


Sameer Dhivan RECIPIENTPosted on: 25 September 2024 12:55 PM 

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Hello,

It is approved.

Thanks & Regards,

Sameer Dhivan.

From: Rohit Gaikwad <support@esds.co.in>

Sent: 25 September 2024 11:52

To: Akash Amrale <akash.amrale@suhana.co.in>

Cc: steven@esds.co.in; samuel.fernandes@esds.co.in; Sameer Dhivan <sameer.dhivan@suhana.co.in>; sunil.sharma@esds.co.in

Subject: [CRM #LID-452-21628]: FW: SETU : LIVE Console Performance Issue

Hello Sameer Sir,

Good Morning!!

As discussed on call, kindly provide approval on the commercials for IOPS and 500 GB storgae.

Awaiting your response.

Feel free to contact us if you have any further queries. We would be glad to assist you.

Regards,

Rohit Gaikwad. || CRM Executive.

ESDS Software Solution Ltd.

Website : www.esds.co.in | Email:
rohit.gaikwad@esds.co.in |

Address : Plot No. B- 24 & 25, NICE Industrial Area, Satpur MIDC, Nashik 422 007

Contact Number: +0253 6636 519 || Mobile: 9763003699

For Escalation Contact: +91 9545 066 266

Ticket Details

Ticket ID: LID-452-21628

Department: CRM

Type: Service

Status: Awaiting Information

Priority: Service Request

Helpdesk: <https://support.esds.co.in/index.php?>



Rohit Gaikwad (CRM) STAFF

Posted on: 25 September 2024 11:52 AM

Hello Sameer Sir,

Good Morning!!

As discussed on call, kindly provide approval on the commercials for IOPS and 500 GB storage.

Awaiting your response.

Feel free to contact us if you have any further queries. We would be glad to assist you.

Regards,

Rohit Gaikwad|| CRM Executive.

ESDS Software Solution Ltd.

Website : www.esds.co.in | Email: rohit.gaikwad@esds.co.in |

Address : Plot No. B- 24 & 25, NICE Industrial Area, Satpur MIDC, Nashik 422 007

Contact Number: +0253 6636 519 || Mobile: 9763003699

For Escalation Contact: +91 9545 066 266



moltty. saldanha (Sr. CRM Executive) STAFF

Posted on: 24 September 2024 06:41 PM

Hello Sameer Sir,

Thank you for answering my call.

As discussed on the call kindly provide approval on the commercials.

Awaiting your response.

Feel free to contact us if you have any further queries. We would be glad to assist you.

Regards,

Moltty Saldanha|| Sr. CRM Executive.

ESDS Software Solution Ltd.

Email: moltty.saldanha@esds.co.in

Direct Line: 0253 6636510 | Toll Free: 1800 209 3006 | Mobile:+917767901020
Escalation Contact: +91 9545 066 266
Address : Plot No. B- 24 & 25, NICE Industrial Area, Satpur MIDC, Nashik 422 007
www.esds.co.in

**Rohit Gaikwad (CRM)** STAFF

Posted on: 24 September 2024 02:21 PM

Hello Sameer Sir,

Thank you for your patience.

Kindly find the commercials, for 500 GB created on the Server IP: 10.9.204.163 is INR 6550 /month + taxes.

Additionally, as requested, please find below the commercials for the increased IOPS:

10.9.204.163: Current IOPS: 4,273 across 3 disks. Required increase to 15,000 total.

10.9.204.162: Current IOPS: 1,100 across 2 disks. Required increase to 10,000 total.

The additional IOPS required amount to 19,627, with the commercials being INR 19,823/month + taxes.

Kindly approve the commercials for the both the resources so that we can proceed accordingly.

Awaiting for your response.

Feel free to contact us if you have any further queries. We would be glad to assist you.

Regards,
Rohit Gaikwad.|| CRM Executive.
ESDS Software Solution Ltd.
Website : www.esds.co.in | Email: rohit.gaikwad@esds.co.in |
Address : Plot No. B- 24 & 25, NICE Industrial Area, Satpur MIDC, Nashik 422 007
Contact Number: +0253 6636 519 || Mobile: 9763003699
For Escalation Contact: +91 9545 066 266

**Shahrukh Maniyar (Technical)** STAFF

Posted on: 20 September 2024 05:46 PM

Hello Sameer sir,

Thank you for the response.

We are checking with our sales team and we will update you shortly.

Feel free to contact us if you have any further queries. We would be glad to assist you.

Kind Regards,
Shahrukh Maniyar || CRM Executive
ESDS Software Solution Ltd.
Email: shahrukh.maniyar@esds.co.in
Direct Line: 0253-6636500 |Toll Free: 1800 209 3006|Mobile:+91 9607931363
Escalation Contact: +91 9545 066 266
Address : Plot No. B- 24 & 25, NICE Industrial Area, Satpur MIDC, Nashik
www.esds.co.in | www.spoohub.com

**Sameer Dhivan** RECIPIENT

Posted on: 20 September 2024 04:40 PM

External Email - This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Rohit,

New drive of 500GB will be required permanently as our application team has moved SQL temp db file and creating daily auto backup in this drive.

Please provide the associated commercials for the same.

Thanks & Regards,

Sameer Dhivan.

From: Rohit Gaikwad <support@esds.co.in>

Sent: 20 September 2024 16:04

To: Akash Amrale <akash.amrale@suhana.co.in>

Cc: steven@esds.co.in; samuel.fernandes@esds.co.in; Sameer Dhivan <sameer.dhivan@suhana.co.in>; sunil.sharma@esds.co.in

Subject: [CRM #LID-452-21628]: FW: SETU : LIVE Console Performance Issue

Hello Sameer Sir,

Thank you for your patience.

As checked we have created a new Drive on server (10.9.204.163) of 500 GB for testing purpose.

Please confirm if you would like to retain this drive permanently, so we can provide the associated commercials for it.

Additionally, as requested, please find below the commercials for the increased IOPS:

10.9.204.163: Current IOPS: 4,273 across 3 disks. Required increase to 15,000 total.

10.9.204.162: Current IOPS: 1,100 across 2 disks. Required increase to 10,000 total.

The additional IOPS required amount to 19,627, with the commercials being INR 19,823/month + taxes.

Kindly approve the commercials so that we can proceed accordingly.

Awaiting for your response.

Feel free to contact us if you have any further queries. We would be glad to assist you.

Regards,

Rohit Gaikwad. || CRM Executive.

ESDS Software Solution Ltd.

Website : www.esds.co.in | Email:
rohit.gaikwad@esds.co.in |

Address : Plot No. B- 24 & 25, NICE Industrial Area, Satpur MIDC, Nashik 422 007

Contact Number: +0253 6636 519 || Mobile: 9763003699

For Escalation Contact: +91 9545 066 266

Ticket Details

Ticket ID: LID-452-21628

Department: CRM

Type: Service

Status: On Hold

Priority: Service Request

Helpdesk: <https://support.esds.co.in/index.php?>



Rohit Gaikwad (CRM) STAFF

Posted on: 20 September 2024 04:03 PM

Hello Sameer Sir,

Thank you for your patience.

As checked we have created a new Drive on server (10.9.204.163) of 500 GB for testing purpose.

Please confirm if you would like to retain this drive permanently, so we can provide the associated commercials for it.

Additionally, as requested, please find below the commercials for the increased IOPS:

10.9.204.163: Current IOPS: 4,273 across 3 disks. Required increase to 15,000 total.

10.9.204.162: Current IOPS: 1,100 across 2 disks. Required increase to 10,000 total.

The additional IOPS required amount to 19,627, with the commercials being INR 19,823/month + taxes.

Kindly approve the commercials so that we can proceed accordingly.

Awaiting for your response.