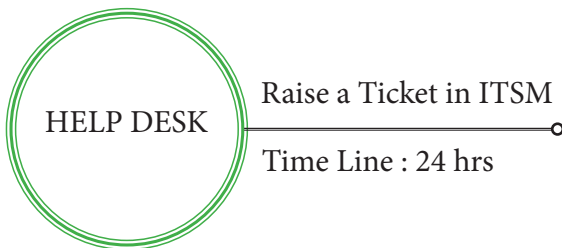


ESCALATION MATRIX

Only Server Issue, data not reflecting, 404 error will be dealt immediately on receipt of an email.

helpdesk@hcstechno.com

LEVEL 1

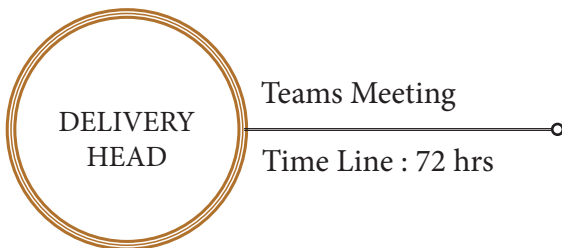


SCOPE: Resolution through remote desktop connection.

- Page Not Opening.
- Unintended Popups.
- Form Field Issue.
- Incorrect Data Upload.
- Buttons Not Working.
- Data Not getting saved.
- Document Upload Issue.

Email : helpdesk@hcstechno.com
Mobile : +91 90358 52152

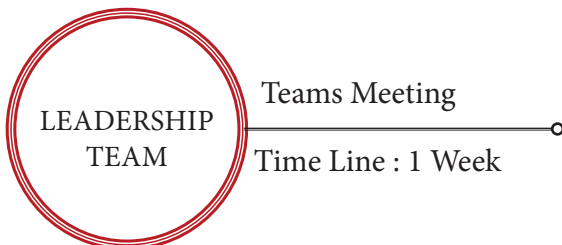
LEVEL 2



The delivery head will coordinate with the IT team to find a resolution asap.

Email: amit.h@hcstechno.com
Mobile: +91 90198 88143

LEVEL 3



The delivery Head, Product Owner, and CEO will coordinate and asses the severity of the issue to resolve it in a given timeline.

runjay@hcstechno.com
raj@hcstechno.com

CR REQUEST (SUBJECT TO APPROVAL): Any changes in the deliverables would be considered as a Change Request (CR) and is chargeable. CR Charges depend on the scope of work. A formal Quotation would be raised for CR after approval from the client side. Timeline and quotation for delivery of Change requests are usually communicated to clients within 48 hrs.