

Escalation Matrix

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

Who	<ul style="list-style-type: none">• Level 1 – Global Service Desk Team• Level 2 – Partner Team Lead - Manish Kumar Sangwan• Level 3 – Partner SDM – Vishal Bangia• Level 4 – Partner Delivery Director – Ravinder Yadav• Level 5 – Apollo Global Service Delivery Lead
How	<ul style="list-style-type: none">• Level 1 - GSD-NTTData@apolloytyres.com• Level 2 - Tpo.nttmanishkmr@apolloytyres.com• Level 3 - tpo.nttvishal@apolloytyres.com• Level 4 – Ravinder.Yadav@nttdata.com• Level 5 - lata.sachdev@apolloytyres.com
When	<ul style="list-style-type: none">• Your Topdesk ticket is not attended by IT Global Service Desk and breached SLA• Escalate with your ticket number

P1 on call number to be strictly used for reporting critical incidents

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