

ESCALATION MATRIX

ESCALATION MATRIX - EAPPS

MOTOR

Level	P1/Blocker	P2/P3/P4 High/Medium/Low	Mobile	Email id
1 st Level	Incident Manger (Support Manager)	Nagarajan Kumar	9940803143	Nagarajan.Kumar@royalsundaram.in
2 nd Level	Incident Manger (Support Manager)	Jagathesan Ravi	9789980499	Jagathesan.Ravi@royalsundaram.in
3 rd Level	Incident Manger (Support Manager)	Murali K/ Ashok V	9502483840/ 9952027999	Murali.Kalluri@valuemomentum.com Ashokkumar.Vanji@royalsundaram.in
4 th Level	RS Manager if Needed	Support Manager	8939620103	Servicedelivery.manager@royalsundaram.in
5 th Level	FYI	CIO		ciocares@royalsundaram.in

NON-MOTOR

Level	P1/Blocker	P2/P3/P4 High/Medium/Low	Mobile	Email id
1 st Level	Incident Manger (Support Manager)	Saravana Guruviya	9551542343	Saravanan.Guravaiya@royalsundaram.in
2 nd Level	Incident Manger (Support Manager)	Jagathesan Ravi	9789980499	Jagathesan.Ravi@royalsundaram.in
3 rd Level	Incident Manger (Support Manager)	Murali K/ Ashok V	9502483840 / 9952027999	Murali.Kalluri@valuemomentum.com Ashokkumar.Vanji@royalsundaram.in
4 th Level	RS Manager if Needed	Support Manager	8939620103	Servicedelivery.manager@royalsundaram.in
5 th Level	FYI	CIO		ciocares@royalsundaram.in

ESCALATION MATRIX - ACME/D2C

ACME Claims				
Level	P1/Blocker	P2/P3/P4 High/Medium/Low	Mobile	Email id
1 st Level	Incident Manger (Support Manager)	MohanKumar	9962669353	Nagarajan.Kumar@royalsundaram.in
2 nd Level	Incident Manger (Support Manager)	Jagathesan Ravi	9789980499	Jagathesan.Ravi@royalsundaram.in
3 rd Level	Incident Manger (Support Manager)	Murali K/ Ashok V	9502483840 / 9952027999	Murali.Kalluri@valuemomentum.com Ashokkumar.Vanji@royalsundaram.in
4 th Level	RS Manager if Needed	Support Manager	8939620103	Servicedelivery.manager@royalsundaram.in
5 th Level	FYI	CIO		ciocares@royalsundaram.in

D2C				
Level	P1/Blocker	P2/P3/P4 High/Medium/Low	Mobile	Email id
1 st Level	Incident Manger (Support Manager)	Suriya	8072135743	DTCIntegration.Support@royalsundaram.in
2 nd Level	Incident Manger (Support Manager)	Jagathesan Ravi	9789980499	Jagathesan.Ravi@royalsundaram.in
3 rd Level	Incident Manger (Support Manager)	Murali K/ Ashok V	9502483840 / 9952027999	Murali.Kalluri@valuemomentum.com Ashokkumar.Vanji@royalsundaram.in
4 th Level	RS Manager if Needed	Support Manager	8939620103	Servicedelivery.manager@royalsundaram.in
5 th Level	FYI	CIO		ciocares@royalsundaram.in

ESCALATION MATRIX- OEM/ILOUNGE/COMMERCIAL

OEM/iLounge				
Level	P1/Blocker	P2/P3/P4 High/Medium/Low	Mobile	Email id
1 st Level	Incident Manger (Support Manager)	Satheesh T / Arjunraj P	9962838803 / 9884662007	ILounge.support@royalsundaram.in / Arjunraj.Panneerselvam@royalsundaram.in
2 nd Level	Incident Manger (Support Manager)	Jagathesan Ravi	9789980499	Jagathesan.Ravi@royalsundaram.in
3 rd Level	Incident Manger (Support Manager)	Murali K/ Ashok V	9502483840 / 9952027999	Murali.Kalluri@valuemomentum.com Ashokkumar.Vanji@royalsundaram.in
4 th Level	RS Manager if Needed	Support delivery Manager	8939620103	Servicedelivery.manager@royalsundaram.in
5 th Level	FYI	CIO		ciocares@royalsundaram.in

Commercial				
Level	P1/Blocker	P2/P3/P4 High/Medium/Low	Mobile	Email id
1 st Level	Incident Manger (Support Manager)	Indumathi	8190010889	Commercial.support@royalsundaram.in
2 nd Level	Incident Manger (Support Manager)	Prabhu	7299982625	Insillion.support@royalsundaram.in
3 rd Level	Incident Manger (Support Manager)	Ashok V	9952027999	Ashokkumar.Vanji@royalsundaram.in
4 th Level	RS Manager if Needed	Support Manager	8939620103	Servicedelivery.manager@royalsundaram.in
5 th Level	FYI	CIO		ciocares@royalsundaram.in

ESCALATION MATRIX- End user support team & Network team

End user support team				
Level	P1	P2/P3/P4 High/Medium/Low	Mobile	Email id
1st Level	Ganesh Ranganathan	IT TeamLead (Rajasekaran J)	7200093077	IT.Teamlead@royalsundaram.in
2nd Level	Ganesh Ranganathan	Ganesh Ranganathan	9600096104	Ganesh.Ranganathan@royalsundaram.in
3rd Level	RS Manager if Needed	Balaji Gopalakrishnan	9500055031	Balaji.Gopalakrishnan@royalsundaram.in
4th Level	FYI	CIO		ciocares@royalsundaram.in

Network team				
Level	P1	P2/P3/P4 High/Medium/Low	Mobile	Email id
1st Level	Johnson Nivas Devasagayam	Johnson Nivas Devasagayam	9003046515	Johnson.Nivas@royalsundaram.in
2nd Level	RS Manager if Needed	Ramachandran Bharathnath	9500040021	B.Ramachandran@royalsundaram.in
3rd Level	FYI	CIO		ciocares@royalsundaram.in