GLOBAL GATEWAY

INFRATECH PVT LTD

RELY ON US

SERVICE SUPPORT ESCALATION

TABLE OF CONTENTS

INTRODUCTION

Global Gateway Infratech Pvt ltd

Global Gateway Infratech Pvt ltd is a leading IT consultant and solution provider in the industry. Since our inception we have built a strong reputation in this field with our superior delivery model and impeccable service and customer relationship.

01

We are focused on providing quality services with at most data security assurance. We have grown from a simple IT solution provider to becoming a company which can cater to complex infrastructure needs of corporate company like IT, ITES, BPO, Manufacturing and Hospitality. Our partnership with leading global companies has enabled us to scale up our offerings to provide integrated solutions along with a full range leading edge technology solution. Gateway Networking offers the solutions which will serve in the present as well as future needs, enabling you to stay ahead of the competition.

MISSION

We will partner with customers for their success

01

VISION

To be a Leader in business transformation

02

VALUES

Commitment, Integrity, Execution, Customer Focus Team work, Fun

03

SERVICE SUPPORT PROCESS

Global Gateway Infratech Pvt ltd is a leading IT consultant and solution provider in the industry. Since our inception we have built a strong reputation in this field with our superior delivery model and impeccable service and customer relationship.

Client Mail/call

Help Desk

Analysis and Diagnosis

On site Engineer

CLIENT

Client Service

Call to Client

Remote Support

ESCALATION CHART

TECHNICAL SUPPORT ESCALATION AND PRIORITY DEFINITIONS

PROBLEM ESCALATION POLICY

Global Gateway Infratech Pvt ltd has an established a standard methodology for case management. Cases can be initiated automatically by our systems installed at customer sites via our Support technology, or can be generated by our customers, or other Global Gateway Infratech employees using various methods as outlined in the Support Owner's Manual. All cases are assigned case owners who are typically based in our Help desk Center (HDC).

Cases are also assigned priorities to establish an overall response time and the resolution process for the case. Global Gateway Infratech uses the following guidelines for establishing case priorities. However, the customer can request an increase in priority at any time.

If at any time you wish to have your case escalated, please call the HDC Hotline number (listed at the end of this document) and ask to speak to the duty manager.

OVERVIEW

- Case Priority and Handling
- Priority 1 Notification Matrix
- Escalation Guidelines
- India Support Center Contacts

CASE PRIORITY AND HANDLING

PRIORITY 1 (P1)

Global Gateway Infratech node, software application, hardware, is in a state of frequent or repeating "Panic" or "Hang" or is in a state of degraded performance sufficient to prevent normal business operations. At this Priority, both global Gateway Infratech and Customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and normal business operations are restored. P1 cases will be worked upon receipt

PRIORITY 2 (P2)

Global Gateway Infratech, software application, system, or networking is experiencing an infrequent, isolated, or intermittent "Panic" or "Hang" or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. P2 issues will be evaluated for immediate work based on business impact.
Issues with low impact will be worked during Global Gateway Infratech business hours in your region. If you have a high-impact issue, call the Technical Support Center and prepare to commit necessary personnel and system access until a mutually agreeable workaround is provided. Active customer engagement is required to work P2 issues outside of Global gateway Infratech business hours in your region.*

PRIORITY 3 (P3)

Global Gateway Infratech node, software application, system, or Networking is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and where a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem. P3 cases will be worked during Global Gateway Infratech business hours in your region. *

PRIORITY 4 (P4)

Normal requests for information regarding the installation, configuration, use and maintenance of your global Gateway infratech equipment and software applications. This includes administrative inquiries and return material authorization (RMA) information on hardware. There is no impact to your production systems or business operations. P4 cases will be worked during global Gateway Infratech business hours in your region. *

All hardware cases are evaluated for immediate work independent of priority. P3 and P4 software cases receive a response and are worked to resolution during global Gateway Infratech regional business hours. Outside of global Gateway Infratech regional business hours, the response objective may be delayed for P3 and P4 software cases.
Global Gateway Infratech regional business hours are typically 9 a.m. to 6 p.m. Monday through Friday but can vary with local language requirements. See your local service representative for more details.

PRIORITY 1 NOTIFICATION MATRIX

P1 Critical Outage Duration	Notifications
15 minutes	Technical Support Engineer
1 hour	Duty Manager
2 hours	Technical Support Manager
4 hours	Technical Support Senior Manager
8 hours	Service engineer support GGI Support Regional Director GGI Support Group Manager Field Support Regional Director Support Account Management Leadership

NOTE: *When a case with a priority of 2 is raised to a Priority 1, the time triggers for a Priority 1 are activated.*
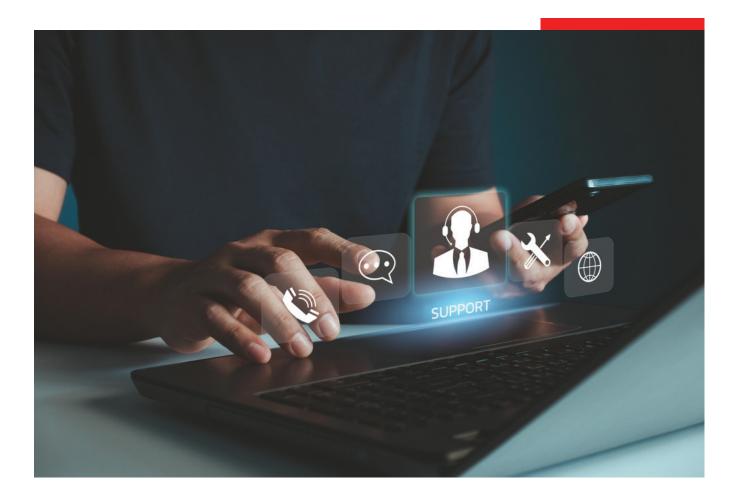
ESCALATION GUIDELINES

Upon notification, a customer issue(s) is escalated to various levels of Global Gateway Infratech management in accordance with the notification guidelines in the table below. Our objective is to ensure that the most appropriate support resource(s) is/are utilized to correct the service effecting problem quickly. The Global Gateway InfratechTechnical Helpdesk Center Manager, to which the incident is escalated, takes responsibility for problem resolution oversight and provides progress updates to the customer on a timely basis.
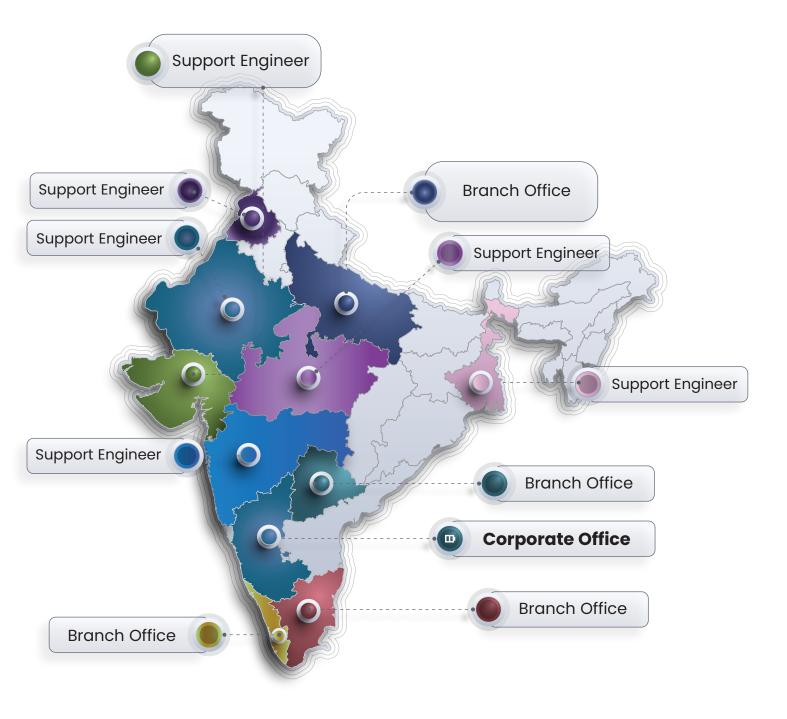
Global gateway Infratech uses every reasonable method available aligned with the most appropriate skilled resources to expedite a resolution or stable work-around. It is important to recognize that this service level target requires shared responsibility from the customer to ensure success.

As such, it is important to note that there are certain external factors
that are not in the direct control of the Global Gateway Infratech Support
Services personnel engaged. As a result, the ability to establish a resolution or
effective work-around may be limited to one or more of the following factors:

- *Availability and/or knowledge of systems, applications and technical resources at the customer site to adequately diagnose and troubleshoot the problem*

- *Understanding and accurately communicating technical details critical to the GGI in fully understanding the what/when/how of the situation*

- *Quick and uninterrupted remote access to on-site filers*

- *Willingness of the customer technical contact to fully engage and cooperate with Global Gateway Infratech' s technical personnel in obtaining essential*

- *Debugging data as requested*

Support Engineers and Office Location

Support Engineer

Support Engineer

Support Engineer

Support Engineer

Branch Office

Support Engineer

Support Engineer

Support Engineer

Branch Office

Corporate Office

Branch Office

Branch Office

Cochin / Chennai / Goa / Mumbai / Hyderabad / Delhi/Pune

Global Gateway Infratech Pvt ltd

Corporate office address

C.O No: 80, Lavanya apartment, Ground floor
13th Cross, behind coffee Day, Ganganagar,
Bangalore -560024

+9180233 33119, +9180420 74032

Help Desk Numbers INDIA

+91 9483948877 | +91 80-23333119

Help Desk: helpdesk@globalgatewaygroup.com
Sales Support: info@globalgatewaygroup.com

Customer Care no: 9483948877

Cochin / Chennai / Goa / Mumbai / Hyderabad / Delhi/Pune

www.globalgatewaygroup.com