

## **WARRANTY DETAILS OF HARDWARE ITEMS**

<b>S.No.</b>	<b>Details of Hardware Items (Name, Brand &amp; Model)</b>	<b>Warranty</b>
1.	i3 Computer – HP Pro 400 G7 SFF	5 years on site Comprehensive Warranty support with Level 1(L1) support from M/s Eha Shivam Technologies and Level 2 (L2) support from OEM (HP)
2.	i5 Computer – HP Pro 400 G7 SFF	5 years on site Comprehensive Warranty support with Level 1(L1) support from M/s Eha Shivam Technologies and Level 2 (L2) support from OEM (HP)
3.	Duplex Printer – KYOCERA Ecosys P2235dn	5 years on site Comprehensive Warranty
4.	MFD Printer – KYOCERA Ecosys M2640idw	5 years on site Comprehensive Warranty
5.	Display Board Monitor – 32 inch PANASONIC LH- 32AN3ND & 21.5 inch HP P22va G4	5 years on site Comprehensive Warranty support with Level 1(L1) support from M/s Eha Shivam Technologies and Level 2 (L2) support from OEM (PANASONIC & HP respectively)
6.	Extra Monitor with Splitter – (Display) HP P22va G4	5 years on site Comprehensive Warranty support with Level 1(L1) support from M/s Eha Shivam Technologies and Level 2 (L2) support from OEM (HP)
7.	UPS – CYBERPOWER UT600E-IN	5 Years warranty on UPS and 2 Years warranty on Battery

**NOTE: Warranty shall be applicable from the date of installation of the product**

**EHA SHIVAM TECHNOLOGIES**

**Working Hr.-Mon-F-10.00AM-6.00 PM**

**Call for First Level Support:**

**Contact No.:7717702722, Anil Sahu**

**Email: [info@ehashivamtech.com](mailto:info@ehashivamtech.com)**

**Call for Second Level Support:**

**Contact No.: 9905337729**



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 Martin Burn Business Park  
 Unit No: 1101, 11th Floor, Plot No: 3,  
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 Tel : +91-33-6620 4044  
 www.hp.com/in

### Escalation Matrix

Sysnet Escalation Matrix				Onsite Engineer Count
Branch Name	First Level	Second Level	Third Level	
Sysnet Ranchi	Basant Rana	Pushpender Srivastav	Chandra Jha	8
Sysnet Bokaro	Rajesh Sinha	Rajesh Sinha	Chandra Jha	3
Sysnet Jamshedpur	Hemant Kumbakar	Hemant Kumbakar	Chandra Jha	5
Sysnet Dhanbad	Amit Kumar	Atma Prakash	Chandra Jha	8

Sysnet Contact Details		
Name	Email ID	Phone
Hemant Kumbakar	hponsite.jam@sysnetglobal.com	9122976088
Basant Rana	hponsite.ranchi@sysnetglobal.com	7209789194
Rajesh Sinha	idmgr.bokaro@sysnetglobal.com	9234000478
Amit Kumar	hponsite.dhanbad@sysnetglobal.com	8541091772 / 0326-220268
Pushpender Srivastav	idmgr.ranchi@sysnetglobal.com	9431966561
Chandra Jha	Chandra.jha@sysnetglobal.com	7369000778

HP Escalation Matrix			
Escalation Level	First Level	Second Level	Third Level
Name	Nupur Das	Samit Das	Dalip Kaul
Email	<a href="mailto:nupur.das@hp.com">nupur.das@hp.com</a>	<a href="mailto:samit.das@hp.com">samit.das@hp.com</a>	<a href="mailto:dalip.kaul@hp.com">dalip.kaul@hp.com</a>
Phone		9831335558	9810310833

HP Toll Free number to log case	1800 200 6243
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Thanks & Regards

For and on Behalf of HP India Sales Pvt. Ltd.



Authorised Signatory

Basuki Nath Jha  
 Business Manager – Jharkhand

# Dedicated toll Free Telephone No. for Service Support Details

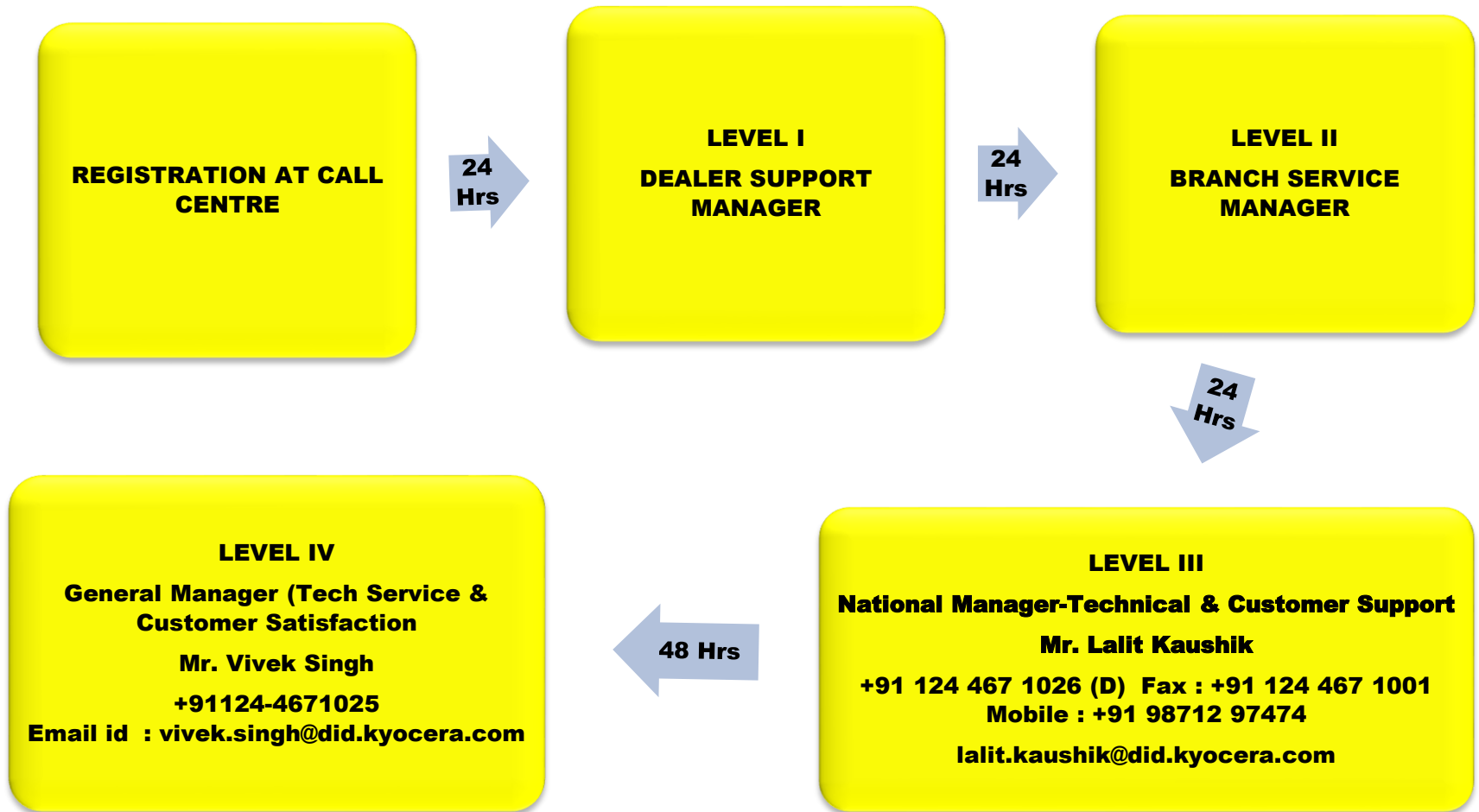
- KYOCERA Document Solutions India Pvt. Ltd.

First Floor, Block - A, First India Place, M. G. Road, | Gurgaon - 122002 (Haryana).

Tel.: +91-124-4671000 Telefax : +91-124-4671001, 0124-4671072

- Toll Free No. **18001037172**

## Escalation Matrix (Remote)



**ESCALATION MATRIX**

For call registration ----->> Toll Free Number : 1800 419 0373

LEVEL 1							
LEVEL 2 (ASM)	After registration of call If no response after 24 hrs working hours please call or mail	North (BSM)	<b>New Delhi</b> BSM:Deepak Tomar Email:deepak.tomar@in.panasonic.com Phone:+919599446898	<b>NEW DELHI 1</b> BSM: Jatinder Singh Email:jatinder.singh@in.panasonic.com, Phone:+919599008602,	<b>UP-West/ Uttrakhand</b> BSM: Nitin Bansal; Email:Nitin.bansal@in.panasonic.com Phone:+919717059777	<b>Punjab</b> BSM: Rahul Nagpal Email:RAHUL.NAGPAL@IN.PANASONIC.COM, Phone:+919780273300	
			<b>HP/Punjab/J&amp;K</b> BSM: Chirag Jain Email:chirag.jain@in.panasonic.com, Phone:+919599122996	<b>Haryana</b> BSM: Subhankar Deb Email: Subhankar.Deb@in.panasonic.com Phone:+919717198955	<b>RAJASTHAN 1</b> BSM: Kapil Mathur Email:kapil.mathur@in.panasonic.com Phone:+919116137103	<b>RAJASTHAN</b> BSM: Jalim Shekhawat Email:jalim.shekhawat@in.panasonic.com Phone:+919929655225	
			<b>UP- East</b> BSM: Abhishek Email:abhishek.dubey@in.panasonic.com Phone:+919599117479				
		South (BSM)	<b>KARNATAKA( Bangalore/ Mysoor)</b> BSM: Manoj C , Email:manoj.c@in.panasonic.com, Phone:+919900505814,	<b>TAMILNADU</b> BSM:Guruprasath M; Email: guruprasath.m@in.panasonic.com Phone:+919551686877	<b>ANDHRA PRADESH</b> BSM:Ganesh Email: ganeshsarode.panasonic@gmail.com Phone:	<b>KERALA</b> BSM: Srijeeth KP; Ligin Jose; Email: sreejith.kp@in.panasonic.com ligin.jose@in.panasonic.com Phone:+918714169707,9995867214	
			<b>KARNATAKA-other city</b> BSM: Uppara Ramesh , Email:ramesh.uppara@in.panasonic.com, Phone:+919663368508,				
			<b>JHARKHAND</b> BSM: Pranab Das; Email: pranab.das@in.panasonic.com Phone:+917781048535	<b>BIHAR</b> BSM: Saket Shahi; Email: saket.shahii@in.panasonic.com Phone : +917781048530	<b>ASSAM/ Manipur</b> BSM:Brajendra Pratap Singh; Email: brajendra.pratapsingh@in.panasonic.com Phone:+918336990626	<b>ORISSA</b> BSM:Raja Chaudhury; Email: raja.chaudhury@in.panasonic.com Phone:+917381056403	
	East (BSM)	<b>WEST BENGAL</b> BSM: Samarendra Ojha Email: Samarendra.ojha@in.panasonic.com Phone:+919831135567					
		West (BSM)	<b>GUJARAT - AHMEDABAD</b> BSM: Ashutosh Chhiba; Email: Ashutosh.Chhiba@in.panasonic.com Phone:+919624662582	<b>MADHYA PRADESH - INDORE</b> BSM: Amol Koparkar; Email: amol.koparkar@in.panasonic.com Phone :+919685048256	<b>MAHARAstra- MUMBAI</b> BSM: Manish Kedare; Email: manish.kedare@in.panasonic.com Phone:+918454845983	<b>GUJARAT- BARODA/SURAT</b> BSM: Tauseef Ansari Email: tauseef.ansari@in.panasonic.com Phone:+918347400092	
	<b>MAHARAstra - NAGPUR</b> BSM: Syed Imran; Email: rizwan.haider@in.panasonic.com Phone:+918878877793		<b>CHATTISGARH</b> BSM: Abhishek Sharma; Email: abhishek.sharma@in.panasonic.com Phone :+917692000048	<b>MAHARAstra- PUNE</b> BSM: Vipin Kumar; Email: vipin.kumar@in.panasonic.com Phone :+918408800022			
	LEVEL 3 (SSD RSM)	After 48 hrs If no response from BSM Side call or mail to RSM	<b>NORTH</b> Regional Manager:Jitendra Singh Email: Jitendra.chauhan@in.panasonic.com Phone:+918527792565	<b>SOUTH</b> Regional Manager: Srinivas Peri Email: srinivas.peri@in.panasonic.com Phone: +919650070584	<b>EAST</b> Regional Manager: Indranil Saha Email: indranil.saha@in.panasonic.com Phone:+919599119760	<b>WEST</b> Regional Manager: Manish kedare Email: Manish.kedare@in.panasonic.com Phone:+917777018061	
LEVEL 4 (HO-PH)	If no response from RSM than escalated to PH	PH	<b>Panel &amp; HD-Com</b>				
			<b>Product Manager:Dinesh Kumar;</b> Email: dinesh.kumar01@in.panasonic.com Phone:+919650797454				
LEVEL 5	No response from PH write to help line		<a href="mailto:helpline@in.panasonic.com">helpline@in.panasonic.com</a>				

## ESCALATION MATRIX

### ESCALATION MATRIX FOR CALL LOGGING AND RESOLUTION :

	Escalation Level	Name	Remarks	Contact Number	E-mail
CALL LOGGING	LEVEL 1	Ms Prerna Niranjana (Customer Support Escalation Team)	Call Log at First Stage/Initial resolution details	1800-425-10425	<a href="mailto:Customer.care@cyberpower.com">Customer.care@cyberpower.com</a>
	LEVEL 2	Mr Gaanesh Sannak (Sr. Service coordinator)	If call Log details not received at first Stage/ Resolution information not provided by Level 1	7506685965	<a href="mailto:in.servicessupport@cyberpower.com">in.servicessupport@cyberpower.com</a>
	LEVEL 3	Mr Santanu Raha	Call log details if not provided by LEVEL 2	7086565709	<a href="mailto:santanu.raha@cyberpower.com">santanu.raha@cyberpower.com</a>

	Escalation Level	Name	Remarks	Contact Number	E-mail
CALL RESOLUTION	LEVEL 1	Mr Ganesh Sannak (Sr. Service coordinator)	Call Resolution at First Stage for Installation and Service	7506685965	<a href="mailto:in.servicessupport@cyberpower.com">in.servicessupport@cyberpower.com</a>
	LEVEL 2	Mr. Siddhant Bose	Call Resolution if not provided within stipulated time period by LEVEL 1	8291248744	<a href="mailto:siddhant.b@cyberpower.com">siddhant.b@cyberpower.com</a>
	LEVEL 3	Mr. Santanu Raha	Call Resolution if not provided by LEVEL 2	7086565709	<a href="mailto:santanu.raha@cyberpower.com">santanu.raha@cyberpower.com</a>
	LEVEL 4	Mr. Sandeep S	Call Resolution if not provided by LEVEL 3	8657704590	<a href="mailto:sandeep.s@cyberpower.com">sandeep.s@cyberpower.com</a>