

Name and Address of Company

Silver Touch Tech. Pvt. Ltd 2nd Floor, Saffron, Nr. Panchwati Circle Ahmedabad-06

Service Logging Procedure :- All the concerned authorities at lab/dept/institute level must lodge complaint regarding to the Lenovo ,Think Centre-57 machine procured from Silver Touch, Pvt Ltd., Ahmedabad , preferably by E-Mail at Level 1 (Lenovo & Silver Touch) as per the escalation matrix shown below.

If the complaint is not entertained by the Lenovo/Silvertouch in 48 working hours then concerned authority must send remainder-1 to Level-1 E-Mail and marking CC to Level-2 E-Mail ID of Lenovo/Silver Touch and Sr./Jr. Officer (IT), Ganpat University(pankaj.bayati@ganpatuniversity.ac.in , itsupport@ganpatuniversity.ac.in) .

If the problem is not solved in remainder-1 within 48 working hours then , concerned authority will report the matter to Sr./Jr. Officer(IT) at pankaj.bayati@ganpatuniversity.ac.in , itsupport@ganpatuniversity.ac.in , then Sr./Jr. Officer(IT) will talk to level-3 support of the silvertouch and issue notice to Silver Touch & Lenovo for the poor service.

SLA Escalation Matrix for Service Support

<u>Lenovo / IBM CALL CENTRE</u>		
Level 1 contacts	Toll Free : 1800 425 2666 080-26788970 / 080-25359182 9AM - 6PM / Monday – Friday / Except Holidays	E-mail : smcindia@in.ibm.com
Level 2 Contacts	Bhushan Bhatt - 9898150002	bhusbhat@lenovo.com
<u>Silver Touch Contacts</u>		
Level – 1 contacts	079-26404586 Fax - 26561624	service@silvertouch.com
Level – 2 contacts	Mr. Sachin Shah – 9825037159 Mr. Amit Choudhary - 9825072159	sachin@silvertouch.com amitchoudhary@silvertouch.com
Level – 3 contacts	Mr. Amit Desai – 9824023335 Mr. Jignesh Patel - 9825030159	amit@silvertouch.com jignesh@silvertouch.com

Call Log Format for Lenovo Machine Procured in 2008

S. No.	Date	Model No. Of Machine	Serial No. of the machine	Site Name & Address	Contact Person, Name and Contact No.	Problem Description	Remark if any

Pankaj Kumar Bayati
Jr. Officer(IT)