Process: SBI Site Visit and Installation

1. Pre-Visit Preparation:

- The Railtel engineer prepares for the site visit, gathering necessary equipment and documentation.

2. Two-Hour Prior Site Visit:

- The engineer arrives at the site two hours before the scheduled time.

3. Feasibility Work:

- Upon arrival, the engineer conducts feasibility work, assessing the site's infrastructure and requirements.

4. Contact OEM:

- Thirty minutes before the scheduled installation, the engineer contacts the Original Equipment Manufacturer (OEM) to coordinate and confirm readiness.

5. Post-Visit Checker Disablement:

- Following the OEM visit, the post-visit checker is disabled from SBI's end to prevent interference during configuration.

6. IP Configuration by OEM Engineer:

- The OEM engineer changes the IP configuration as per the provided data.

7. Communication with SBI Switch Team:

- After the configuration, the Railtel engineer communicates with the SBI switch team via email to inform them about the updated IP configuration.

8. IP Configuration Confirmation:

- The SBI switch team confirms the IP configuration.

9. LAN Connection by OEM Engineer:

- The OEM engineer connects LAN to the Railtel router, specifically on LAN-1 port as instructed.

10. Online Status Check:

- The Railtel team remotely puts the engineer online to check the status of the connection.

11. Post-Installation Documentation:

- After successful installation, the engineer shares the transaction slip and work completion report signed with the channel manager for record-keeping.

This structured process ensures efficient coordination between Railtel, SBI, and the OEM, as well as proper documentation of the installation process. Each step is crucial for ensuring successful installation and connectivity. SBI Site Visit and Configuration