

# AGDATA

## SUPPORT TEAMS-

- LMS
- Payroll
- Insurance
- ICICI Bank
- Sodexo

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2022

NAME / DEPARTMENT



## LMS Support Team Escalation matrix:

- Please write to the team on “[Product.Support@adp.com](mailto:Product.Support@adp.com)” and copy HR in case of any help/support required for LMS.
- ADP Support team will check and revert you on the same within 48 hours.
- The support team works from Monday to Friday from 9.30 AM to 6.30 PM (excluding National/Regional Holidays).
- Level 2: If your query is not answered more than 48 hours (business days) please escalate it to Mr. Senthil Kumar. B,  
(Manager- Product Support, Email Id - [senthil.balasubramanian@adp.com](mailto:senthil.balasubramanian@adp.com))

## Payroll queries

- Please raise a ticket in ADP portal. The path is shared below.  
Login into ADP Portal ➡ Support ➡ Contact Support Desk ➡ Raise a ticket
- If the query is not resolved/answered in 48hrs then please loop in HR.

## Insurance Queries

- For any Insurance related query or help please reach Mr. Gaurav from Anand Rath on [gauravpatekar@rathi.com](mailto:gauravpatekar@rathi.com) / 7400066094.
- Kindly loop in HR in case you are not getting the required support or there is any emergency/urgency.

## ICICI Bank

- We have corporate tie-up with ICICI bank for opening salary account with many benefits. In case you want to open a new salary account with ICICI bank or convert an existing ICICI bank account to the salary account with all the applicable benefits then please reach Mr. Dinesh Chavan on 7875756619.

## Sodexo

- Please reach HR in case you need any help/query/issue /support with respect to Sodexo.