



# General Topdesk Manual



# How to get IT Support

## How to access

- <https://support.apollotyres.com>

## Credentials?

- Not Needed. It will automatically log you in with your LAN account

## Support for Incidents and requests?

- Use self service portal to raise an incident and request on service delivery forms

# How to raise an incident and service request

The screenshot shows the Apollo Tyres Ltd SelfService Portal. At the top is the company logo and a user profile icon labeled 'LS'. Below the header is a banner image of several tires with a search bar overlay that says 'Use keywords to search'. The main content area is titled 'Welcome to the SelfService Portal' and contains four buttons: 'Open authorization overview' with a right arrow, 'Report an Issue' with a question mark icon, 'My requests' with a clipboard icon, and 'Service Delivery Forms' with a hand holding a dome icon. Three red ovals with arrows point to these buttons: the first oval points to 'Report an Issue' and contains the text 'Incident – What is meant to work is broken'; the second oval points to 'My requests' and contains the text 'View your requests'; the third oval points to 'Service Delivery Forms' and contains the text 'Request for an IT service'.

**A** APOLLO  
TYRES LTD

LS

Use keywords to search

Welcome to the SelfService Portal

Open authorization overview >

Report an Issue

My requests

Service Delivery Forms

Incident – What is meant to work is broken

View your requests

Request for an IT service

# What to do if your laptop is not working to log Topdesk ticket

Mobile  
Phone

- Topdesk can be accessed on your mobile
- Go to <https://support.apollotyres.com> and login with your Apollo account

Request  
your  
colleague

- You can request your colleague to log a ticket on your behalf

P1 on call  
number

- (To be used for reporting critical incidents only that lead to business stoppage +91-9560811055)

# Escalation Matrix

Escalate when your Topdesk ticket is not attended within Service Level Agreement

## Who

- Level 1 – Global Service Desk Team
- Level 2 – Partner Team Lead - Indrajeet Kumar
- Level 3 – Partner SDM – Vishal Bangia
- Level 4 – Apollo Global Service Delivery Lead

## How

- Level 1 - GSD-NTTData@apolloytyres.com
- Level 2 - Tpo.nttindrajeetk@apolloytyres.com
- Level 3 - tpo.nttvishal@apolloytyres.com
- Level 4 - lata.sachdev@apolloytyres.com

## When

- Your Topdesk ticket is not attended by IT Global Service Desk and breached SLA
- Escalate with your ticket number



# Thank you

apollo  
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VREDESTEIN  
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