

Date: 6th September 2012

E- Court Support Service delivery Document –v5



| | | | |
|-----------------------|--|-----------------------|------|
| Process Owner: | Call logging process for NICE Courts for HP products - | Documented By: | TSDO |
|-----------------------|--|-----------------------|------|

In order to ensure seamless access to HP support, all support related issues to be logged with HP CCC. Following are the options to log the calls with HP.

1. Call logging through Customer Care Centre –E court Help Desk

| SUPPORT CALL LOGGING | | |
|----------------------|--|------------------------------|
| Support Type-> | STANDARD SUPPORT | Reliance /GSM /Mobile |
| Toll Free | 1800110040 | 011-30826138 (non Toll free) |
| E-Mail Logging | ecourts@sysnetglobal.com | |

Escalation Matrix –For **call logging support** (Call logging, Status updates Incase not addressed through toll free)

| | Level-1 | Level-2 | level-3 |
|----------------|--|--|--|
| Name | Pooja Bhatia | Alok Basu | Arush Sogani |
| Mail ID | pooja.bhatia@sysnetglobal.com | alok.basu@sysnetglobal.com | arush.sogani@sysnetglobal.com |
| Contact | 011- 30826135, 011- 30826170 | +91 9818687530 | +919811149120 |

Escalation Matrix – HP –Service delivery Operations Escalations

| | | Level of Contact | 1st Level of Contact | 2nd Level |
|-----------------------|-----------------------------|------------------|--|-------------------------|
| Service delivery team | Name | | Jagannathan M | Sharvan Kumar Singhal |
| | Help Desk Support | Mail ID | NIC-ecourt.support@hp.com | sharavan.singhal@hp.com |
| | Break fix , Service support | Contact No | 9811225791 | 9818278064 |
| | Service escalation | | | |

2. Information required while logging a call with HP (Mail or Phone)

| Particulars | Description |
|-------------------|---|
| Asset No | Provide Asset No Fixed on the unit or provide bellow given information |
| Company Name | e.g NIC E court -High court -Ahmedabad |
| Contact person | Contact person Name - with whom service team can communicate on the break fix call |
| Machine Serial no | Unit serial no located on the Sticker on the machine -usually 10 digit |
| Issue reported | Complete description of the issue observed in the unit |
| Address | Site address where machine/unit is located |
| Phone NO * | Phone no of contract person |
| Mobile No* | Mobile no of the unit |
| Mail ID * | active email id where support team can communicate about the service delivery of the unit |

* Must check ,reconfirm with agent while logging

On Logging the call help desk will provide Case ID

Online Chat Option (HP Direct)



PS: Customer /user can chat with remote technical team personal for the issue in the unit.

HP toll free nos for Break fix calls (If you wish to log call directly with HP toll free)

| SUPPORT CALL LOGGING -HP (Direct Support) | | |
|---|--|--|
| Support Type-> | STANDARD SUPPORT | Server/Storage |
| Server Support | hpi.rc@hp.com | <u>18004258080 / Std + 30306363</u> hpi.rc@hp.com |

Note : During email call logging , E solution team may call or write back with Technical inputs for performing basic steps like check power Cable, Check LED Status etc in order to diagnose remotely- user requested to perform the steps after which call can get released.

Link : http://welcome.hp.com/country/in/en/contact/phone_assist.html#section

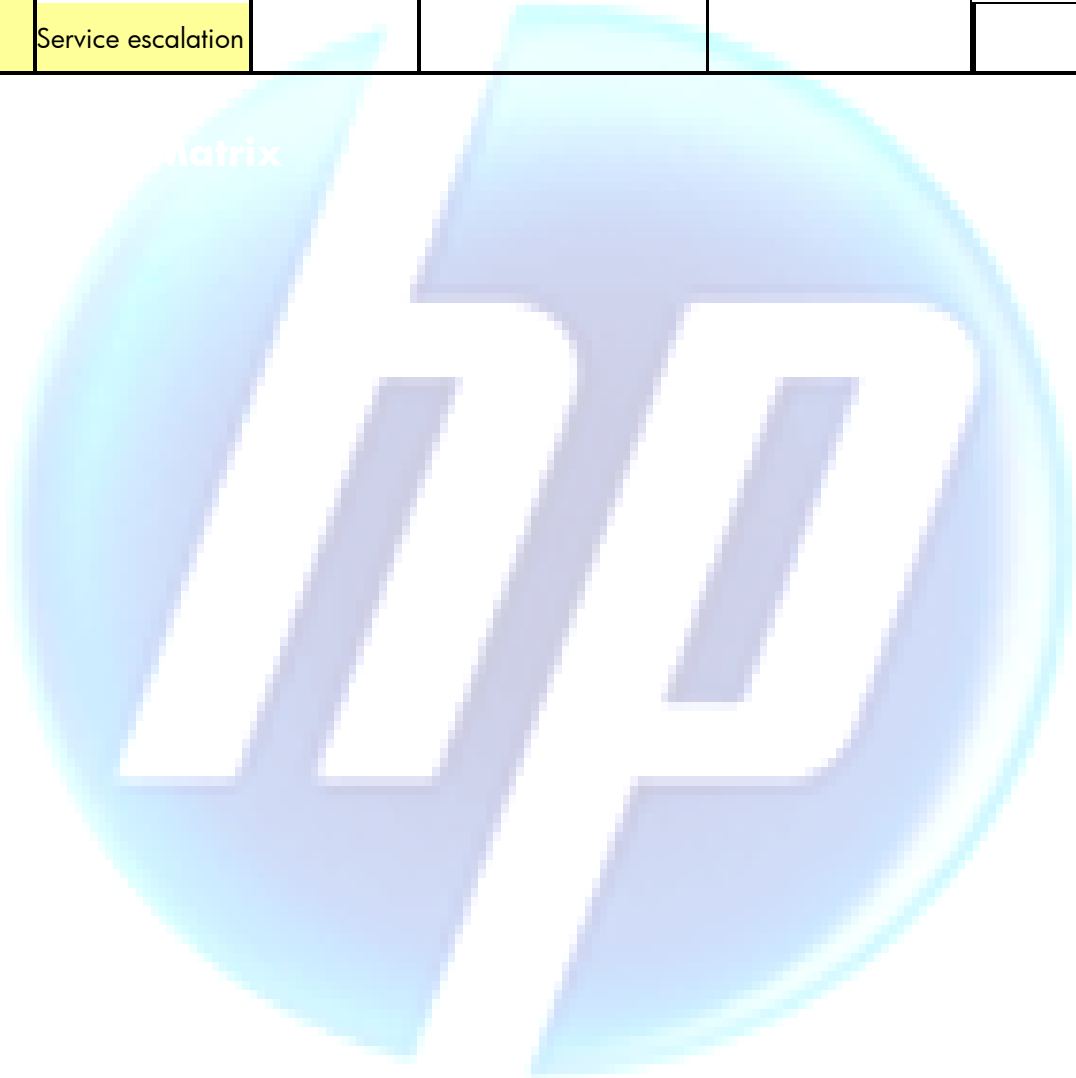
| Support for: | Relevant Model of NIC –E courts | Phone | Hours of operation | Languages supported |
|---|---------------------------------|------------------------------------|---|------------------------------|
| DeskJet, All-in-One, Digital Projectors, Photo Printers and Digital Cameras | LJP1008 | 1800 425 7737, 03323407400 | Monday to Saturday 9 am. to 9 pm. (excluding public holidays) | English and Hindi – Consumer |
| Pavilion & Presario Home PCs | | 1800 114 772, 0124 234 6992 | Monday to Saturday 9 am to 9 pm (excluding public holidays) | English and Hindi |
| Commercial Desktop, Commercial Notebook, Consumer Notebook, | Slim clients Thin clients | 1800112267 (BSNL/MTNL lines within | Monday to Friday, | English and Hindi |

| | | | | |
|--|----------------|---|------------------|--|
| Handheld Computer, Workstation, Direct Attached Storage, Commercial Printers | Desktops | India), 30306363, 011 26388000 | 9:00am to 6:00pm | |
| Large Format Printer/ Plotter only | | 18004548999, 30215500 | 080 | Monday to Friday, 9:00am to 6:00pm |
| Express Check-in for carryin Notebook Support (Delhi, Mumbai, Kolkata , Bangalore & Chennai) | | 1800112267 (BSNL/MTNL) 30306363, 011 26388000 | | Monday to Friday, 9:00am to 6:00pm |
| Unix Server, Alpha Server, VMS, Nonstop, Storage, Networking | | 1800 425 8080, 91 80 25631911 | | Monday to Friday, 9:00am to 6:00pm |
| Industry Standard Server | DI1860, DL 185 | 1800112267 (BSNL/MTNL lines within India), 30306363, 011 26388000 | | Monday to Friday, 9:00am to 6:00pm |
| Dial-a-cartridge | | 1800 42 54 999 (BSNL/MTNL within India), 30304499 (prefix citycode when calling from mobile phone | | Monday to Saturday 9 am to 9 pm. (excluding public holidays). |
| Scanners | 8270 | 1800112267 (BSNL/MTNL) 30306363, 011 26388000 | | Monday to Friday 09.30 am to 5.30 pm. (excluding public holidays). |

HP E Court Project Matrix

| | | Level of Contact | 1st Level of Contact | 2nd Level | 3rd Level of Contact |
|---------------------------|---------------------------------------|---------------------------|--|--|--|
| Project team | Sales queries , PO and other Purchase | Mail ID Contact No | Kavita Bedi | Debashish Dutta | Shailesh Upadhyaya |
| | Installation related queries | | kavita.bedi@hp.com | ddutta@hp.com | shailesh.upadhyay@hp.com |
| | Site preparation , commissioning | | 0 | Tel. : 9818166121 | 0124-2726406 ;9811662205 |
| | Vendor Information , | | | | |
| | Inventory Management | | | | |
| Product Specs queries/BOM | | | | | |

| | | | | | |
|-----------------------|-----------------------------|------------|--|-------------------------|-----|
| | queries | | | | |
| | Sale Escalations | | | | |
| Service delivery team | Name | | Jagannathan M | Sharvan Kumar Singhal | |
| | Help Desk Support | Mail ID | NIC-ecourt.support@hp.com | sharavan.singhal@hp.com | TBD |
| | Break fix , Service support | Contact No | 9811225791 | 9818278064 | |
| | Service escalation | | | | |



Escalation Matrix HP Service Delivery & Support

| Sl.No. | State | Region | Partner | Product Supported | Level - I(Regional Team) | Level - II | Level - III | Level - IV | Level - V |
|--------|------------------|--------|---------|-------------------|--|--|--|---|---|
| 1 | Madhya Pradesh | North | Sysnet | Hardware & LAN | Name: Mr. Rupesh Soni Contact No: 9098817791 Email ID: rupesh.soni@sysnetglobal.com | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 2 | West Bengal | East | Sysnet | Hardware & LAN | Name: Mr. Prashant Kumar Contact No: 9051499979 Email ID: prashant.kumar@sysnetglobal.com | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 3 | Himachal Pradesh | North | Sysnet | Hardware & LAN | Name: Ranvir Singh Chaudhary Contact No: 9803029009 Email ID: ch.singh@sysnetglobal.net | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 4 | Delhi | North | Sysnet | Hardware & LAN | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 5 | Jharkhand | East | Sysnet | Hardware & LAN | Name : Mr. Rajesh Mishra Contact No: 9300030333 Email ID: rajesh.mishra@sysnetglobal.net | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 6 | Bihar | East | Sysnet | Hardware & LAN | Name : Mr. Rajesh Mishra Contact No: 9300030333 Email ID: rajesh.mishra@sysnetglobal.net | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 7 | Punjab | North | Sysnet | Hardware & LAN | Name: Ranvir Singh Chaudhary Contact No: 9803029009 Email ID: ch.singh@sysnetglobal.net | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 8 | Haryana | North | Sysnet | Hardware & LAN | Name: Ranvir Singh Chaudhary Contact No: 9803029009 Email ID: ch.singh@sysnetglobal.net | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC-ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |

| | | | | | | | | | |
|----|---------------------|-------|-------------|---------------------------|---|--|---|---|--|
| 9 | Chhattisgarh | North | Sysnet | Hardware & LAN | Name : Pradeep Rathore Contact No: 9826567506 Email ID : pradeep.rathore@sysnetglobal.net | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 10 | Uttarakhand | North | Sysnet | Hardware & LAN | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Ms. Pooja Bhatia Contact No: 9711777310 Email ID: pooja.bhatia@sysnetglobal.com | Name: Mr. Alok Basu Contact No: 9818687530 Email ID: alok.basu@sysnetglobal.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 11 | Gujarat | West | Microclinic | Hardware | Name: Ms.Pushpa Contact No: 079-40372124 Email ID:projectguj@microclinic.in | Name: Mr.Vipul Contact No: 079-40372126 / 09924526769 Email :- cpcecourt@microclinic.in | Name: Mr. Azad Singh Contact No: 09810005493 Email ID: azad@microclinic.in | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 12 | Karnataka | South | Microclinic | Hardware | Name: Mr.Jyoti Contact No: 09739644910 Email ID:supportbgl@microclinic.in | Name: Mr.Vipul Contact No: 079-40372126 / 09924526769 Email :- cpcecourt@microclinic.in | Name: Mr. Azad Singh Contact No: 09810005493 Email ID: azad@microclinic.in | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 13 | Tamilnadu | South | Microclinic | Hardware | Name: Ms.Radhika Contact No: 044- 42144242/42182025 Email ID: radhika@microclinic.in | Name: Mr.Vipul Contact No: 079-40372126 / 09924526769 Email :- cpcecourt@microclinic.in | Name: Mr. Azad Singh Contact No: 09810005493 Email ID: azad@microclinic.in | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 14 | Gujarat | West | DSM | LAN | Name: Ms. Mumtaz Ali Contact No: 9619474060 Email ID: nk.mumtaz@dsmindia.com | Name: Tushar Akre Contact No: 9892119660 Email ID: tushar.akre@dsmindia.com | Name: Himangshu Ray Contact No: 022 43115544 Email ID: himangshu.ray@dsmindia.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 15 | Karnataka | South | DSM | LAN | Name: Ms. Mumtaz Ali Contact No: 9619474060 Email ID: nk.mumtaz@dsmindia.com | Name: Tushar Akre Contact No: 9892119660 Email ID: tushar.akre@dsmindia.com | Name: Himangshu Ray Contact No: 022 43115544 Email ID: himangshu.ray@dsmindia.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |
| 16 | Tamilnadu | South | DSM | LAN | Name: Ms. Mumtaz Ali Contact No: 9619474060 Email ID: nk.mumtaz@dsmindia.com | Name: Tushar Akre Contact No: 9892119660 Email ID: tushar.akre@dsmindia.com | Name: Himangshu Ray Contact No: 022 43115544 Email ID: himangshu.ray@dsmindia.com | Name: Mr. Jagannathan M Contact No: 9811225791 Email ID: NIC- ecourt.support@hp.com | Name: Mr. Sharvan Kumar Singhal Contact No: 9818278064 Email ID: sharavan.singhal@hp.com |

HP ONSITE Project team

| Name | Location | Contact Number | Email ID's |
|---------------------|------------------|----------------|--|
| Jitendra Kr Mishra | HP | 9805000114 | jitendrakumar.mishra@hp.com |
| Tapendra Pathak | Jabalpur, MP | 9301989843 | tapendra.pathak@hp.com |
| Ashok Kumar | Indore, MP | 9039516936 | ashok.kumar16@hp.com |
| Tapendra Pathak | Gwalior, MP | 9301989843 | ankitmishra0@gmail.com |
| Sudip Das | West Bengal | 9831456597 | Sudipd@hp.com |
| Vipul Prajapati | Gujarat | 9898812219 | vipul.prajapati@hp.com |
| Jayanta Mohanty | Jharkhand | 9331318685 | jayanto.mohanty@hp.com |
| | Patna | | |
| Bala Raghvendra | Karnatka | 9986130465 | bala.raghavendra@hp.com |
| Bala Raghvendra | Dharwad | 9986130465 | bala.raghavendra@hp.com |
| Bala Raghvendra | Gulbarga | 9986130465 | bala.raghavendra@hp.com |
| Nagagrajan Singaram | Tamilnadu | 9003151583 | nagarajan.s2@hp.com |
| Jitendra Kr Mishra | Punjab & Haryana | 9805000114 | jitendrakumar.mishra@hp.com |
| | Chattisgarh | | |
| Jitendra Kr Mishra | Uttarakhand | 9805000114 | jitendrakumar.mishra@hp.com |

