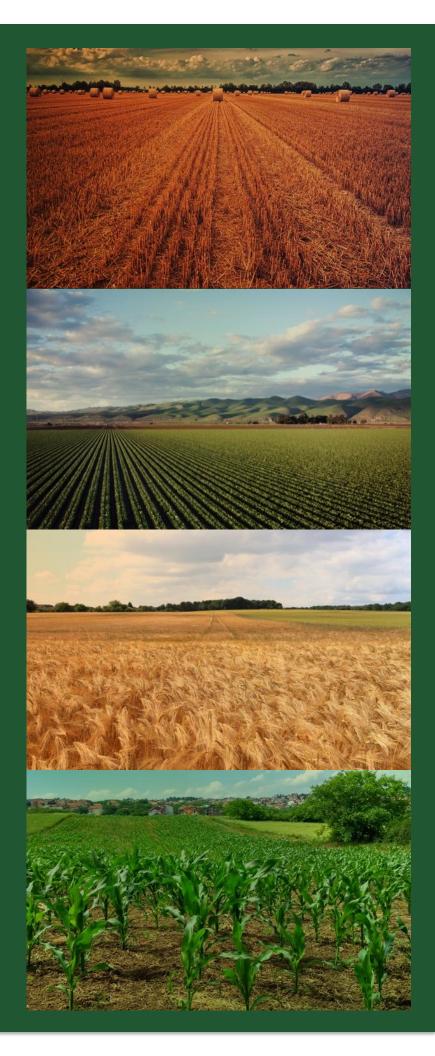
# AGDATA

# **SUPPORT TEAMS-**

- LMS
- Payroll
- Insurance
- ICICI Bank
- Sodexo

2022



# **AGDATA**

## LMS Support Team Escalation matrix:

- Please write to the team on "<u>Product.Support@adp.com</u>" 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)

# **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 guery 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 Rathi on 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.