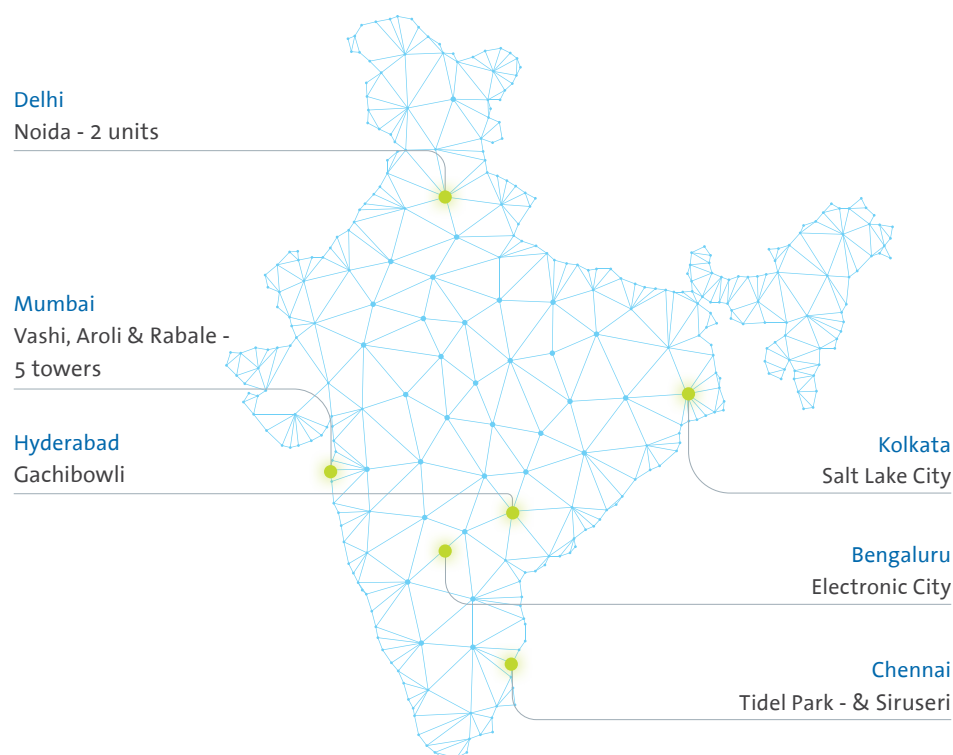
Performance in Overall Enterprise Business

- 65% OB contribution from 2 Large Accounts upsell
- 25% performance in Mid-market (Commercial) patch

Performance in Channel Business:

- Hyperscaler adoption in mid-market impacting run-rate opportunities
- Competitive pricing by small/new DC competition

Our Footprint FY 2025



Hyperconnected,
Carrier-Neutral and rich
interconnect ecosystem.

State-of-the-art hyperscale
data centers.

Top-tier certifications
certifications: Concurrently
maintainable IGBC Platinum
rated, PCI DSS, SOC I, SOC II,
ISO 27001

POD - based design for
future-ready infrastructure.

Enhanced 10 levels of
security automation
(gate to server).

AI/ML led operational
excellence with
99.999% uptime.



Customer Engagements

A global OTT player
contracted for major Edge
Data Center location in a
non-metro location.

Two Private Banks
contracted to expand their
capacity at different Sify
Data Centers.

One of the largest Public
Sector lenders in India has
signed up for significant
capacity in our latest
hyperscale data center
campus in the west.

The country's largest
bank signed a multi-year
deal for capacity at Sify's
Data Center.

An IT major signed up to
migrate from their on-
premise Data Center to
Sify's Data Center.

One of the largest private
banks in India nearly doubled
their capacity for DR.

A Private Bank chose to
locate their Near Disaster
Recovery (NDR) in one of
Sify's Data Centers.

One of India's earliest
Security SaaS companies
migrated from a competitor's
data center to Sify
Data Center.

03

Digital and IT services offered by Sify Digital Services Limited

Sify Technologies key objective is to enable enterprises leverage cost-effective and well-managed computing resources, IT efficiency, and flexibility. Sify Digital Services continues to focus on the changing the ICT requirements of an emerging digital economy by serving large, mid, and small-sized businesses. The Company leverages its intellectual capital to make enterprises become smarter and more efficient.

From Cloud@Core to Digital@Core

Sify has embraced cloud@core as an overarching platform for meeting the evolving digital needs of clients, and is supporting their cloud transformation requirements. The digital@cloud proposition steers its cloud@core focus through the key elements of cloud enabling, cloud inspired, cloud pure, and cloud enhanced.



Networks

Network Digital Managed Services

- Managed Secure Networks
- SDWAN, SASE
- Network Management,
- Managed DDoS
- Managed CPE's
- NMS Digital Platform
- Unified Communication and Collaboration Services



Cloud & IT

CloudInfinet Ent Cloud Infra

- Managed Public/Private Cloud
- Hosted AI Platform (Multi Instance GPU) as a Service
- Cloud Anywhere-Edge Cloud
- BCP-DBaaS
- Regulatory and Compliance Ready
- Cloud & IT Managed Services

Cloud & IT Managed Services

- Hybrid Cloud Assessment, Migration and Managed Services
- Multi Cloud Platform
- Hyperscale Cloud services – AWS, Azure, GCP, OCI
- End-to-end IT Managed



Digital

Digital Apps E Managed Services

- Infinet Full Stack Observability
- Infinet AI/ML Platform
- App Modernization and DevSecOps
- Retail Intelligence-Forum Digital
- Digital Assessment and XR

Industry Apps Managed Services

- Consulting, Support, Maintenance, and Upgrades
- Microsoft
- Oracle
- SAP



Security

Security Managed Services

- Cybersecurity assessment and managed services
- MSS, MDR and GRC
- Global SOC
- AI/ML driven Security Assurance

25 years
of digital trust...



Go-to-Market:

Performance and Plan Key highlights (GTM)

Performance in Public Sector

- NOC, IT Infra and Managed Services bids contributed to achieve 80% performance
- Over-achievement in BFSI compensated low performance in PSU

Performance in Channel Business

- Proposal and solution turn-around time critical for faster deal conversion
- People skill-set limitation due to large account priorities

Security

- Technical skill-set, strong security practice and vertical aligned solutions
- OEM-aligned GTM and strong alliance management needed

Managed Services

- Project resource management and limited skill-set, leading to high-cost bidding and eventually opportunity loss

Cloud Infinet

- Product and feature benchmarked against hyperscalers
- Cost benefit, but feature limitations

Performance in Overall Enterprise Business

- Upsell to existing Accounts contributed 40% of OB done

Digital Services (Apps & AI)

- Industry vertical use-cases and AI readiness

Digital Networks

A vast experience of two decades in building and operating infrastructure for 3,000+ Enterprise Customers

WAN coverage in

1,700 cities

- SDN powered enterprise networks
- Submarine network capacities to Europe, Middle East and South East Asia

Wireless Network

- Fixed wireless coverage across all major cities in India
- Engineered technology suiting enterprise needs

Open CLS serving

Europe/Asia cables

- Mumbai CLS (Versova)
- Chennai CLS in progress
- Long distance express network
- Major national trunk low latency routes
- Resilient at scale

7 Hyperscale infra in
metros

Data centric topology

- Gigabit bandwidths
- Expansion to 20 cities



Digital ICT Services

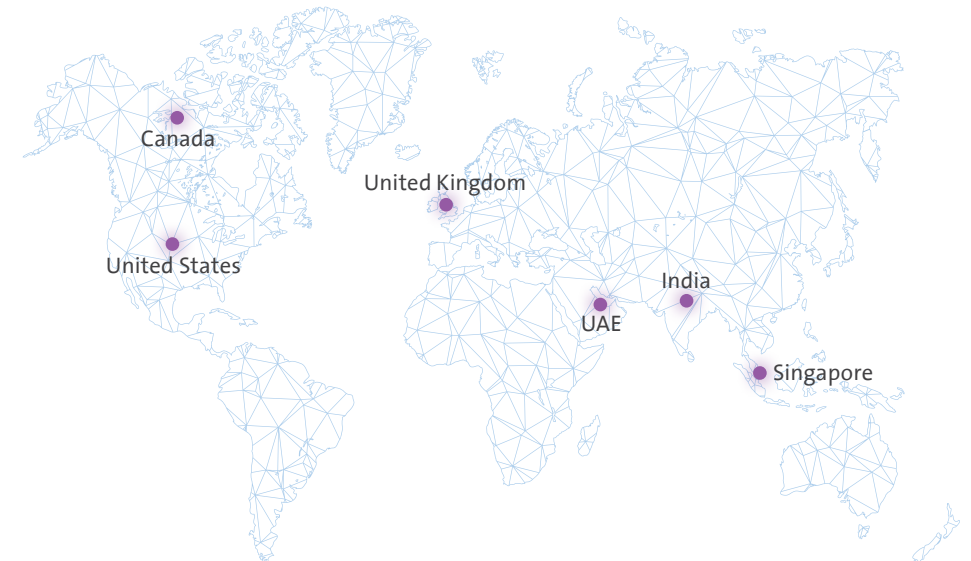
People

1,500+ Data Center, Cloud and Managed Services Team

900+ Network Experts

120+ Certified Security Experts

Presence



Customers

600+	Cloud Clients
500+	Data Center Clients
900+	Network Clients
100+	Private Cloud and DR Services
100+	CDN and Cloud Security Clients

Volume

120 K+	Network Devices
91 K+	Managed Mailbox
28,000	Managed Tickets Per Month
7,000+	Security Devices
7	Petabyte Managed Storage and Back-up

Projects

50+	IT Ops Transformation Projects
556	Data Center Services Projects Executed
350+	Data Center Migration Projects
80+	Platform Migration Projects

Key Highlights FY 2025

Partnered with Cisco ThousandEyes to help enterprises accelerate their digital transformation journey. The integration provides customers with enhanced visibility, through detailed insights into the application's performance and user experience by monitoring network paths, internet routing, and SaaS application performance.

Launched GPU Cloud, CloudInfini+AI Platform offering GPU as a Service, a cloud-based offering that provides users with access to powerful Graphics Processing Units (GPUs) on a pay-as-you-go basis. The service is designed to support compute-intensive tasks such as machine learning, deep learning, model training, inferencing, data analytics, rendering, and scientific simulations, which require significant processing power.



Customer Engagements

Contracted by the highest judicial body in the country for a **multi-year Data Center infrastructure** build and related managed services

An IT player, a chemicals manufacturer, an NBFC and a training development organization contracted to migrate from their on-premise Data Center to Sify's Cloud platform. These players also opted for managed services like **DRaaS** and **SaaS**.

A scheduled bank and a housing finance major contracted for **green field Cloud implementation**

A **large private bank contracted** for network managed services for both their Data Center and branch network

A logistics player signed up for managed security services, while a state power distribution company and a state co-operative bank contracted Sify to set up **Security Operations Center (SOC)** at their premises

A major steel producer and a retail MNC contracted for **multi-year managed services**

A digital enablement major opted to move their **online banking application to Sify's Cloud platform**

The education and training bodies of a state government and banking regulator signed up for online assessments, while a retail and power major signed up for **Sify's Cloud -based supply chain solution**

One of the largest private networks, the largest English media publishing group, an upcoming IT major and an MNC into heavy engineering signed up to migrate from their on-premise data center to multiple Cloud platforms.

The largest housing lender, the largest NBFC, a joint venture steel making major and private capital advisor signed up for Greenfield cloud implementation.

Launch GPU Cloud, CloudInfini+AI Platform offering GPU as a Service.

Operating Environment and Capitals

At Sify Technologies, constant value is created from a wide range of interactions, activities, relationships, causes and effects. We use the capital framework, namely Financial, Human, Intellectual, Social and Relationship and Natural Capitals, to report on value created across the entire value chain. Through this six-capital approach, and driven by our mission, vision and business model, we are gradually building an integrated approach to further strengthen the value creation journey, and encourage a longer view to determine strategy.

Strong domestic demand and growing Internet economy in India

Growing digital infrastructure with strong policy push

Widening consumer and merchant acceptance of digital tools and solutions

Facilitating enterprises embarking on their digital transformation journey

Operating Context

Leveraging an Evolving Business Environment

We capitalize on growth opportunities by virtue of our in-depth understanding of current trends and evolving business requirements. Despite a tough macroeconomic environment, organizations deployed technology to effectively manage content and implemented IT frameworks.

The increasing need for world-class data centre facilities was primarily driven by rapid growth in data generated by technologies and increasing digitalization across industries, even amidst disruptions in technologies and markets. This led to a surge in demand for storage capacity and more efficient data centers with high connectivity and reliability to handle the growing volume of data.



Economic and Credit Environment

India's economy is expected to have grown by around 6.5% in FY 2025, closer to the lower end of its 6.5%-7% projection, as global uncertainties pose a dampening threat. The growth outlook for October to December appears bright, with rural demand remaining resilient and urban demand picking up in the first two months of the quarter. India has maintained that its economy will grow at a world-beating pace of 6.5%-7% despite a challenging environment. The combination of monetary policy stance and macroprudential measures by the central bank may have contributed to the demand slowdown.

The underlying strengths of the economy are indicative of the potential of India to become a USD 5 Trillion economy by 2027, and USD 7 Trillion by 2030, on the back of continued reforms. It remains among the fastest-growing major economies, with its GDP projected to grow at a robust rate, making it a leading player in the global economic landscape. The economy continues to grow at a healthy pace, despite global challenging conditions, and has the potential to harness its global trade potential, including IT services.

As India gears to become a USD 5 Trillion economy by 2027, although global demand is stable, supply chain disruptions are expected to continue in the year ahead due to geopolitical tensions, necessitating the need for regular monetary and fiscal interventions. However, India is likely to see much broader economic growth and will witness strong momentum as there is global recovery.

India's economy is expected to have grown by around **6.5%** in FY 2025

India to become a **USD 5 Trillion** economy by 2027, and **USD 7 trillion** by 2030

Supply Environment

Key growth drivers supporting the supply environment for Sify Technologies

In India's internet economy, digital adoption has reached almost the tipping point in most sectors.

220 Million Shopped online

110 Million Made purchases in online games

65 Million Ordered food online

80 Million Households paid utility bills online

25 Million Used online ride hailing services

15 Million Paid for an online course



Expanding internet connectivity with campaign on Digital India

India has built a world-class **digital public infrastructure**, including initiatives to connect rural areas with high-speed internet. It leverages its digital initiatives to drive key government programs such as **BharatNet, Standup India, Make in India**, and **AtmaNirbhar Bharat**. Digital India campaign fosters growth in industries where digitalization plays a central role, including **information technology (IT) and business process management (BPO), digital communication services**, and **electronics manufacturing**.

Union Budget 2025-26 unveiled key initiatives for the tech sector, such as enhanced India AI mission funding, an AI Centre of Excellence for Education, and a Deep Tech Fund to fuel innovation. It has proposed a national framework for global capability centres in Tier-II cities, tapping into India's vast talent reservoir. The India AI Mission has been allocated a budget of around Rs. 2,000 Crore, a massive increase from Rs. 173 Crore in 2024-25. The Budget also provides for setting up a Centre of Excellence in Artificial Intelligence for Education.

Growing internet penetration

India's internet usage has surged, highlighting the nation's rapid digital transformation, according to the TRAI report. India's internet penetration surged from 14% in 2014 to over 52% in 2024, granting access to more than half of its 1.4 Billion population, and positioning India as the world's second-largest market for active internet users. The nation's internet user base is poised to exceed 900 Million by 2025, driven by increased usage of Indic languages in digital content, according to a report by the Internet and Mobile Association of India (IAMAI) and KANTAR. The "Internet in India Report 2024" reveals that active internet users stood at 886 Million in 2024, reflecting an 8% YoY growth. Rural India, with 488 Million users, led the surge accounting for 55% of the total internet population.

The nation's internet user base is poised to exceed **900 Million** by 2025

Enroute to digital transformation

Market trends indicate resilient digital spend despite lower tech spend. Digital spending continues to grow at an increasing rate. Nearly 90% of the companies the world had increasing spends in the top digital tech priorities in 2024, a significant jump from the past. About 56% to 57% of enterprises spending over 20% of their tech spend on digital in 2021 and 2022 jumped to 70% in 2023. Further, there has been a 29% growth in enterprises that have allocated their digital spending budget between 20% and 40% of their overall technology spending budget. The highest increase in investments of enterprises was seen in AI/ML, including Gen AI, intelligent automation, and big data analytics.

Nearly
90%
of the companies the world had increasing spends in the top digital tech priorities in 2024

(Source: Nasscom Report)

Unlocking India's export opportunity with digital

India has established itself as a global leader in digitally delivered services exports, leveraging its robust IT sector and skilled workforce. The monumental shift in its export landscape is largely driven by the expansion of global digital trade. Given the sustained and continuous investment in digital infrastructure, including data centres and high-speed internet, India's services exports touched a significant milestone of USD 34.31 Billion in October 2024, indicating a 22.3% increase over October 2023. India's digitally delivered services exports have grown remarkably in the past two decades, rising from a modest USD 30 Billion in 2005 to USD 257 Billion in 2023. Initiatives on Digital India have fostered a conducive environment for IT and digitally delivered services. Further, partnerships with international firms have expanded market access for Indian IT companies.

(Source: Nasscom Report)

<https://economictimes.indiatimes.com/tech/technology/digital-infrastructure-investment-policy-support-help-services-exports-touch-historic-high-in-october/articleshow/116782788.cms?from=mdr>

Strong policy initiatives to promote digital infrastructure

India Stack serves as the accelerator to create Digital India as it has revolutionized payments, government services, and business models, bringing millions of individuals and small businesses into the formal digital economy. As more innovation hits the ground and more people come online through digital inclusion, India Stack continues to reshape India's economy. The India Stack consists of several major components, including Aadhaar for digital identity, UPI for quick payments, e-KYC for paperless identity verification, DigiLocker for secure document storage, and the eSign framework for electronic signatures. India Stack facilitates paperless documentation with digital signatures and enables online submission of documents, simplifying most government services and business interactions.

(Source: India Brand Equity Foundation, Protean)

67 Billion Total number of digital identity verifications

INR 14.05 Trillion
Total value of monthly real-time mobile payments

8.6 Billion Total volume of monthly real-time mobile payments

10 Operational account aggregators

(Source: <https://indiastack.org/>)

Increasing data centre capacity

India's rich network connectivity, availability of skilled labour, competitive costs, low climate risks and strong data protection laws make India well-positioned to serve as a leading global data center hub. The capacity of India's data centre (DC) industry is set to surge to 1,645 MW by 2026, which is a true testament to an impressive 24% CAGR. Simultaneously, the escalating demands of AI worldwide are projecting a massive growth in India's data centre storage capacity – from 10.1 zettabytes (ZB) in 2023 to 21.0 ZB in 2027, indicating a five-year compound annual growth rate of 18.5%. India is set to become a potential global data hub, driven by sustainability, a growing user base, a world-class talent pool, and an ecosystem proficient in nurturing the third-largest number of startups globally. Moving in line with the increasing digital usage, the data center industry in India has burgeoned from a capacity of 350 MW in 2019 to 854 MW by 2023.

(Source: JLL report)

Edge data centers – A growing opportunity in India

Edge data centres have emerged as a large opportunity in India. Edge data centres are smaller and closer to customers and away from submarine cable networks. Digital India and Smart Cities Mission are furthering the demand for edge data centres. Data centres have been increasing their service offerings to include networking, private and public cloud, co-location services, GPU-powered solutions and other managed services. Given the increased 5G penetration, mobile application usage and its increasing demand, there is a growing need for edge data centre set-ups, particularly in Tier 2/3 cities.

(Source: Savills - Data Center market report)

Rising
5G

use and mobile demand are driving the need for edge data centers in Tier 2/3 cities



Business Model

Led by a sustainable value-creation model

Sify Technologies is a company that is constantly in a value creation mode. We remain focused on innovation and customer satisfaction. Our business segments are growing in size, scale and reputation in their respective domains, as we focus on execution and encapsulate our vision for the future. We leverage our core competencies and effectively capitalize on the growing opportunities for long-term growth and value creation.



Inputs

Financial Capital
Shareholders' Fund: **INR 2,01,305 Lakh**
Gross Debt: **INR 354 Lakh**

Manufactured Capital
DC capacity: **188 MW**
Network length: **1,11,398 Km**
Fiber nodes: **1,137**
Wireless base stations: **1,870**

Intellectual Capital
% of employees on the product development team: **1%**

Human Capital
Employees on-roll: **4,406**
L&D expenses: **INR 134 Lakh**

Social Capital
Customers: **11,000**
CSR spend: **INR 282 Lakh**

Natural Capital
Optimization of power utilization Adoption of newer technologies using equipment, tools to achieve better efficiency
Investment in renewable energy: **INR 100 Lakh**

Value Creation

Strategic Objectives:

- To be the partner of choice for enterprises embarking on their digital transformation journey
- To deliver maximum value to our stakeholders across all lines of our business
- To build and reaffirm our strengths as India's premier ICT player
- To ensure that as a Company, we are at the forefront of the digital transformation curve

Business Verticals:

Sify Technologies Limited offers network connectivity services
([Click here to read more](#))

Sify Infinit Spaces Limited offers Data Center co-location services
([Click here to read more](#))

Sify Digital Services Limited offers digital and IT services
([Click here to read more](#))

Outcomes

Net loss: **INR 7,84,958 Lakh**
Revenue: **INR 3,98,856 Lakh**
EBITDA: **INR 75,618 Lakh**

% of business from new clients: **20% every year**
Revenue from top 5 customers: **73%**
Key sectors: **BFSI, Manufacturing and ITes**

Digital and IT services: **21% of overall revenue**

Revenue per employee: **INR 74.77 Lakh**
EBITDA per employee: **INR 14.17 Lakh**
Total training hours: **1,92,027**

% of repeat business: **100%**

Average length of relationship with customers: **>5 years**

CSR beneficiaries: Raju Vegesna Foundation, Pragna Bharathi, Voluntary Health Services, Shree Anand Charitable Trust, Sri Veda Paripalana Sabha

Performance of energy utilization: **11% ▼**

Water usage efficiency in %: **1% ▼**

Scope 2 emissions compared to last year: **20.49% ▲**

UNSDGs





Financial Capital

Efficient resource allocation to increase value generated through operations

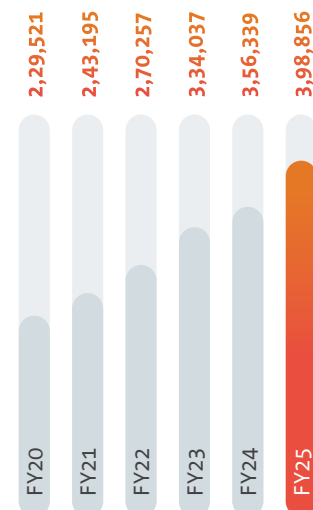
Sify's goal is to continue delivering tangible business value through its innovative platforms and digital assets, and a judicious mix of financial resources and steer sustainable growth. It made prudent investments in capacities and capabilities to measure, monitor and drive sales.

The Company continues to help clients navigate their digital transformation journey and to enable greater demand for a digitally connected world. It also remains committed to return any excess cash and delivering enhanced shareholder value.

A cumulative capex of INR 4,90,358 Lakh was made in the past five years aimed at upgrading its tangible assets, addressing mega trends and achieving outcomes important to the customers.



Revenue from Operations (INR in Lakh)



Impact on other Capitals



Manufactured Capital



Human Capital



Intellectual Capital



Social and Relationship Capital



Natural Capital

UNSDGs Impacted



Revenue Share Break-up

40%

Network Services

36%

Data Center Services

24%

Digital Services

Enhancing profitability

At Sify, our investments and services are targeted at helping customers meet their customer goals and navigate their digital transformation journey. We engage with our customers to identify their evolving needs and preferences and select offerings to satiate their requirements.

The Company foresees an uptick in demand environment as it enters FY 2026, and continues its focus on delivering cutting-

edge technologies to be well-positioned in continuing its growth trajectory.

In view of the digital transformation engagements actively pursued by Indian enterprises, a large part of our investments during the year were aimed at creating increased capacities and building skillsets. Sustainable measures were undertaken across all the businesses, especially the Data Center business.

Capital investments

Investments were made in tangible assets such as Data Centers and network infrastructure. Capital investments were funded through a mix of internal accruals

and external debt. Of the total investment of INR 4,90,358 Lakh in the past five years, nearly INR 1,25,159 Lakh was invested during this year.

Cash flow (INR Lakh)

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Operating Activities	50,806	69,670	22,446	83,383	57,377	86,471
Investing Activities	(43,254)	(36,187)	(79,844)	(1,39,950)	(1,22,631)	(1,23,239)
Financing Activities	37	6,183	41,700	49,445	74,438	47,296
Cash and Cash Equivalents	14,153	53,785	34,100	26,991	36,185	46,709

Specific investments in data centers

Our investments were largely aimed at ushering in increased capacities on the data center front. To achieve this, we targeted at enhancing our network footprint and skilling employees with the new tools. With Sify pre-empting the growth opportunity

in India, we are confident that this will augment our profitability in the near future. The interest on CCDs, accounted as equity in accordance with GAAP, are recognized as expense in the statement of income.

Helping enterprises navigate digital transformation

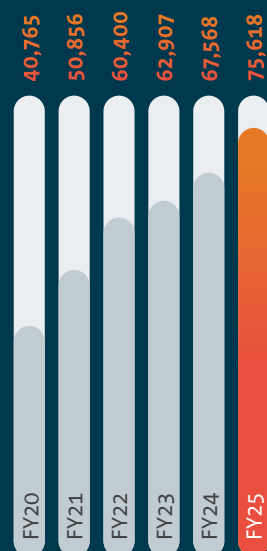
Enterprises are re-calibrating their digital infrastructure across hybrid cloud, network, security and edge infrastructures, in addition to pursuing digital transformation and achieving their digitalization objectives.

The key drivers of this recalibration are customer experience, business continuity, cyber security, application modernization and overall adoption of AI models.

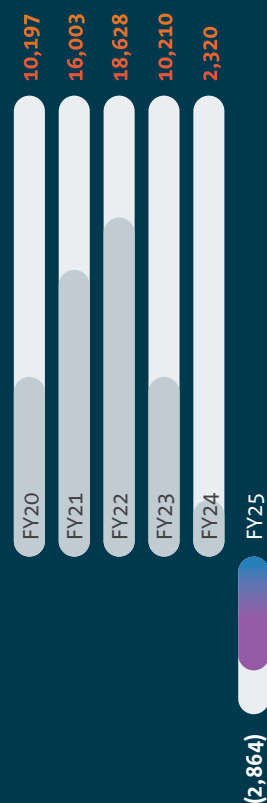




EBITDA (INR in Lakh)



Profit Before Tax (INR in Lakh)

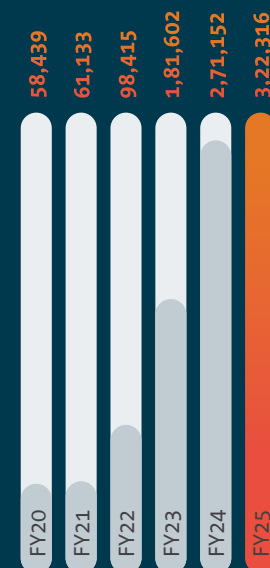


Profit After Tax (INR in Lakh)

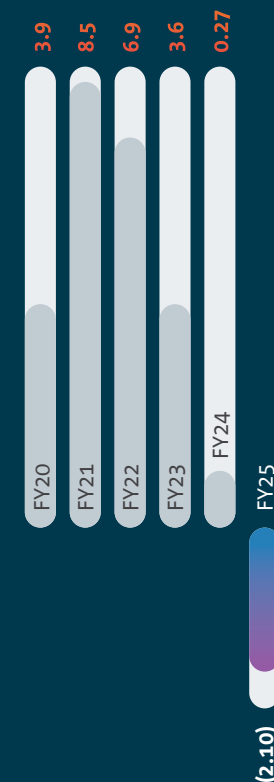


Positive ●
Negative ●

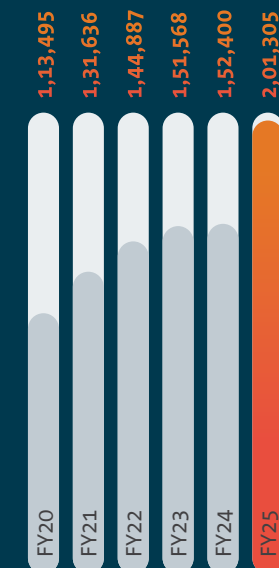
Term Debt (INR in Lakh)



Earnings Per Share (Basic) (INR)



Shareholder Funds (INR in Lakh)

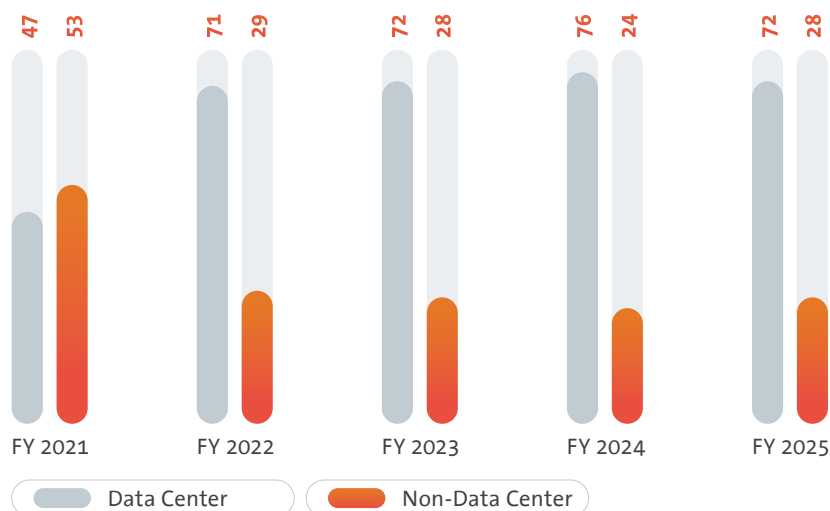


Debt Management

Sify's debt-equity portfolio, as on 31 March, 2025, stood at INR 3,20,041 Lakh, which included long-term and short-term debt from banks. It further improved its leverage ratios during the year as it repaid a debt of INR 93,896 Lakh.

1.58
Debt-Equity Ratio

Data Center and Non-Data Center Investments (in %)



Improved Margins

Sify sustained its business profits and margins and reported a Return on Capital Employed (ROCE) of 0.01%. This was a result of delivering better and more customized solutions to clients and adopting a judicious approach.

Working Capital

Sify further optimized its finance cost with improved working capital management and effective cash deployment. It also leverages credit lines from banks and other financial institutions to further optimize its cash flows.

Future Plans.



Maximizing cash flows from business operations



Continuing Data Center and network infrastructure investments



Continuing strategic investments in renewable energy and new-age technology start-ups



We continue to make investments in our data center business. Our capex has increased in recent years to support our AI ambitions and to also cater to the growing demand from hyperscalers for increased capacities in India. All our investments are looked at with the lens of sustainability, and to support this growth, we continue to make investments in people and tools. We understand that investment cycles are aimed at a long period of time, but we possess the strength to sustain ourselves till the time our investments start displaying results.

M. P. Vijay Kumar,
Executive Director & Group CFO



Manufactured Capital

Well-defined systems and processes fulfilling business purpose and strategy

Sify continues to leverage advanced and robust technologies to build its wide and growing suite of solutions and key offerings. It maintains a key focus on delivering the solutions to large enterprise and customers seamlessly, and emphasizes on building tangible assets and network infrastructure.

The Company's key assets enable provision of services and operations of the organization flow seamlessly and in a sustainable manner. Its modern Data Centers are equipped with a secure and service-oriented infrastructure, and focus on ensuring optimization of energy, equipment and rack space.

Sify's delivery centres across cities serve as business hubs in all geographies and ensure a wide footprint to source the best talent. It follows adequate environmental guidelines to minimize environmental impact on new buildings and through energy efficiency.



Impact on other Capitals



Financial Capital



Human Capital



Intellectual Capital



Social and Relationship Capital



Natural Capital

UNSDGs impacted



Data Center Management

Sify recognizes the importance of Data Centers in the ability of an organization to achieve success. For Sify, Data Centers are the value centers with the blueprint of the business. Its strong alliance system across Data Center hardware providers, technology providers and hosting providers helps support new-age technologies and enable enterprises adopt digital transformation.

The future-ready and world-class data centers of Sify are key enablers of DX, as they steer businesses towards seamless growth. The data centers deliver efficient, scalable, secured and interconnected designs.

Today, Sify has a strong footprint of 14 data centers across India, and remains well-positioned in the nation's data center space.

Accorded among the "harmonized list of infrastructure" enables the IT sector to procure funds from insurance companies, pension funds, and international lenders. As these funds are equipped with longer tenures and on easier payment terms, it leads to creation of increased business opportunities, and helps Sify attract enhanced investments.

188 MW

IT Power Capacity

1,11,398 Km

Dark Fiber Length

Sify has its Data Centers in different seismic zones across regions. This is aimed at derisking the business strategically, adhering to industry standards and optimizing the geographic spread. A diversified portfolio of Data Centers enables Sify in delivering its service offerings to over 10,000 enterprises in India and across the globe.

Sustainable Data Center Operations

Sify's Data Centre Management team provides a holistic view on the performance of a Data Center and ensure optimization utilization of energy, equipment and rack space. The Company ensures consistent improvement in Data Center efficiency with the aim of reducing its carbon footprint and monitors their environmental impact.

Network Assets

Sify Dark Fiber
1,11,398 km

1,137 fiber nodes and
1,870 wireless base stations

Expansion to
20 cities

9 cities
Fiber nodes across India

Nx 400 G
metro networks deployed in India

10,772 SDWAN
Links

1 OCLS

Invested higher sums in
fiber networks across cities

Future Plans



To deploy networking assets in metro towns and Tier-2 cities in India.



To increase the capacity of existing Data Centers at Mumbai, Delhi, Chennai, Bengaluru and Hyderabad in the next few years. Every Data Center will be able to offer 10-15 MW capacity, larger floor height, on-premise substation, and high-power density rack.



To increase power demand from renewable energy sources by 50-75% over the next 3-4 years.



We engaged in the most economical real estate acquisition from mostly government agencies on the most dense fiber corridor, thereby reducing latency and land selection. We ensured full cost optimization to be able to get maximum traction among the clients. Further, we continue to refine our Data Center architecture and ensure power optimization in designs to be able to commission the facility in the quickest possible time.



Manoj Nambiar,
Head – Construction



Intellectual Capital

Researching and Innovating in the areas of the Future

Sify has emerged as the indispensable convergence bridge that enterprises seek. Today, it is one of India's largest digital transformation companies, delivering the converged ICT ecosystem to benefit industry-leading enterprises.

Innovation is a conscious state of mind at Sify. With over two decades of experience in the business, it well understands the digital transformation demands of the modern-day enterprise. It serves as a one-stop engagement across networks, data center, cloud, digital, and IT services. It is continuously enhancing its culture of innovation, and aligning well with data and information security norms in the current scenario.

With its strong domain knowledge, Sify continues on its mission of innovating new products and delivering advanced platforms with an aim to partner with clients in their digital transformation journey and also adhere to the industry's changing needs.



Impact on other Capitals



Financial Capital



Human Capital



Manufactured Capital



Social and Relationship Capital



Natural Capital

UNSDGs impacted



Gaining a competitive advantage

As a purpose-driven organization, Sify believes in making technology responsible and humane. It earns a competitive market advantage due to its organizational processes, associate knowledge and expertise, proprietary information and intangibles.

Sify strives towards innovation that is focused on experimentation, learning and growth. This is aimed at building an ecosystem that is well-connected and creates sustainable technologies to define customers' needs.

The Company's informational resources help create new products, gain new customers, and improve profitability. It stays committed to developing next-gen technologies that help address the pressing issues of enterprises and create a positive impact across business domains.

First choice for start-ups and SMEs

Sify offers a suite of solutions that comprises 14 top-of-the-line data centers, a pan-India MPLS connectivity, Gen 5 CloudInfinet Cloud Anywhere platform, InfinetDigital digital transformation platform for XaaS. It also engages in key partnerships with global OEMs. With its deep expertise in business transformation, Sify is the first choice for start-ups, SMEs and large enterprises.

Sify's Products and its Competitive Advantages

One Sify Marketplace

Product Description

- A seamless platform for customers and partners to access a variety of products and services
- Enables effortless procurement and management of services, improving efficiency and convenience
- Offers a diverse range of products that cater to different business needs
- Designed to enhance operational efficiency and ease of use through automation

Product Edge

- Streamlined onboarding process for new customers
- Ensures smooth order placement and execution
- Enables partners to onboard customers efficiently
- Access to order placement and commission review tools
- Automation facilitates ease of service access and management
- Customers benefit from structured processes that ensure efficiency
- Greater transparency in pricing and service options
- Reduced manual intervention through automation
- Seamless tracking of orders and transactions for better visibility

Sify Beacon

Product Description

- NMS tools for shared and dedicated managed service platform
- Provides fault management, configuration management and performance management

Product Edge

- Complete in-house development and support
- Reduces device certification cycle (two weeks)
- Agility in new feature development/ enhancements and support



OnNet

Product Description

- Order services in real time via a portal between select sites
- Change bandwidth and create new services in real time
- Connect to internet, public clouds, data centres, and other enterprise sites
- Fixed bandwidth or burst bandwidth [schedule or demand]
- Pricing – fixed or usage based Data Center Architecture 5.0

Product Edge

- Enable customers to gain control of networks
- Self-service ordering, making change in minutes
- Near real-time service delivery
- Seamless connectivity across enterprises/data centres/ clouds
- Scale networks with agility, flexibility and choices
- **Agility:** Real-time scale up and down of bandwidth in line with digital business needs

- **Flexibility:** Pay per use billing with flexible contracts – fixed or burstable bandwidth
- **Choices:** A service for any flavor of business requirement – MPLS / DC interconnect / global cloud connect / internet / P2P / voice and messaging / communication as a service
- Single pane of glass service lifecycle management
- Value to customers
- Ordering
- Account creation TAT shrunk to 24 hours
- Order registration is digital and instant
- Service delivery
- Feasibility TAT shrunk to minutes
- Cross connect TTP shrunk to under 48 hours
- Service activation TTA shrunk to minutes
- Service testing and verification automated as part of activation
- Service assurance
- Bandwidth changes online and in minutes
- Standard service requests fulfilment with auto remediation
- Service disconnect management automated and instantaneous
- Service shifts within feasible sites online and within minutes

Cloudinfnit

Product Description

- Offers on-demand infrastructure on a multi-tenant, robust and fully scalable platform.
- Utilized to host the most demanding IT applications of client.

Product Edge

- Wide array of services Include a wide range of choices across the portfolio of computer, storage, network, security, analytics and protection services to provide end- to-end IT infrastructure on a pay-per-use basis
- Safety and service assurance IT applications of clients are located in enterprise-grade, secure, highly available self-service environments backed with stringent service-level guarantees

Cloud Management Platform

Product Description

- Consistent user experience across clouds to simplify consumption.
- Out-of-the box blueprints that can be further customized.
- Detailed tracking of billing data to rationalize consumption and optimize costs.
- Automated discovery and tagging of resources across clouds for efficient management.

Product Edge

- Architect and implement the most efficient multi/hybrid cloud
- AI -driven continual workload optimization for improved app performance
- Round trip ITSM integration for comprehensive visibility and auto-remediation



ForumNXT

Product Description

- An India-centric inventory management solution to handle local supply chain management challenges for global companies entering India.

Product Edge

- **Integration of multiple services:** This Cloud-based solution is integrated with Sify cloudinfnit™ and Amazon's Web Services (AWS) platform; can easily be scaled to meet the needs of large international businesses
- **Visibility:** Gives brands visibility on their products, distribution, challenges, markets, and demands

SkillFLO (IP Initiated)

Product Description

- An SOP authoring platform with support for streaming videos along with an end-user app for Android and iOS tablets to view content offline. There is a Progressive Web App for end-users on web browsers as well full online access.

Product Edge

- Ability to export authored content as SCORM packages that could then be imported to any LMS
- Ability to integrate the analytics with third-party xAPI compliant LMSs via their LRS

Sify LiveWire

Product Description

- Sify's home grown Learning Management System (LMS).

Product Edge

- This is a basic LMS for small to midrange companies. However, its major edge over competition is its ability to gather analytics from XR apps via xAPI through the LRS (A future scope in the roadmap)

InfiniSkillFLO

Product Description

- An advanced AI-powered content automation platform designed to elevate the training strategy.
- It combines state-of-the-art tools with intuitive content management to create a powerful digital learning ecosystem that is built to simplify and accelerate every step of the content creation journey.

Product Edge

- InfiniSkillFLO enables the users to streamline content development, enhance learner engagement, and optimize training delivery – all through advanced AI capabilities.
- Its modular, scalable design helps expand the content automation strategy to meet the diverse learning needs, reduce development time and drive greater impact across the organization.

6DOF based VR on Android and iOS mobile devices VR6DoF (IP initiated)

Product Description

- A unique solution developed by Sify COE that allows VR experiences on mobile devices with 6 Degrees of Freedom.

Product Edge

- No other known service provider in the world currently has 6DoF capability on mobile devices (Android and iPhone).

Sify's Data Center Architecture 5.0

Product Description

- In-house developed data center architecture.
- SDA 5.0 builds upon the POD-based SDA 4.0 design architecture and is a cost-optimized design suited for the Indian ecosystem.

Product Edge

- **Higher Flexibility:** Provides for increased customization even as it optimizes the cost of design and construction.
- **Better Yields:** Its enhanced customization options allow for customization to higher resilience and densification options to 2x, which helps in maximizing KW yield.
- **Lower Capital Cost:** The inside-out design philosophy, increased standardized features and components, in-house engineering and delivery team and just-in-time, and modular construction reduce the capital cost for setting up the Data Center

Field Management System

Product Description

- Field Management System is an all-in-one solution designed to streamline the operations of field engineers by managing their profiles, scheduling, work orders, and performance in real-time. It integrates cutting-edge technology to optimize resource allocation, automate workflows, enhance mobile support, and provide comprehensive reporting and analytics.

Product Edge

Field Engineer Management:

- Detailed profiles with skills, certifications, and past performance.
- Real-time geo-location tracking for better resource management.
- Battery Level Alerts – Monitor device battery status and notify the technician when it is low.
- Signal Strength Detection – Ensure technicians have stable network coverage in the field.

Smart Scheduling & Dispatching:

- Efficient task assignments based on real-time availability, proximity, and skillset.
- Allows manual or automated technician dispatching based on location and availability.
- Route optimization to minimize travel time.

Workflow Automation:

- Automated task assignment through intelligent, rules-based algorithms.
- Push notifications and SMS alerts keep engineers updated on work orders and changes.

Enhanced Mobile Support:

- Engineers can access work orders, track time, and communicate directly from their mobile app.
- Time tracking and clock-in/out features directly from the mobile interface.

Robust Work Order Management:

- Create, assign, and track work orders with customizable forms, checklists, and real-time status updates.
- Enable collaboration among engineers for complex tasks.

Real-Time Reporting & Analytics:

- Visualize real-time data through a comprehensive dashboard.
- Track engineer performance, task completion, and cost/time analysis for more informed decision-making.

Seamless Integration:

- Easily integrates with third-party systems like ITSM, AD, and Maps for an optimized workflow.
- Automatic billing based on task completion, parts used, and travel distance.

Key Features

- Faster and more efficient field service operations
- Reduced downtime
- Improved customer experience with real-time tracking
- Lower costs through automated scheduling and shortest path detection
- Enhanced technician productivity with mobile and automated flow

Aakaash

Product Description

- **Aakaash Portal** is an advanced, centralized self-service platform designed to give customers full view over their network services, including Managed service, SD-WAN With real-time tracking, performance analytics, and fault management. The platform integrates seamlessly with SD-WAN platforms, offers automated reporting and notifications to keep users informed about network health and incidents.

Product Edge

Performance Management for WAN/Managed/SDWAN/OTT and etc:

- Real-time monitoring and performance analytics for all network devices and applications.
- Track and visualize key metrics like latency, throughput, and uptime to maintain consistent service delivery.

Seamless Integration with SD-WAN platforms:

- Reporting from different SD-WAN platform (Versa, Viptela, Fortinet, Meraki, and others)
- Gain full visibility over your SD-WAN network performance, application, security and logs.

Automated Reporting & Notifications:

- Generate comprehensive reports detailing network performance, downtime, incident history, and service utilization.
- Receive instant notifications for any performance issues.

Service Assurance

- Detailed incident reports and alerts
- Intelligent alerting ensures that customers are informed of issues as soon as they arise,

Comprehensive Dashboard:

- Visualize all key performance indicators (KPIs), network health, from a unified, real-time dashboard.
- Customizable views allow users to focus on the most important metrics and get instant insights into network performance.



OnNet

Product Description

- **Onnet Portal** is an in-house, self-service digital services platform designed to empower customers with easy access to a wide range of network services across connected buildings and data centers throughout India. The platform simplifies the process of connecting to cloud services, internet, and ethernet offerings, all with just a point, click, and connect approach. With on-demand agile services and complete lifecycle management

Product Edge

- **Self-Service Portal:** Users can provision, scale, and manage connectivity in real time.
- **On-Demand Connectivity:** Provision network connections instantly via an SDN platform.
- **Flexible Bandwidth Scaling:** Increase or decrease bandwidth, as needed.
- **Connected Buildings and Data Centers:**
 - Gain access to a network of connected buildings and data centers across India, enabling widespread connectivity and flexibility.

- Leverage the extensive infrastructure for fast, reliable, and scalable services.
- **Simple Point, Click, Connect:** Effortlessly connect to a range of services with a simple, intuitive point-and-click interface.
- Reduce the complexity of service activation and management, ensuring an easy-to-use experience.
- **Cloud Connects, Internet & Ethernet Services:** Access a variety of cloud connects, internet, and ethernet services to support business operations.
- **Complete Lifecycle Management:** Manage the entire lifecycle of your services, from provisioning to ongoing monitoring, optimization, and deactivation, all within the portal.
- Track usage, manage configurations, and receive detailed performance analytics for all connected services.
- **Real-Time Analytics & Monitoring:** Monitor network performance, service status, and connectivity health through real-time analytics and monitoring tools.
- Proactively track usage, service availability, and performance metrics to optimize the network environment.

Key Features

- On-Demand Connectivity
- Cloud Direct Connect
- Dedicated Internet Access (DIA)
- Flexible Bandwidth Scaling
- Real-Time Monitoring
- Secure Private Networking (VPN)

New Products and Platforms

Anvaya: A Unified CMMS Platform for Data Centre Automation

Product Description

- In today's mission-critical data centre environment, operational excellence is driven by automation, predictability, and visibility. To address these priorities, we have developed and deployed Anvaya – an in-house, integrated Computerized Maintenance Management System (CMMS) platform tailored specifically for our data centre operations.

Product Edge

- Anvaya consolidates all key maintenance and operational workflows into a single digital ecosystem, offering centralized control, proactive decision-making, and compliance management.
- By enabling data-driven insights and automating routine functions, Anvaya significantly reduces manual effort, improves response times, and enhances infrastructure reliability.
- The platform comprises multiple interlinked modules designed to streamline asset management, preventive maintenance, incident handling, logistics, safety, and service level compliance – all aligned with our broader objective of end-to-end data centre automation.



CanopyPower Dashboard

Product Description

- The CanopyPower Dashboard is a smart and easy-to-use platform that helps us monitor and manage our renewable energy systems. It brings together live data from solar panels, wind turbines, and battery storage, and shows everything in one place. This dashboard is a valuable tool that supports our goals of reducing energy costs, improving system performance, and becoming more sustainable.

Product Edge

- All Energy Data in One Place: The dashboard shows how much energy we are generating, using, storing, and exporting. Everything is visible in real-time, making it easier for our team to monitoring of renewable energy systems across different locations.
- Supports Sustainability Goals: The dashboard tracks how much renewable energy is produced and how much carbon is saved. This helps measure the environmental impact and showcase our commitment to green and responsible operations.
- Quick Problem Detection: The dashboard provides an alert in case of an issue with any part of the system, such as a faulty sensor or drop in solar output, helping the team take quick action and avoid downtime.

Investing in Tech Tie-Ups

Sify engages in partnerships with enterprises that synergize with its current lines of businesses. As part of its corporate venture capital initiative, it continues making investments in US-based start-ups.

In FY 2025, Sify's total investments in start-ups amounted to USD 7.21 Million. This was aimed at promoting innovation and creating disruptive products and platforms.

Enhancing Digital Experiences

Sify completed automation of service assurance, asset management and service provisioning across its entire network, as part of its Digital Experience project. Enhancing customer experience and delivering sustainable growth was the key aim behind this initiative.

The Company enables clients to streamline their current strategies and re-evaluate their

priorities and help them operate seamlessly. Our disruptive technologies help build more resilient systems and processes and provide real-time insights.

Sify's quest for a perfect Data Center design has innovation at its core. It steers towards a stronger and reinforced digital future by turning challenges into opportunities and redefining possibilities.



One Sify marketplace is an outcome of streamlining, automating and enhancing the buying experience of IT services, while ensuring that technology purchases can be commoditized. We strongly believe that adding value for our customers begins with simplifying the go-to-market (GTM) process for them.

C R Srinivasan,
CEO, SDSL



Human Capital

Guided by Our Values and a Culture of Driving Positive Change

Sify's organizational culture is geared towards driving positive change and institutionalizing an integrated ecosystem to support its employees in every possible way. Its employees help deliver long-term sustainable and inclusive value to all the stakeholders. With learning embedded into the lifecycle of every employee, Sify invests in enhancing their competencies and providing a holistic work experience.



Sify is an internationally diverse organization. It accelerates the uniqueness of every individual by fostering an environment of inclusion and empowerment and enables the employees to bring their most authentic selves to work every single day in a holistic work environment.

Sify's employees find meaning in what they do, while they create value for the Company. Its human capital strategy is geared to create an unparalleled employee experience through an empowering and inclusive culture that offers diverse learning opportunities.

Sify provides an inclusive, safe and supportive environment for its employees. It encourages

collaboration and creativity and keeps finding new ways to invest in the learning and career development of its employees, and focuses on their welfare and well-being. To enable operational excellence, it inculcates the Sify philosophy in all its employees and entrench the spirit of innovation in them.

The Company continues to make significant investments in its learning and development function towards building a resilient organization and remains focused on its key business imperatives. Its focus remains on engaging its employees, ensuring their well-being and catering to diverse needs through trainings.

Impact on other Capitals

-  **Financial Capital**
-  **Manufactured Capital**
-  **Intellectual Capital**
-  **Social and Relationship Capital**
-  **Natural Capital**

UNSDGs impacted



HR Philosophy and Approach

Sify has a unique culture that values every Sifyite's contribution to its remarkable growth journey. It follows a corporate philosophy of being an "Employer of Choice" by creating a high-performance work culture and effective people practices. The team members at Sify are supported with the required resources to pursue new passions and build new skill-sets.

Key Highlights of FY 2025

Diversity, Equity and Inclusion

Sify continues to improve its people's strengths and enables them to keep pace with growing demands and opportunities. It remains committed to build a more equitable and inclusive world by enhancing diverse representation, fostering an inclusive culture and ensuring equitable access to opportunity for all. Sify's constant endeavor is to ensure the organization is ready to meet its business current and future needs.

Diversity, equity and inclusion (DEI) is a key instrument for growth at Sify and this is what makes it a naturally inclusive organization. The Company's DEI framework emphasizes on embedding the DEI ethos across the organization and fostering an environment of inclusion and empowerment. Sify focuses on building an inclusive work environment using multiple tools and practices, and ensuring its leaders also model diversity and inclusion. At Sify, DEI leads to better hiring, improved customer and vendor relationships, better perception of innovation, and a better reputation. Sify focuses on enhancing inclusion and representation right from hiring to development and engagement.

Systems

A look at practices, processes and systems to weed out sexism, racism, ageism, ableism, gender disparities and others

People

To engage and know people well for shared vision and voices heard

Fairness

Provide what people need, specifically in equity as well as access and opportunity

Inclusion

Create inclusive strategies that foster representation and belonging

Focus Areas for 2025-26

Ideas

Hiring mandates

15% of all business and technology roles must comprise of women

Policies

Women-friendly policies for shifts/ travel/transport need to be looked at

Market and promote

Our talent/role models, our policies and our stories (social/event participation)



Gender Diversity Across Businesses

Company	Male		Female		Total	
	On-Roll	Contractual	On-Roll	Contractual	On-Roll	On-Roll + Contractual
Sify Technologies Limited	932	701	184	19	1,116	1,836
Sify Infinit Spaces Limited	204	47	11	1	215	263
Sify Digital Services Limited	2,707	150	368	10	3,075	3,235
Total	3,843	898	563	30	4,406	5,334

Age-wise Diversity

	Sify Digital Services	Sify Infinit Spaces Limited	Sify Technologies Limited	Total
Female				
30-50	85	6	78	169
50 and above	3	2	7	12
Less than 30	290	4	118	412
Total	378	12	203	593
Male				
30-50	2,019	169	1,052	3,240
50 and above	94	27	123	244
Less than 30	744	55	458	1,257
Total	2,857	251	1,633	4,741
Grand Total	3,235	263	1,836	5,334

Diversity of Governance Bodies and Employees

	Males	Females
Board of Directors	5	2
Total	7	
Board Diversity	28.57%	

A continual change is enabled in Sify's organizational culture through DEI. To steer this change, the Company mapped out its short-term strategy and SMART goals over the next three months. It continues to drive its social and external campaigns to help hiring mandates, promote talent and create icons.



Sify's SMART goals are well-aligned with its internal and external stakeholders, planning and review cadence, and for setting the Company's core objectives.

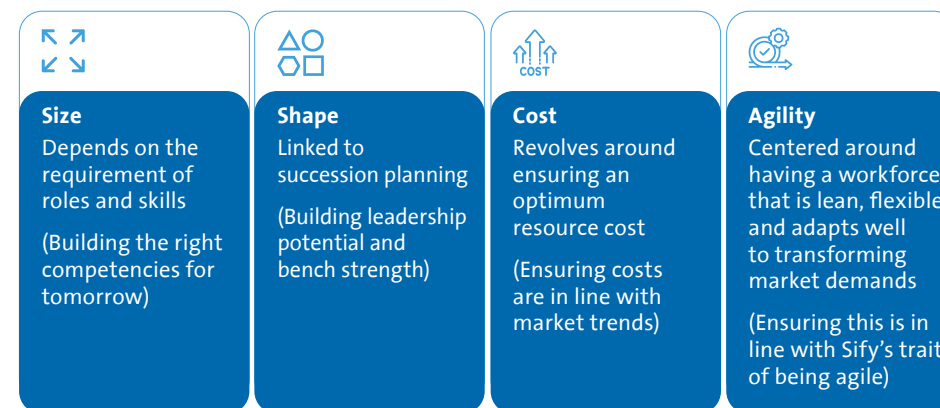


Campus Visits (Management vs Engineering)

Management Trainees	42
Engineering Trainees	303
Others (Virtual/Physical Interview)	759
Total Hires	1,104
Employee Turnover Rate (%)	23.31%
Increase in employee turnover rate (%)	4.31%

Building a Talented and Agile Workforce

Sify's single-minded Human Resource (HR) objective is to ensure that its workforce is right-sized, right-shaped, agile, and dynamically cost-optimized.



Key Focus Areas to Achieve its HR Proposition:

Creating an Annual Operating Plan (AOP) at the start of every financial year

Executing workforce plan by collaborating with business, HR and learning partners

Planning Internal Job Postings (IJPs), referral campaigns and external talent hunt

Having management buy-in for our hiring roadmap based on workforce plan, in terms of required count of resources, and sourcing the right talent with skills and hiring strategy

Reviewing quarterly workforce plan to check for readiness status and changes, if needed, basis business and market needs

Incorporating skill development plan based on business and skill requirements, followed by planning and roll-out of in-house training models, vendor and training of OEM

Conducting workshops, led by respective business leaders, to develop the AOP, with participation from business, delivery, HR and finance teams for every business segment

Determining manpower requirements (workforce plan) as part of AOP, primarily based on our business strategy, annualized targets, and existing people analytics revolving around count, skills and cost



Robust Hiring Strategy

Sify has adopted a two-pronged approach to ensure the right mix of experience and fresh talent in its team.

Lateral hiring

- Focusing on specialized and niche skills, powered by experience and expertise
- Sourcing and hiring candidates with relevant functional knowledge, subject matter expertise, competency check, and cultural fit
- Ensuring designated panels for each technology tower established to assess specific technical skills
- Assessing specific competencies required to perform the role through a case study and scenario-based evaluation technique
- Enabling online assessment tools, like Mettl's and Thomas profiling, for specific functions during selection
- Undertaking Internal Job Postings to provide opportunities to the internal teams to pursue a different career path

Campus Connect

- Conducting in-course training that supplements students' curriculum and imparts industry-grade skills
- Completing a comprehensive training program on Graduation Day, where students being conferred with certificates and allotted to different teams
- Identifying additional requirement of role-specific young talent
- Approaching reputed engineering and management institutes for identifying talented students, screening them for aptitude and technical capabilities through online assessments, and following it up with technical and HR interviews
- Having a dedicated team to manage Campus Connect program to promote campus corporate relationship

55,191

Hours spent on induction for campus hires

303

Engineering Trainees

42

Management Trainees

9

Campuses

Streamlined Onboarding Process

Sify has established a well-defined process to ensure an associate's smooth induction and onboarding into the organization. An associate feedback system helps in the employee's association with Sify (Day 1, 7, 30, 90). This feedback is recorded through an online survey called the Onboarding Experience.

Sify's Onboarding Experience Survey enables the Company to receive regular feedback from its associates, which is shared with concerned stakeholders to facilitate timely interventions and ensure satisfaction.

Keeping Employees positively Engaged

Sify's employee engagement forums assist in keeping its employees motivated, inspired with high morale. Some of its key initiatives are talent showcases, sports events, health camps and quarterly townhall meetings.

Employee Engagement Platforms

MFINE

An online platform to enable the employees to book medical services at discounted prices.

1-to-1 Help Counselling Solutions

A panel of psychologists and counsellors that help employees address issues on personal and professional arenas.

Sapphire IMS

A tool that helps employees raise requests on HR-related issues and track progress of their requests until resolution.

Amara AI

A tool that tracks critical touchpoints in an employee's lifecycle (onboarding to separation) and gauges his level of engagement. It also enables Sify to proactively identify highly disengaged employees, who are at the risk of attrition.

POSH Policy

Sify has constituted a grievance panel to implement the POSH policy, address complaints of sexual harassment and deal with all cases of alleged sexual harassment. The POSH policy is strictly enforced with the aim of providing a safe and secure working environment for all employees, regardless of their gender.

The grievance panel created for the policy includes senior women employees and other members from different businesses and geographies. Period training programs are organized on POSH to educate the employees and increase awareness on the provisions of the POSH Act.



Learning and Development

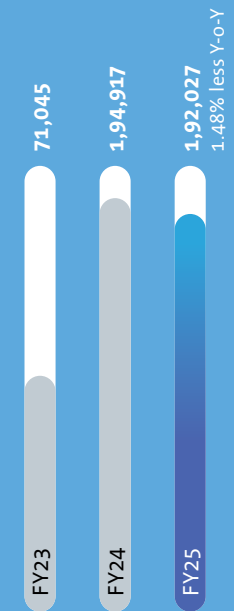
A culture of continuous learning is not just a goal, it is a necessity for our growth and success. Sify is committed to provide continued support in fostering this learning mindset across the organization. During the year, there was a strong upward trend in both participation and learning hours, a testament to our deepening learning culture and our people's dedication to self-driven development.

Each business unit at Sify played a pivotal role in shaping the learning landscape. Their unique contributions offered insights into role-specific learning priorities and enabled targeted developmental efforts aligned with the overall business goals.

Learning with Purpose. Growing with Impact.

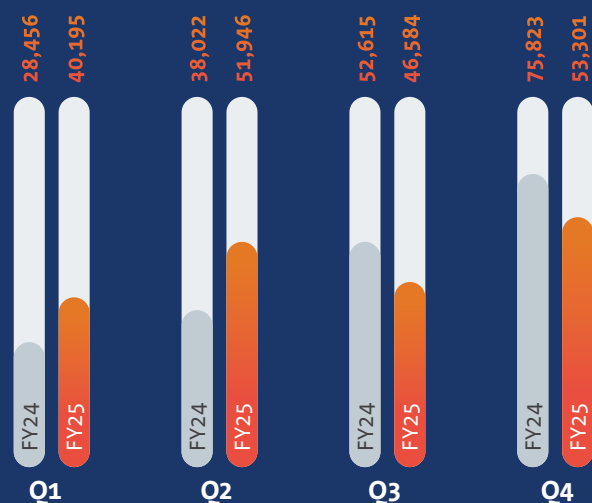
FY 2025 marked another important chapter in our organization's learning journey. With a total of 1,92,027 learning hours during the year—a slight decrease of 1.48% our workforce continued to demonstrate strong commitment to growth and capability building.

Learning & Development



Demonstrates year-on-year commitment in learning participation and hours, reflecting our strengthened learning culture across the organization.

Quarterly Comparison on Learning Hours



Training Delivery Mode – Learning Hours

	SDSL	SISL	STL
E-learning	1,10,402	5,590	20,767
ILT	9,867	2,799	11,905
Supplementary Learning	23,410	222	7,064

Average Learning Hours Per Employee in FY 2025

	SDSL	SISL	STL
	44.41	32.74	21.64



Learning Hours Business Unit-Wise

	Apps	DC	DMS	DTIS	NCS	Sales & Mktg	SBI	Support
Associated Covered	60%	69%	46%	62%	62%	42%	83%	56%
Learning Hours	15,012	7,590	15,330	14,662	50,724	11,151	68,357	8,952

Key Highlights on Learning & Development in FY 2025

Illuminate Learning Sessions

A pitch enablement session by SMEs/experts on latest technologies/trends/value proposition on chosen topics. Overall, ten sessions conducted.

CHIP ET and MT

Engineering (303) and Management (42) students underwent the CHIP covering the technical/domain and behavioral trainings between February and June 2024.

Business Impact Intervention

Tailored to upskill and develop resources with desired business impact as an end-goal. Overall, 246 interventions conducted across BUS.

SD-WAN Certification Program

Created on Sify LMS across three Identified OEMs for SD-WAN which include Cisco, Fortinet, and Versa. Course is launched and the first assignment will be done for 38 associates from NCS team.

Managerial and Leadership Development Program

Helps build an individual's leadership skill and capacity to excel, both personally and professionally, in their role and organization. Overall, ten programs conducted.

Employee Orientation for SBI NI Project

This module outlines the behaviour and conduct expected from associates working on the SBI Project. It ensures alignment with the client's work culture, essential for smooth collaboration at the client location.

Sales Excellence Workshop

This intensive full-day workshop empowered sales professionals with advanced communication skills through DISC analysis, presentation mastery, and strategic storytelling techniques.

Sify SEED Program

SEED Career Progression Phase for 170 associates launched for NCS BU and in-progress.

Training at College Campus

Soft Skill Training delivered at Vishnu Institute of Technology, Bhimavaram for

third year students for CSE Allied, Circuit and Core Branches. Topics delivered - Effective storytelling for business and presentations, breaking tasks into manageable steps and overcoming procrastination, client interfacing skills and understanding team dynamics.

ETs Integration Program (Duration: 6 months)

52 ETs from digital and industry applications were part of this program. Skills and scope were benchmarked based on input from leaders. The program focused on:



Fundamentals Skilling:

Development of behavioral skills, with each associate presenting what they learned.



Deep Skilling on Technical Areas:

Technologies relevant to the project and role.



Shadowing Phase:

ETs were mentored by buddies.



Final Milestone Evaluation:

Assessment of competencies and skills acquired.

Learning Certifications & OEMs

Total Certifications: 261

Q1	Q3
86	73
Q2	Q4
58	44



Sustained Learning and Development

A culture of continuous learning to upgrade skills and a commitment to smartly execute the organization's goals is what Sify believes in. Having a well-defined system of learning and development, aligning its people with transformations in the business ecosystem, particularly in the context of technology, are some of its priorities. The key objective of the program is to drive performance excellence, and align it with the Company's growth and also that of its employees.

Sify mandates a minimum of eight hours of learning in every quarter (32 hours yearly) to improve the overall competence of its associates. It aims to build a skilled and motivated workforce that can adapt to new challenges and opportunities. The Company's learning and development programs are

designed to support this goal and provide a wide range of learning opportunities to its employees at all levels.

Learning Transformation

Building a sustainable Sify is the key vision of the Company's senior management. As per the organization's learning transformation agenda, every associate is mandated to undertake a specific number of courses within a prescribed time frame.

The talent transformation agenda of Sify is aligned with skills required to perform specific roles. It offers learning courses to help in learning transformation by leveraging external knowledge sources and through its internal library. Leadership development, technical and behavioral skill enhancement, and certifications across functions are some of its learning processes.



Leadership Development

The focus is on developing leaders and honing their professional abilities to take on critical responsibilities and perform efficiently in various leadership roles.



Certifications

Certification programs provide learners with an opportunity to train and develop a specialized skill based on the business requirement. It helps organizations to achieve professional goals and helps in advancement of associate professional career as well.



Technical and Behavioural Skill Enhancement

The focus is on both soft and hard skills to develop technical and behavioural competencies of an individual which will help them perform their job efficiently and effectively.

Key Learning and Development Initiatives



Career Progression Framework

- Created for GNOC team
- Levels covered - L0 to L3 for nine teams



Competency Framework

- Piloted with DC operations to identify competencies of nine job families
- Identified 23 core competencies (technical and functional)



DC Induction Program

- Launched on 10 January, 2023 to create awareness of the Sify Data Center setup, technical knowhow, behavioral skills, financial components, and compliances
- Overall, 15 modules totalling 8.44 hours Certification Tracking Tool
- Initiated across BUs to collect information on global certification completed by the associates



Learn On the Go

- An initiative that enables associates to access courses based on their interests and domain as they go about their daily work schedule or at leisure
- Courses are of short duration (range 5–15 minutes), which can be consumed by associates anytime, anywhere
- These short bursts of courses are identified by the L&D team and published twice weekly

Scheduling trainings

Incorporating skill development plans



Other Initiatives

Sify sponsors industry-grade certification programs and OEM-sponsored programs for associates identified to play key roles in critical projects. These programs help associates acquire direct training from the service owners and experts.

Sify reimburses the fees for specific technical courses undertaken by associates to encourage and facilitate upgradation of technical skills and for learning of new technologies.

Key Highlights for FY 2025

INR 134 Lakh

Total L&D expenses

1,36,759 Hours

Spent in e-learning

24,571 Hours

Spent in ILT training

4,363

Associates trained in e-learning

1,746

Associates trained in ILT

5,989 Hours

Spent in external trainings

1,48,642 Hours

Spent in Technical and Domain Training

12,320 Hours

Spent in behavioral training

4,277

Associates trained in technical and domain

Employee Engagement



Engagement programs



Employee well-being sessions

Rewards and Recognitions

Employees who demonstrate excellence at work are recognized and rewarded every year at regional and national levels during the Sify Annual Business Conference.

Key Focus Areas for FY 2025

Other capitals impacted

Manufactured Capital

Ensures seamless and uninterrupted utilization of assets

Financial Capital

Leads to investment in people who work better to enhance revenue and returns

Intellectual Capital

Enables increased participation in developing innovative products and solutions

Natural Capital

Helps optimize utilization of resources for environment protection

Social & Relationship Capital

Provides superior customer experience

Human Capital

Enhances employee engagement

UNSDGs Impacted



At Sify, we believe that sustained performance comes from empowering our incredible team. We make effective utilization of resource. And while we understand productivity is important, we focus on celebrating achievements and recognizing future growth potential of each employee. Our talent development strategy blends performance and growth, cultivating future leaders through succession planning and a culture of continuous learning. We are excited to create an environment where everyone can thrive together. ”

Mayuri Phalgunan,
Director, HR



Social and Relationship Capital

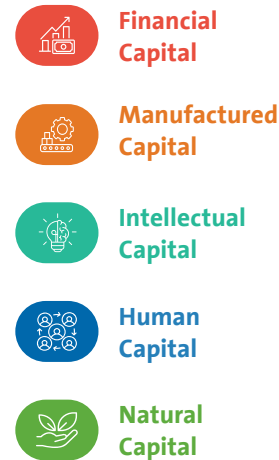
Willingness to Engage and Serve Responsibly

Sify believes in building robust relationships with its stakeholders through transparent and effective communication. It follows a philosophy of creating and delivering holistic, long-term and sustainable value, and remains committed to ensure an inclusive governance approach.

The Company's focus remains to ensure transparent and ethical business dealings with all the stakeholders across the entire value chain. It reaffirms its passion and commitment towards the success of all the stakeholders, ensuring their well-being.



Impact on other Capitals



UNSDGs impacted



Creating Value for Our Stakeholders

Industry

Sify has established itself as the only integrated player in India offering all services under a single roof – Network, Data Centers and Digital Services. Below are some features on how it creates value for the industry.

- Built its first commercial Data Center, pioneering the establishment of Data Centers as a key business stream
- Set up India's earliest Green Data Center in Noida
- Established India's first MPLS network with bandwidth services for enterprises, content providers and providers of over-the-top platforms
- Pioneered the concept of Open Cable Landing System in India, democratizing connectivity across the globe

Customers

Sify creates value through its wide portfolio of sector-focused business solutions, cutting-edge innovation, digital and technology capabilities, and assists its customers to create new possibilities. It is becoming the preferred choice for an increasing number of business establishments and government organizations. Its brand-agnostic approach helps it in servicing customers across verticals and services, based on individual requirements.

- MPLS Network and Cloud agnostic Global Cloud Connect offers leading cloud providers a platform that enterprises can seamlessly leverage to connect with locations, Data Centers and workloads in other public clouds.
- Sify's Data Center Interconnect services can be utilized by Google cloud customers. This helps the customers with cutting-edge performance on mission-critical and

latency sensitive applications. This service is offered from 53 Data Centers pan-India, including Sify's own carrier-neutral co-location facilities.

- Sify offers its customers the benefit of working with inhouse resources vis-à-vis multiple service providers.

Supporting Customer Sustainability Goals

Vertiv helps customers enhance sustainability by designing energy, water, and space efficient infrastructure solutions. We collaborate on data center designs that align with sustainability targets, ranging from green facilities to hybrid systems, and engage in industry and government efforts to reduce energy consumption.

Key Highlights:

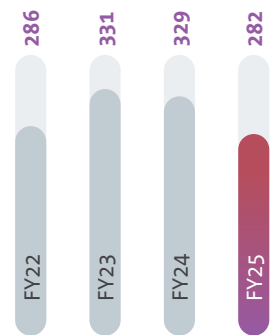
- Developed **Energy Logic**, a 10-step roadmap enabling up to **50% energy savings**
- Provided **data center assessments** with up to **60% verified energy reductions**
- Achieved **ISO 14001** and **NABERS accreditation** in Australia
- Enabled **billions of gallons in water savings** through water-free cooling systems
- Delivered **AHRI-certified cooling and UPS systems with 98.5%+ efficiency**
- Pioneered **lithium-ion UPS** solutions with **3x longer lifespan** and reduced waste
- Offered **ENERGY STAR® certified UPS** across **8 product lines**



Communities

Over the years, Sify continues to engage with social and ecological challenges that face humanity in a deep and meaningful manner. It remains committed to engage with the communities on issues that matter

Total CSR Spend (INR Lakh)



most to them. It has created a systematic approach to serve the society's under-privileged communities.

Sify's social initiatives are centered around four key dimensions in the areas of Healthcare, Education, Sanitation and general well-being. As a strategy, it makes investments in the most backward communities. Through programs aimed towards these initiatives, it strives to expand its community reach and aims to create a positive impact on people's lives.

Shareholders

Notwithstanding the macro-economic and industry challenges during the year, Sify continued to sustain its growth momentum. It offers adequate wealth creation opportunities to its shareholders as it continues to register consistent performance and healthy profitability over the years. It continues to exercise prudence to create and deliver consistent value and remains on track with its medium-term performance guidance.

Sify deploys multiple channels of communication to keep the shareholders informed about various development and events. The Company not only reports its financial results in a timely manner, it also communicates business outlook, risks and opportunities, and the organization's long-term strategy to the investor community.



Transforming our Connectivity Highways for AI

Starting with an express path between New Delhi and Mumbai and then to Hyderabad, Sify has upgraded its countrywide NLD network to support services up to 600G. This upgrade is helping interconnect Sify's key Artificial Intelligence (AI) ready data center hubs in Mumbai, Hyderabad and Delhi and the surrounding metro areas with a highly scalable network.

Sify is using Ciena's 6500 Reconfigurable Line System both powered by WaveLogic 5 Extreme (WL5e) coherent optics for its National Long-Distance (NLD) Networks (Delhi-Mumbai-Hyderabad) Corridor.



The deployment is also helping provide reliable and high-capacity connectivity for India to retain its leadership as a major outsourcing hub and global IT service provider. The project will support the bandwidth needs of 5G, AI and IoT services, and edge computing. Direct, high-capacity links, such as the Sify project, results in lower latency and faster internet services for end-users.

Sify works consistently to re-establish ecological harmony in the spheres of air, water, and land, focusing on "Restoring Ecosystems". This forms the core principle of choosing the technology vendor, while keeping out business needs.

The technology chosen by Sify provides the below to meet our ESG commitments:

	WLAi Technology	WL5e Technology	WL6e Technology
Space	1	33% Less	67% Less
Power	1	Reduced by 40%	Reduced by 70%
Emission	1	0.5	0.25
Recycle	10%	70%	90%

This upgrade not only meets growing capacity demands but also supports Sify's commitment to ecological restoration by enabling energy-efficient operations and reducing CO₂ emissions.

Partnering with Schneider for Sustainability Benefits



Sify has partnered with Schneider Electric for deploying its globally renowned Data Center power and cooling solutions, such as the high efficiency Galaxy V-series UPS, LV switchgear, power distribution units with branch circuit power monitoring, high-efficiency perimeter cooling and

NetBotz sensors for data centre power and temperature monitoring. This partnership offers immense sustainability benefits to Sify, considering the Net Zero commitments of Schneider and its efforts to bring about continuous improvement in energy efficiency and embedded carbon.

Schneider's Commitment to Sustainability

Schneider has set industry leading goals equal to the task of addressing climate crisis, and is clear about the investment and action to realize them:

Carbon neutral in operations in

2025

Carbon neutral across the entire value chain by

2040

Net zero value chain by

2050

Schneider Electric has set ambitious goals across other areas of environmental impact.

Water

100%

of sites in water-stressed areas will have a water conservation strategy and related action plan by 2030.

Waste

100%

waste recovery by 2030. 200 sites already achieved zero-waste to landfill in 2020, and 100% of our cardboard and pallets are from recycled sources.

Ecosystems/Biodiversity

No net biodiversity loss in our direct operations by 2030.

Key Offerings of Towards Sustainability:

- A broad portfolio of energy management hardware, software, and digital solutions from “grid to plug”.
- A wide array of both physical and digital services, including an award-winning sustainability consulting practice.
- Supporting customers in climate journey – from strategy setting through execution to deliver results in line with climate action.



We understand that we are byproducts of our environment and carry a responsibility to leave it in better shape when we are gone. We are also cognizant of our responsibility toward the communities in which we operate. From being responsible corporate citizens, we now aim to create model social entrepreneurs within the organization.

Praveen Krishna,
Head, Communication & ESG



Natural Capital

Integrating Climate Action with Technology

Sify is committed towards building a sustainable future for the planet and for the global economy, with set targets and sustainability-driven goals to reduce emissions. It is implementing several measures to manifest its commitment towards making a better planet.



The Company is integrating climate action with technology and developing solutions that help solve sustainability issues to enable acceleration towards a low-carbon economy.

The Company delivers its solutions, designs systems and processes, and builds infrastructure responsibly by promoting environmentally responsible operations. The Company's key business strategies encompass conserving the environment through optimum use of natural resources to minimize the impact of its operations and to reduce emissions.

Impact on other Capitals



Financial Capital



Manufactured Capital



Intellectual Capital



Human Capital



Social and Relationship Capital

UNSDGs impacted



Sify is taking initiatives to ensure optimization of energy, equipment and rack space. It is consistently improving the efficiency of its Data Centers and monitoring their environmental impact. As it moves closer to its aspiration of achieving net zero emissions, the Company manages multiple Data Centers with diverse equipment, processes and procedures. It is taking several key measures to minimize electricity consumption and cut down on emissions in its Data Centers and is implementing more energy-efficient solutions to create Data Center sustainability.

With sustainability as Sify's key priority, it is implementing various measures to reduce its energy consumption and manage its carbon footprint. The Company is in a constant endeavor to improve operational efficiency of its facilities and to promote environmentally responsible processes. Adoption of renewable energy sources for its energy requirements has been a strategic step towards its sustainability journey.

INR 100 Lakh

Investment in renewable energy in FY 2025

Key Initiatives:

Signed a PPA to secure

75 MW

renewable power for the Data Center campus in Mumbai.

Actively pursuing Green Data Centers which host servers to store, manage and disseminate data designed to maximize energy efficiency and minimize environmental impact, making further strides towards a sustainable, carbon-neutral future.

GHG Reduction

In the next few years, Sify is aiming at serving 50-75% of its power requirements through the use of renewable energy. Some of its Data Center towers are currently harnessing solar energy for day-to-day operations, while a few of them are also making use of wind energy to reduce carbon footprint. It is working on enhancing its dependence on sustainable energy sources and further reducing carbon emissions for its upcoming assets.

Pursuing a Green Data Center Approach

In its endeavor to create an eco-friendly environment, Sify is in the process of pursuing end-to-end management of Green

Data Centers – right from planning and consulting on facilities, to building and migrating Data Centers, disaster recovery and remote infrastructure management. This involves formulation and execution of energy-efficient strategies and deployment of advanced technologies.

Power-optimized design structure is utilized for Data Center construction, which involves templating design and power delivery modules. Sify's team conducts six-monthly audits, the findings of which are submitted to the Ministry of Environment and Forests, in line with the Environment Impact Assessment guidelines. Green Data Centers are aimed at improving productivity, and reducing volume of incidents owing to their proactive maintenance and management.

Scope 1[#]**13,372.87 tCO₂e**[#]Scope 1 emission from refrigerants are limited to Data Center (DC) locations Only.

Scope 2

2,94,696.24 tCO₂e

Joining Hands with Sunsure Energy for Green Power

Sify Infinit Spaces Limited, our Data Center subsidiary, signed a 75MWp power purchase agreement with Sunsure Energy, India's preferred renewable energy solutions provider, to power Sify's flagship data centers in Rabale and Airoli in Maharashtra, India. As part of this, Sunsure will provide 31 MWp energy from its Solapur plant, and 44 MWp from its Dhule plant, enabling Sify complement power at its Data Centers in Rabale and Airoli with green power. This adoption of clean energy is a key step in the Company's renewables roadmap and will reduce energy costs. The shift will also result in a reduction of 81,600 tons of CO₂e emissions annually, supporting India's climate action initiatives and furthering Sify's sustainability goals

Energy Intensity

0.13 GWH/Employee

1. Non-Renewable Energy:

Electricity (Grid) (kWh)	40,53,59,341.12
Diesel Generation (kWh)	99,16,297.53
Total (kWh)	41,52,75,638.65

Green Features in Data Center Creation Blueprint

- Site ecology
- Water conservation
- Smart energy meters and equipment
- Reduction of CO₂ emissions
- High cycle content
- Effective waste management
- Eco-friendly interiors
- Afforestation

2. Renewable Sources:

Wind	98,60,120 kWh
Hydro	52,85,000 kWh
Others	37,90,402 kWh
Solar	23,95,52,819 kWh
Total	25,84,88,341 kWh

99,16,297.53 kWh

Total DG Power

Environment-related Initiatives

1%▼

Water efficiency

4.79 KL

Average water consumption per employee per month

4,92,173.86 Kg

Waste recycled

2,79,445 Kg

E-waste disposed responsibly

3,06,915.60 KL

Total Volume of water withdrawal

Waste Management

We are planning to minimize the waste generated by refurbishing or reusing the materials we use in our operations. By this way, we are taking measures to minimize waste going to the landfill and utilize the materials sustainably.

At Sify, we are committed to minimizing our environmental impact, including the impact of our waste. To ensure responsible and sustainable disposal of our waste, we work with authorized third-party vendors who specialize in recycling. Rather than disposing of our waste in traditional landfills or other conventional methods, we divert our waste to these authorized vendors who use specialized recycling techniques to minimize the environmental impact of our waste.

Recycling of e-waste has been discontinued owing to concerns regarding waste circularity. However, the company endeavors to ensure that all the waste is delivered into the hands of government authorized, waste recyclers/managers.



In an effort to further build on our foundational commitment towards sustainability this year, we focused on becoming more efficient and nimble in how we embed environmentally responsible practices across the organization.

Aman Mehra,
Head Strategy & Transformation

Strategic Blueprint and Risk Management

Sify Technologies' business strategy supports value creation for its clients and growth for the organization through our strategic priorities and a simplified operating model. By focusing our efforts and investments on attaining maximum results, we go deeper into areas that we believe we have strength and scale up to secure leadership positions.

An effective and well-planned risk management framework

Identifying, evaluating, monitoring and addressing business risks

Integrated quantitative risk analysis for day-to-day management and performance

Implementing effective risk management action plans

Strategies and our Key Enablers

Our strategies are simple and clear. Attracting and retaining our customers and keeping them at the forefront are a testament to our strategy. With razor-sharp execution of our strategies, we not only pursue profitable and sustainable growth, we also become adept at leveraging future growth opportunities. Our relentless focus on delivering superior customer experience leads us towards creation of robust business foundations.

Our Strategic Blue-Print



Cementing
Customer Connect



Value-driven Growth



Balance Sheet
Strengthening

STRATEGY 1

Cementing Customer connect

Key Tenet of the Strategy

Attracting and retaining high-value customers, generating more business, assisting them in resolving their service issues and delivering exceptional customer experiences continues to be the bedrock of our strategy.

Our Focus Areas

Strengthening service delivery platforms

Tapping new customers in existing sectors

Entering new-age sectors

Initiatives in FY 2025

Launch of One Sify Marketplace

During the year, Sify introduced the One Sify Marketplace — a unified digital platform that offers customers and partners seamless access to core services, including Network, Colocation, and Cloud Infnit. The platform simplifies procurement and service management, enhances operational efficiency through automation, and improves the overall customer experience. By streamlining access and enabling effortless management of services, it empowers businesses to focus on their strategic priorities.

STRATEGY 2

Pursuing Value-driven Growth

Key Tenet of the Strategy

Through our advanced delivery platforms and updated technologies, we continue to upgrade our products and solution, and in the process, we satiate the ever-evolving needs of our customers to pursue value-driven growth. Our relentless commitment to excellence helps businesses transform, drives progress and fosters future growth.

Our Focus Areas

Continuously widen the product basket to encompass customer-relevant solutions

Embrace new technologies to develop new-age solutions

Strengthen customer relations

Initiatives in FY 2025

Our pursuit of responsible and innovative growth was strengthened through sustainable practices. Our strategic investments were guided by a forward-looking approach designed to anticipate evolving market dynamics and drive sustainable growth. We stayed focussed on cost efficiency and fiscal discipline, which ensured that our financial strategies were well-aligned with long-term value creation.

STRATEGY 3

Balance Sheet Strengthening

Key Tenet of the Strategy

Financial prudence and operational excellence are the foundation of our robust balance sheet. This also positions us to channelize continuous investments in the space for future growth opportunities. Our capital allocation priorities, a stringent focus on derisking and our comfortable net debt to EBITDA further strengthens the balance sheet.

Our Focus Areas

Enhance free cash flow generation

Initiatives in FY 2025

We will adopt initiatives that enhance financial discipline and operational efficiency. This includes rigorous cost optimization, improved working capital management, and prudent capital allocation aligned with strategic growth areas. We will prioritize high-return investments while maintaining a strong cash position and controlling leverage. Initiatives also include diversifying revenue streams, strengthening vendor and customer terms, and enhancing digital tools for real-time financial monitoring. Risk mitigation through robust compliance, and governance frameworks will ensure resilience. Together, these initiatives will support sustainable growth while preserving a healthy net debt to EBITDA ratio and financial agility.

Risk Management

Ensuring resilience through robust Risk Management

Effective risk management is crucial for the resilience of an organization in an ever-evolving environment. At Sify Technologies, we proactively identify, monitor and mitigate the key risks through our comprehensive risk management framework, which helps deliver long-term value to all our stakeholders and supports our long-term growth.

At Sify Technologies, we continuously identify and evaluate the key business risks and our opportunities, both in the short and long term. Our constant aim is to introduce more risk management practices to boost profitability and resilience while reducing our exposure to risk. Our ability to integrate quantitative risk analysis into day-to-day management and performance of the company is the key to our corporate decision-making.

Adhering to our risk management structure, we promptly identify and address business risk in complete interest of our stakeholders. Effective risk mitigation plans are implemented to monitor and address every single risk.



Key Risks and their Mitigation Strategies

Data Center



Delivery

Customers onboarded must get delivery within a defined time frame.

Impact

Most of the project's implementation is going as per timeline – there are some impacts due to lead time on racks, biometrics, and cabling delivery.

Mitigation Strategy

Giving confidence to the customer for faster migration and ensuring stringent back-to-back delivery process with vendors.



Competition

Multiple new DC facilities are coming up in Navi Mumbai from competitors.

Impact

- Sify Airoli has limited space and power availability, which can impact business going forward.
- The shortage of availability of DC capacity in Bangalore and Chennai has given an advantage to competitors as they have the required space and power available with them.

Mitigation Strategy

We are in constant touch with customers to use DC facilities that are coming up in Noida, Chennai, and Navi Mumbai.



Capacity

We have built capacity based on expected customer requirements. The inventory needs to be sold as soon as possible.

Impact

If not, our return on assets will be low. Also, it is important to onboard customers to suit the designed power capacity; otherwise, we will have very low-capacity utilization.

Mitigation Strategy

We have seen a better fill factor for DCs. We are executing an effective go-to-market strategy for the larger capacity coming up in Chennai and Noida in the coming financial year.



Supply Chain

The time taken for placing a PR and PO after the receipt of a customer order is very high.

Impact

Delay in supply of materials.

Mitigation Strategy

We are streamlining the process for better efficiency.

Network



Delivery

Delivery lead times getting extended for all hardware. A significant increase in lead times for delivery has been noticed since January, 2022 of 40-50 weeks.

Impact

- Revenue realization and project lead times are high – extending from 2 months to 6 months now.
- The lead time for large projects involving an upgrade has increased 3 to 4 times.

Mitigation Strategy

A forward planning process is in place, and it will take one quarter to create a buffer stock. Vendor diversification with Nokia and other Tier 2 vendors will aid in tiding over the crisis. A significant shift of large orders to Nokia was completed. However, OB to revenue conversion will still take over 6 months.



Supply Chain

The existing network in Mumbai and collector/access can be impacted due to restrictions on Chinese imports.

Impact

The risk associated with Huawei is due to geopolitical issues. DOT is likely to ban further imports.

Mitigation Strategy

A parallel network in Mumbai between key sites has been made available. Slow migration is now possible and any exposure to Huawei can be mitigated both financially and technically. Collector and access impact continue.



Customer Churn

Revenue erosion due to customer churn increases from budgeted numbers.

Impact

Global alignments and price drops have contributed to customer churn.

Mitigation Strategy

Improvement in service assurance and effective management by BRM teams has reduced the churn has been reduced to a great extent.



Bandwidth Growth

More customers will consume rich media as entry costs falls.

Impact

Significant scale in bandwidth requirements from customers and possible threat from 5G.

Mitigation Strategy

- Fiber networks deployed in Tier 1 cities can support the requirements. Tier 2 cities are being covered with fiber.
- Proactive conversion of key customer links to fiber will reduce any impact of 5G.



Market

Supply might outpace demand or new entrants might build their own facilities.

Impact

With new players entering the enterprise segment, we may witness price pressure, which may erode the profit earned by the business.

Mitigation Strategy

- We are building stickiness with the customers through product enhancements.
- At the same time, we are also revisiting our cost structure to allow us to compete on better commercial terms.



Supplier

With the overall consolidation in the sector, the supplier base available to Sify for backbone procurement is shrinking.

Impact

The lack of choice may impact costs and service.

Mitigation Strategy

- We are developing an alternate supplier base and building our own network.
- In this regard, we have started to deploy microwave technologies from Nokia to augment backhaul capabilities.
- We have completed the Mumbai-Pune backbone, which is a step towards building our own network.

Digital Services



Supply Chain

There is an ongoing industry-wide component crunch and semiconductor crisis.

The Russia-Ukraine war is impacting order fulfilment, and many OEM production facilities are still operating with reduced capacity.

Impact

OEM deliveries are queued at the plant level, and there is a slight delay at custom entry points in India, resulting in an overall delivery delay to customer endpoints. Many OEMs have altered their delivery prediction to 5-7 months. The situation has slightly improved and is expected to improve further only by Q2 FY2024 and beyond.

Mitigation Strategy

We are constantly working with OEM to align/shift production and shipping from less-impacted locations in order to minimize delays for critical projects.

At the executive level, there is a close follow-up and push towards OEM to accelerate delivery for each project. With this, we could salvage some projects in Q4 of FY 2025. All revised delivery schedules are shared with customers, and in certain situations, we even propose alternate OEM products with better delivery timelines. The team is working with the customer on stage-wise completion with staggered delivery of required and available material of the relevant deliverable, supplemented occasionally by rental equipment to make the infra-LIVE.



Operational and Technology Risk

There is a risk that the scope of the project will not be well understood by the I&C team, causing the project to be delayed and Sify's reputation to be damaged.

Impact

This may initially result in incorrect sizing of project resources (BOM/BOQ), which may result in cost increases and subsequent attempts to find competent resources to finish the project and fulfil client objectives.

Mitigation Strategy

- As a discipline, all teams (BU, BD, solution, delivery, PMO) are participating during the bidding stage of large and complex projects to validate the scope of deliverables.

- During bid submission, the solution, delivery, commercial, PMO, HR, and finance teams conduct a detailed review to verify that all teams are in sync and have joint ownership of end-to-end delivery, sign-off, billing, revenue, and payment collection. A Day-0 call is proposed for all WIN cases, led by sales, bid management, business development, and solutions team, to present the scope/deliverables, project plan, approach, and implementation blueprint and showcase delivery ownership between internal/external teams.



Financial Risk

The business is highly working capital-intensive. Large-value projects have a longer implementation phase, necessitating a longer ROI gestation period on projects.

Impact

If sufficient cash flow management is not practiced, the organization may have difficulty in managing TIS working capital requirements.

Mitigation Strategy

Based on management expectations, we have established a bid qualifying criteria. Furthermore, as a BU, we are negotiating long-term payment/credit arrangements with vendors, which aids in cash flow management. All major projects are assessed on a regular basis by the senior management team in terms of working capital and cashflow health. It is also recommended that the finance team with the support of the commercial team analyze vendor payment outstanding (A/P) in order to get favorable credit terms from vendors.



Strategic Business Risk

Our growing engagement with government and public sector customers may expose us to the risk of delayed payment collection.

Impact

Government bids are subject to bank guarantees, and any shortage in services may result in a large cash loss.

Mitigation Strategy

The emphasis is now solely on corporate, BFSI, and select PSU and government projects. All large projects are closely monitored to ensure that the milestones for each step of delivery are met on schedule, to achieve positive cash flow and revenue recognition. Bids that do not meet the management directives are not entertained or accepted.



Skill Talent

Our projects require a great deal of outsourced work at various phases of the project, which if not handled effectively, will result in project delays and loss of reputation and income.

Impact

Lack of skilled resources will result in quality and delivery issues.

Mitigation Strategy

- We are encouraging an in-house resource pool for all implementations, and we are insisting on the service delivery function to lower its dependency on the partner eco-system for implementation to reduce cash flow and revenue leakage. Internal teams are also urged to attend OEM-provided courses to acquire the necessary technical competencies for deployment.
- However, due to the limited resource pool and unavailability of internal resources during implementation (for various reasons like multiple project engagements), this risk is still present.

Governance

Corporate governance is not only about compliance. At Sify, we understand the purpose of corporate governance to facilitate effective, entrepreneurial and prudent management to deliver long-term success. We are constantly strengthening our integrity and risk management and reporting to our stakeholders on stewardship.



Promoting ethical and fair business practices

Upholding robust corporate governance standards

A trustworthy, transparency, moral and ethical conduct

Accountable and transparent to stakeholder concerns

Governance

Promoting Ethical and Fair Business Practices

Sify Technologies believes in customer satisfaction, financial prudence, transparency, accountability, and commitment to values. The good governance we practice is based on our stated beliefs and go a long way far beyond compliance and statutory norms. This commitment safeguards the interests of all our stakeholders and drives sustained value creation.

Good corporate governance lies at the core of our operations. We believe in conducting our operations with transparency, integrity, accountability, and fairness. Our Board is committed to upholding ethical values and promoting transparent practices. This is supported by our comprehensive corporate governance framework and guides the actions of all our employees and various policies.

We pillared our corporate governance framework and are working on strengthening its key pillars to drive sustainable growth in the medium and long term. We emphasize transparency by publishing our Integrated Annual Reports and our Sustainability Report in accordance with globally accepted principles and frameworks like the International Integrating Reporting Council (IIRC) and the Global Reporting Initiative (GRI). We encourage a trustworthy, transparent, moral and ethical conduct, both internally and externally, and ensure the Company is managed in a manner that is in the best interest of all the stakeholders.

Pillars of our Corporate Governance Framework



Integrity



Transparency



Openness



We nominate and select the Board of Directors, which is the highest governance body in the organization. It oversees the Company's strategic direction, management and overall performance. Its role is to set key objectives, monitor progress and ensure that the organization operates in the best interests of all its stakeholders. The Board then nominates its peers by selecting individuals who are experienced in diverse fields and are highly recommended by the industry. The Board Members not only should have a strong track record of aligning with diverse industry leaders, but should also be regarded as leaders in several governing domains.

Regular Monitoring

Regular monitoring of the Company's corporate governance framework is undertaken by the Board, its Committees, and Executive Leadership, ensuring transparent business practices are stringently implemented. The Board delegates the execution of policies, initiatives, risk management, and sustainability matters to the Company's leadership. Senior executives are responsible for integrating sustainability across business functions and report to the Board and relevant committees on a quarterly basis, or as required, on the management of the Company's environmental, social, and economic impacts. This structure ensures alignment with the Company's governance ethos and long-term ESG commitments, including the SDGs and GRI Standards.

Corporate Governance Framework



Key Functions at Sify Technologies



Key Responsibilities



Aligned with global standards

Sify adheres to the global governance standards and ensures they are in line with the NASDAQ mandate. This is driven by its commitment to the SOX Act and ethical business standards. Sify's growing global customer base also mandates compliance with international standards of business ethics.



Business Ethics and Code of Conduct

Code of Conduct is an institutionalized framework that is strictly observed by Sify Technologies' team and the Company's diverse stakeholders. In addition to guiding the team's behaviour, the framework on business ethics and code of conduct encourages honest and ethical conduct. In addition to ensuring ethical conflict handling, the team also ensures timely and full disclosures.



Stakeholder Grievance Mechanism

The well-structured grievance redressal mechanism of Sify Technologies considers all its immediate stakeholders and fosters responsible behavior towards them. The grievance mechanism inspires its stakeholders to share their concerns and reassures them of solving each of their grievances.



Key Policies

Sify is committed to upholding clearly defined values and standards of conduct that meet or exceed legal and regulatory requirements and align with internationally recognized principles. This includes complying with regulations set by state and central as well as global guidelines like the United Nations Sustainable Development Goals (UNSDGs). The company has established policies such as the Information Systems (IS) policy, Human Resources (HR) policy, and others to guide its operations and ensure adherence to its values and standards.

Investor/Shareholder Transparency Policy

Periodic meetings are conducted with all the shareholders to serve their needs and demands. During the blackout period, no selective engagement is done with any shareholder/investor and no announcement perceived as having material benefit is shared.

Whistle Blower Policy

This policy is a critical tool that enables stakeholders to raise actual or suspected violations of any kind. All the necessary safeguards on protection of the employees from reprisals or victimization for whistle blowing are well covered in the Whistle Blower policy. It prescribes methods in which stakeholders can voice their concerns related to any kind of suspected violation to any Code or to applicable national and international laws, including statutory/regulatory rules and regulations. Suspected or actual violation of any kind can be reported on the Code of Ethical Business Conduct, Accounting, Internal Accounting Controls, and Auditing Matters.

Human Rights Policy

This policy is well aligned with the United Nations' guiding principles on Business and Human Rights. The Human Rights policy encompasses stringent prohibition of child or forced labour, either directly or through contract labour. A mandate is laid down in its Business Ethics and Code of Conduct that protects the fundamental rights of all employees (direct and indirect), communities and the immediate supply chain and prohibits any violation of the above kind.

Anti-Corruption Policy

All transactions related to Sify's business are adequately and accurately recorded in its books. The anti-corruption policy prohibits bribery or any other illegal payments of any form and in any transaction, which may include its suppliers, agents, distributors, agents, consultants.

Sify Technologies Limited is committed to embedding ethical, environmental, and human rights values across its operations and extended supply chain. The company's commitments are institutionalized through well-defined governance frameworks, such as the Supplier Code of Conduct, Ethics Policy, and associated corporate compliance mechanisms.

Sify's Supplier Code of Conduct outlines clear expectations across critical domains including labor and human rights, environmental stewardship, health and safety, data privacy, anti-corruption, and diversity. These principles are mandatory for all suppliers, vendors, and third-party service providers engaged with the company and form part of every contractual engagement, either explicitly or by implication.

To ensure Effective Implementation:



Human Rights & Labor Standards

The Code prohibits all forms of forced labor, child labor, discrimination, harassment, and upholds international standards such as ILO conventions on working hours, freedom of association, and fair wages. Suppliers are expected to provide safe working conditions, comply with legal employment standards, and support workers' rights.



Environmental Responsibility

Suppliers are required to comply with environmental laws and regulations, minimize emissions and waste, and adopt climate-conscious practices across product lifecycles. Sustainable packaging and energy-efficient technologies are encouraged.



Anti-Corruption & Business Integrity

Sify has a zero-tolerance approach to bribery, facilitation payments, and conflicts of interest. Suppliers must comply with international anti-corruption laws, maintain transparency, and report any ethical breaches or risks to the designated compliance team.



Cybersecurity & Data Privacy

Recognizing the growing relevance of data protection, the Code mandates that suppliers implement robust information security measures and promptly report any breach incidents to Sify.



Diversity and Inclusion

The company prioritizes partnerships with suppliers who promote inclusive practices—supporting Indigenous procurement, gender equity, and disability inclusion.

Sify integrates these commitments through a combination of contractual provisions, self-assessments, training initiatives, regular reviews, and audit rights. Suppliers are required to develop internal policies aligned with Sify's Code and demonstrate active compliance through documentation and transparent communication.

Any breach or risk of breach must be immediately reported to Sify's Legal & Compliance function. Non-compliance may lead to corrective actions or, in severe cases, termination of the business relationship. Sify emphasizes continuous improvement, encouraging all partners to exceed compliance requirements and proactively enhance ethical, social, and environmental practices in their operations.

This comprehensive approach reflects Sify's dedication to responsible business conduct and its ongoing efforts to uphold stakeholder trust and sustainability principles across its ecosystem.

Board of Directors and Management Team

At Sify Technologies, our corporate governance is a reflection of our value system encompassing our culture, policies and relationships with all our stakeholders. The Board discharges its corporate governance responsibilities with due diligence and is committed to practicing the highest level of corporate governance across all our business functions. Our values-driven culture of governance rewards exemplary ethical standards and corporate integrity, and ensures gaining the trust of all our stakeholders.



Board of Directors



Raju Vegesna

Chairman, Managing Director and Member of the Management Team

- Chairman and Managing Director since 2005.
- Founded SeverEngines - a leader in the network and storage convergence products space.
- Chief Strategist following the acquisition by Emulex in 2010.
- His entrepreneurial journey began with ServerWorks Corporation in 1994 – a leader in computer chipsets commanding a 90% market share in the x86 server chipset market.
- Fresh out of college, he had co-founded Ross Technology that was responsible for the creation of the HyperSparc processor which was used by Sun Microsystems to create its first multiprocessor computer servers.
- Before Ross Technology, Mr. Vegesna created the microcode for Motorola's 68030 processor and the specification for the 68040 microprocessor.
- Masters in Computer Engineering from Wayne State University.
- Mr. Vegesna holds several patents on microprocessor and multiprocessor technologies.
- Founded the Raju Vegesna Foundation which finances programs on the availability of clean water and education for people in need.



M.P. Vijay Kumar

Executive Director, Group CFO and
Member of the Management Team

- Took over as Sify's Executive Director and Group CFO in FY 2023.
- Qualified and experienced Chartered Accountant, Cost Accountant and Company Secretary with extensive experience in finance.
- Independent Director and Chairman of the Audit Committee on the Board of Life Insurance Corporation of India (LIC).
- Independent Director on the Boards of Geojit Financial Services Limited and Heritage Foods Limited.
- Member of the IFRS Interpretation Committee of the International Accounting Standards Board and the IFRS Advisory Council of the IFRS Foundation, London.
- Earlier served as a Council Member of the Institute of Chartered Accountants of India (2016-2022).
- Chairman of the Accounting Standards Board and Ex Officio Member of the National Financial Reporting Authority from 2019 to 2022.



Vegesna Bala Saraswathi

Director

- Director of the Raju Vegesna Foundation.
- The brains behind the social welfare activities of the Foundation in India as well as in the USA.
- Her long-term vision is to build an equitable society by making the best of the avenues available to the lesser fortunate.
- Specifically, her philanthropy enables destitute women, impoverished families and geriatric care.
- Mentor of Sify's CSR Committee, she is clear that every last dollar is spent on people without means, be it for livelihood or health.
- Previously the financial controller of ServerWorks Corporation.
- Board member of Infinity Capital Ventures LP (Infinity), USA.



Dr. Tom Bradicich

Independent Director

- A globally feted technologist, Dr. Bradicich previously served on several boards, including that of Aspen Technology (AZPN), a publicly traded industrial software company, and the Advisory Boards of SparkCognition, an AI software company and a social media and silicon chip start-up.
- Dr. Bradicich's professional career was spent in global leadership roles at Fortune 500 IT companies such as IBM and HPE where he and his team developed and launched dozens of software and systems products, received many patents, and conceived the trademarks HPE Edgeline™ Systems, IBM xArchitecture™ Systems, IBM MXT™ Memory, and National Instruments Big Analog Data™ Solutions.
- He was named CRN's Top 100 Executives and Top 25 Disrupters three times, elected to the IBM Academy of Technology, honored as a Life Member of the IEEE, and inducted into the North Carolina State University Alumni Hall of Fame.
- Active in charity work, he served as executive sponsor to The Salvation Army, and founded sockrelief.com, serving the homeless and children in need.
- Dr. Bradicich is a recipient of many awards, including the IBM Chairman's Award, CRN Product of the Year, Frost & Sullivan Best Practice, Gartner Magic Quadrant Leader, Network World Product of the Year, Mobile World Congress Best of Show and Automation World Leadership Award.
- He is currently writing a book, The 1st Mover, a collection of his vast experience in business leadership, creating new product categories and technical innovation.



Dr. Ajay Kumar

Independent Director

- An Indian Administrative Service officer of the 1985 batch, Dr. Ajay Kumar last served as the Defence Secretary for the Government of India and has deep expertise in the technology and policy domains.
- Previously, as head of several government enterprises, he has scripted major successes in defence industry ecosystem including defence startup ecosystem through iDEX between 2017-2022, Digital India initiatives including Aadhaar, UPI, Jeevan Pramaan between 2014-2017 among others.
- Dr. Kumar has been instrumental in boosting performance of Defence PSUs during 2018-2022 and promoting startups in the drone and space sector between 2020-2021.
- He holds a B.Tech in electrical engineering, a Master's degree in applied economics from the University of Minnesota and a PhD in business administration from the Carlson School of Management at the University of Minnesota.
- On superannuation, he assumed the position of Distinguished Visiting Professor in the Department of Management Sciences and the Department of Economic Sciences at the Indian Institute of Technology, Kanpur.



Padmaja Chunduru

Independent Director

- Ms. Padmaja Chunduru is a seasoned financial services executive with over 40 years of banking and capital markets experience in India and USA.
- She has led iconic institutions, NSDL (National Securities Depository Ltd.) and Indian Bank as the MD and CEO. As Deputy Managing Director, SBI (State Bank of India), she led digital banking services and also served as the Country Head, US Operations.
- Ms. Chunduru was also instrumental in NSDL developing and running a DLT Blockchain based platform for Security and Covenant Monitoring of Corporate Debt, a first such initiative in India, an important milestone on the roadmap to listing.
- As the MD & CEO of Indian Bank, Ms. Chunduru successfully steered the merger of two PSU banks. Significant improvement in all key business metrics and the empathetic handling of the cultural integration of two diverse banks became the subject of a case study “Merger of Equals” by Harvard Business School Publishing.
- Ms. Chunduru has been on Boards of LIC (Life Insurance Corporation of India), NPCI (National Payments Corporation of India), ISSA (International Securities Services Association) and ACG (Asia Pacific Central Depository Group), Institute of International Bankers and Asia Society, New York.
- Currently, she is a member of the Insurance Advisory Committee of IRDAI (Insurance Regulatory and Development Authority of India) and the CCGS Advisory Council, IIMB. (Centre for Corporate Governance and Sustainability, IIM Bangalore)
- She has been awarded Best CEO (BFSI) for 2021 by Business Today and Best CEO 2021 for Women Leadership by Economic Times. She has been acknowledged as one of the Most Powerful Women (MPW) in Business by Fortune India and Business Today, for the years 2022 and 2023.



Arun Seth

Independent Director

- Alumni of IIT-IIM, with a sterling career in the Indian telecom sector.
- Was the founding Managing Director of British Telecom in India in 1995 and helped the company acquire a 45% stake in Airtel.
- Helped steer British Telecom’s transaction, first to Mahindra BT and eventually to Tech Mahindra.
- Served in the executive council of the Indian IT lobby for over ten years while working at British Telecom and Alcatel.
- Has been a founding charter member of TiE Delhi and the Indian Angel Network.
- Currently advises/mentors several technology start-ups in India and the US.
- An active evangelist of the software product ecosystem, co-chairs the Nasscom Product Conclave and the Nasscom Product Council.
- Chairs the Nasscom Foundation, which drives CSR initiatives across the IT industry.
- Served on the board of governors for IIM Lucknow and IIIT Delhi and has been an advisory board member of TERI and a governing member of the TERI University Board.

Management Team



C R Srinivasan

Chief Executive Officer- SDSL

- C.R.Srinivasan is the CEO of Sify Digital Services Limited, bringing over 30 years of experience in global telecom, IT, cybersecurity, and digital services.
- He is a seasoned technologist and business leader with a proven track record in large enterprises, start-ups, and platform-based businesses.
- He has leveraged technology to enhance customer experiences and develop unique business models, successfully turning around and rapidly scaling businesses by building platforms and services centered on the right technology. Before joining Sify, he led Tata Communications' Cloud and Cybersecurity businesses.
- He also co-founded Sevenstrata IT Services, a remote infrastructure management company acquired by Mindtree.
- He was part of the initial team that established Sify's network and services and developed its managed services capabilities. His previous experience includes roles at Citibank NA and CMS Computers.
- He holds a Bachelor's degree in engineering from the University of Madras.
- He enjoys reading, gardening, and spending time with his family, and is currently based in Chennai.



Sharad Agarwal

Chief Executive Officer- SISL

- Sharad Agarwal takes over the mantle of the Chief Executive Officer of Sify Infinit Spaces Limited, a wholly-owned subsidiary of Sify Technologies Limited topping a diverse career path with 28+ years of consistent growth.
- A decade of his career was spent in Technology Implementation, Professional Services and Consulting; and close to two decades in management, among them finding solutions to complex problems at multi-billion dollars scale at high double-digit growth rate.
- Sharad moved into this role on the strength of his technopreneurship across several domains like e-commerce, logistics, retail, Cloud and Data Center.
- An active industry veteran, he comes equipped with a combination of sales and project management skills that will help him expand the footprint and acceptance of Sify's data centers.
- He is active on the industry front, scripting the narrative between the industry and the regulatory and is also a committed advocate of the use of renewables in the Data Center business.
- Prior to Sify, Sharad was at Vantage, where he was mandated to build their Data Center business. This was preceded by a long stint at Amazon Web Services where he front-ended capacity delivery for an APAC region.



David Nishball

Chief Strategy Officer

- A market veteran in building and managing enterprise-scale telecommunication operations with 18 years of experience in the Asia Pacific.
- Brings over 28 years of experience to Sify, spanning various roles and functions in the telecommunications industry, and successfully led the enterprise segment for several global operators, joint venture companies, and emerging market operators.
- From 2007-2010, David Nishball was the President of Airtel Enterprise Services, a business unit of Bharti Airtel Ltd. - India's leading telecom service provider.
- Before Airtel, he was Senior Vice President, Asia Pacific for Orange Business Services (formerly Equant), based in Singapore. He managed Orange's business operations in Japan, Korea, Greater China, India, and Australasia.
- From 1982 to 2002, he held strategic positions with AT&T and its related companies, playing a key role in supporting and managing several of their global ventures. He served as their Regional Head of Concert Asia Pacific, a joint venture between BT and AT&T, leading the global accounts sales, carrier services, and distribution organizations.
- Founding officer of WorldPartners Company, a global telecommunications services venture between AT&T, KDD Japan, Singapore Telecom, and Unisource. He served as its Vice President of Marketing.
- Holds a Master of Business Administration degree from the University of California, Berkeley, Haas School of Business, and a Bachelor of Arts degree in Economics with an Engineering emphasis, also from U.C. Berkeley.



C.R. Rao

Chief Operating Officer

- A seasoned operations leader, who began as Head of Human Resources and rose through the ranks of Sify to become its Chief Operating Officer (COO) due to his acumen as a trained lawyer and networking skills.
- He caters to the needs and sensitivities of both, the bureaucracy and clients, helping in the timely delivery of Data Centers across diverse customers in multiple geographies.
- He has been responsible for scaling up both the bench and active resources in line with the demands of multiple contracts while being instrumental in the cross-functional engagement of resources across projects.
- As a keen technology follower and adopter, C.R. Rao has spearheaded the implementation of automation across internal processes, resulting in a significant uptick in ROI per employee.
- Previously held management roles in Delta Tubes Pvt Ltd, Bobba Aviation Services – GSA Lufthansa Cargo engagement.
- He holds graduate degrees in Law, Commerce, and Business Administration from Osmania University.

Conclusion

Enroute a Bolder Tomorrow

At Sify Technologies, we are helping large, mid and small-sized businesses around the world harness the power of Cloud, which is at the core of our solutions portfolio, and cater to the evolving ICT requirements of an emerging economy.

We are India's most comprehensive ICT service and solution provider, working to accelerate digital transformation of companies into engines of growth by developing truly impactful solutions. We are working to build a tomorrow on the promise of technology and committed to creating a resilient world and delivering a meaningful impact.

With more than 5,300 employees across the globe, we are also reimagining the role of sustainability by making it a vital part of our enduring purpose, becoming a more inclusive organization and enabling progress for all.



Being the First Choice of Enterprises

Today, 10,000+ businesses across multiple verticals continue to take advantage of our unassailable trinity of Data Centers, Networks and Security services, while conducting their business seamlessly from 1,700+ cities pan-India. We also serve customers in North America, the United Kingdom and Singapore. Our infrastructure comprises the largest MPLS network, state-of-the-art Data Centers, partnerships with global technology majors, strong domain expertise in business transformation solutions modelled on the Cloud.

Unlocking a Sustainable and Resilient Future for Ourselves

We are driven by a powerful strategy for each of our three business segments, that balances our ambitious goals and drives meaningful change in everything we do, leading us towards a sustained future.

Through targeted investments and valuable partnerships, we continue to fortify our network and cloud interconnectivity. We are also expanding our presence in Data Centers, by exploring new locations and increasing capacity in existing facilities. In addition, we are equipping our workforce with essential skills, tools and processes, translating to greater innovation, efficiency and quality.

Addressing Customer Objectives

As start-ups, incoming enterprises and even large enterprises on the verge of a revamp continue to advance their digital transformation and digitalization goals, our comprehensive services portfolio remains structured to address their precise objectives and distinct requirements. We customize our offerings to align with their evolving needs through proactive engagement with our clients.

A comprehensive portfolio of services, good corporate citizenship, commitment to sustainability, and harnessing the power of hyper-automation, cloud and analytics, steer us to help our customers adapt to a digital world and be their trusted partners. With a passion for innovation and our commitment to excellence in delivery, we are enroute to building a bolder future for the business, for our customers and for the world around us.

Corporate Information

Board of Directors

Raju Vegesna

Chairman and
Managing Director

Vegesna Bala Saraswathi

Director

M P Vijay Kumar

Whole-time Director

Dr. Ajay Kumar

Independent Director

Arun Seth

Independent Director

Dr. Thomas Michael Bradicich

Independent Director

Padmaja Chunduru

Independent Director

Audit Committee

Dr. Ajay Kumar

Arun Seth

Padmaja Chunduru

Compensation / Nomination & Remuneration Committee

Dr. Ajay Kumar

Arun Seth

Dr. Thomas Michael Bradicich

Corporate Social Responsibility Committee

Vegesna Bala Saraswathi

Raju Vegesna

Dr. Thomas Michael Bradicich

Technology and Sustainability Committee

Dr. Thomas Michael Bradicich

Raju Vegesna

Arun Seth

Registered Office

2nd Floor, Tidel Park,

No. 4, Rajiv Gandhi Salai,

Taramani, Chennai- 600113

Chief Financial Officer

V Ramanujan

Company Secretary

J Meenakshi



GRI Content Index

Statement of use	Sify Technologies Limited has reported the information cited in this GRI content index for the period from April 1, 2024, to March 31, 2025, with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

The following table provides the mapping of disclosures for FY 2025 against the GRI standard requirements.

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404-1 Average hours of training per year per employee	7, 107, 145-147
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UN SDG Mapping

UNSDGs	INDICATORS	LOCATION
	Eradicate extreme poverty	7, 106-107, 111, 156
	Reduce poverty by at least 50%	
	Implement social protection systems	
	Equal rights to ownership, basic services, technology, and economic resources	
	Build resilience to environmental, economic, and social disasters	
	Policy frameworks for poverty eradication	
	Community outreach	7, 70, 73, 107, 106-107, 145-147, 155-158
	Education and training	
	Skill development	
	CSR initiatives	
	Supply chain management	
	Health and safety	58, 106-107, 144-151, 155-158
	Contractors' health and safety	
	Emergency procedure guidelines	
	Health and safety metrics	
	Health and safety policies	
	Implementing health & safety plans	
	Tenant wellness initiatives	
	Employee engagement initiatives	
	Employee well-being programs	
	Supporting educational institutions	7, 106-107, 138-141, 145-147, 139, 155-158
	Providing education through the Raju Vegesna Foundation	
	Employee education and training	
	Learning and development	
	Gender diversity across businesses	69, 106-107, 138-141, 144, 155-158
	Practices against sexism and gender	
	POSH policy	
	Board gender split	
	Workforce gender split	

UNSDGs	INDICATORS	LOCATION
	Water management	7, 71, 106-107, 155-158, 164
	Water usage efficiency	
	Water consumption and conservation	
	Water efficiency initiatives	
	Making clean water available through the Raju Vegesna Foundation	
	Focus on renewable energy	6, 47-53, 68, 85, 106-107, 133, 161, 163
	Energy-efficient strategies	
	Smart energy meters and equipment	
	Investments in renewable energy	
	Optimization of energy consumption	
	Fair wages, benefits, and contracts	5, 67, 106-107, 108-110
	Fair working hours	139, 141, 143, 144, 185
	Labor management initiatives	
	Local employment and sourcing	
	Lost-time incidents	
	Number of differently-abled employees, part-time workers, and contractors	
	Youth employment initiatives	
	Internal promotion rate	
	Employee turnover rate	
	Rewards and recognition for employees	
	Protection of fundamental employee rights	
	Employee retention and satisfaction	
	Green building design	66, 77-95, 106-110, 115-116, 122-133
	Product innovation	
	Digital innovation	
	Network infrastructure	
	Digital infrastructure	

UNSDGs	INDICATORS	LOCATION
 10 REDUCED INEQUALITIES	DEI Council	69, 106-107, 138-141, 185-187
	Anti-discrimination workplace	
	Prevention of forced, child, and bonded labor	
	Respecting employee rights	
	Inclusive workplace environment	
 11 SUSTAINABLE CITIES AND COMMUNITIES	Paper usage	6, 70, 73, 106-107, 156, 164, 172, 173, 176
	Waste recycling	
	Supplier responsibility initiatives	
	Social initiatives towards community empowerment	
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Reduced GHG emissions	77, 78, 80, 106-107, 114, 118, 142-147, 162-164
	Reduced material usage	
	Reduced waste generation	
	Clean technology initiatives	
	Eliminating landfill waste	
	Maximizing product life	
	Circular economy initiatives	
	Recycling waste	
	Product safety and quality metrics	
 13 CLIMATE ACTION	GHG emission reduction	47, 72, 106-107, 162-164
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Ethical governance	7, 63-64, 182-187
	Anti-corruption measures	
	Compliance and legal frameworks	
	Transparency in reporting	
	Digital inclusion and access	
	Data protection and privacy	
 17 PARTNERSHIPS FOR THE GOALS	Collaborative projects	73, 106-107, 156-158, 185
	Public private partnerships	
	CSR programmes	
	Technology and Innovation partnerships	
	Human Rights Policy	

Notes

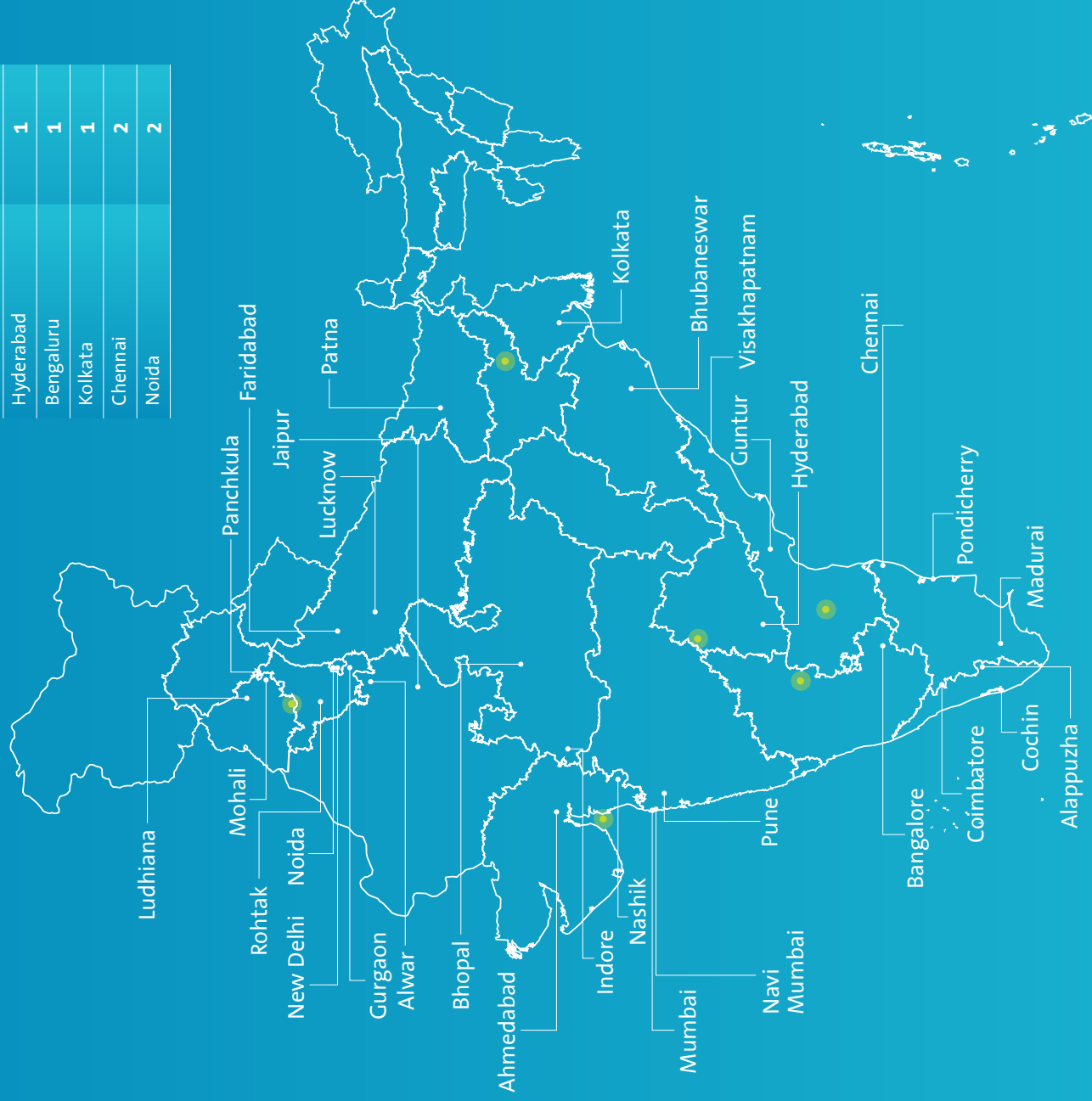
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MAPPING INDIA'S DATA CENTER POWERHOUSE

SIFY'S NATIONWIDE PRESENCE

Sify Data Centers

Vashi, Mumbai	1
Airoli, Mumbai	1
Rabale, Mumbai	5
Hyderabad	1
Bengaluru	1
Kolkata	1
Chennai	2
Noida	2



- Presence of Data Centres in India
- Presence of Sify Data Centres in India

India Data Center & IT Power Capacity

Overall Data center Sify IT Capacity
~256 MW **180 MW**

Total IT Power
~950 MW

Source: <https://www.datacentermap.com/india/>

Source: CXOtoday.com



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Thanks to participating partners

