From:	Mainul Hoque (Project Manager, IT Projects, SQ Group)
Sent:	Saturday, March 13, 2021 5:07 PM
To:	Atiqul Islam Silvee (IT Service Management Lead, SQ Group)
Cc:	Mahbubur Rahman (Head of IT, SQ Group); Mehedi Hasan (Technical Lead, IT Applications, SQ Group); IT Support; Anamul Haque (Executive, Data Entry Center, IT, SQ Group)
Subject:	RE: Data entry service tracker not working

Hi Mr. Silvee

Let us know what was the issue ?
Why merchant was not able to submit data entry request through Tracker at the mentioned time ?

Best Regards,
Mainul Hoque
Project Manager, IT Projects
SQ Group
sqgc.com

stand tall or naught

From: Anamul Haque (Executive, Data Entry Center, IT, SQ Group) <anamul.haque@sqgc.com>
Sent: Saturday, March 13, 2021 5:05 PM
To: Mainul Hoque (Project Manager, IT Projects, SQ Group) <mainul.hoque@sqgc.com>
Cc: Mehedi Hasan (Technical Lead, IT Applications, SQ Group) <mehedi.shaikat@sqgc.com>; Mahbubur Rahman (Head of IT, SQ Group) <mahbub.rahman@sqgc.com>; Atiqul Islam Silvee (IT Service Management Lead, SQ Group) <atiqul.silvee@sqgc.com>; IT Support <itsupport@sqgc.com>
Subject: RE: Data entry service tracker not working

Adding Mr. Mainul..

Anamul Haq Nobin
Executive, Data Entry Center, IT
SQ Group
sqgc.com

stand tall or naught

From: Atiqul Islam Silvee (IT Service Management Lead, SQ Group) <atiqul.silvee@sqgc.com>
Sent: Saturday, March 13, 2021 4:34 PM
To: Ahsanul Kabir (Executive, Merchandising, Birichina) <ahsanul.kabir@sqgc.com>; IT Support <itsupport@sqgc.com>; Amimul Ehsan Naim (Executive, Marketing & Merchandising, Birichina) <amimul.naim@sqgc.com>; Mahbubur Rahman (Head of IT, SQ Group) <mahbub.rahman@sqgc.com>
Cc: Faisal Akhter (Account Lead, Marketing & Merchandising, SQ Birichina Ltd.) <faisal.akhter@sqgc.com>; Kazi Md. Yeasin Jewel (Sr. Executive, Marketing & Merchandising, Birichina 2) <yeasin.jewel@sqgc.com>; Anamul Haque (Executive, Data Entry Center, IT, SQ Group) <anamul.haque@sqgc.com>; Mehedi Hasan (Technical Lead, IT Applications, SQ Group) <mehedi.shaikat@sqgc.com>
Subject: RE: Data entry service tracker not working

Dear Mr. Kabir,

Sorry to step in here.

Here you mentioned "IT support committed to work 24 hours". Where was committed can you please share here?

Also, here you mentioned "We are getting poor feedback from IT department". Please share the last 6-month experience here, where you think you are getting poor feedback.

Waiting for your quick response.

Thanks

Atiqul Islam Silvee
IT Service Management Lead
SQ Group
sqgc.com

SQ *stand tall or naught*

From: Ahsanul Kabir (Executive, Merchandising, Birichina) <ahsanul.kabir@sqgc.com>
Sent: Saturday, March 13, 2021 4:17 PM
To: IT Support <itsupport@sqgc.com>; Amimul Ehsan Naim (Executive, Marketing & Merchandising, Birichina) <amimul.naim@sqgc.com>; Atiqul Islam Silvee (IT Service Management Lead, SQ Group) <atiqul.silvee@sqgc.com>; Mahbubur Rahman (Head of IT, SQ Group) <mahbub.rahman@sqgc.com>
Cc: Faisal Akhter (Account Lead, Marketing & Merchandising, SQ Birichina Ltd.) <faisal.akhter@sqgc.com>; Kazi Md. Yeasin Jewel (Sr. Executive, Marketing & Merchandising, Birichina 2) <yeasin.jewel@sqgc.com>; Anamul Haque (Executive, Data Entry Center, IT, SQ Group) <anamul.haque@sqgc.com>; Mehedi Hasan (Technical Lead, IT Applications, SQ Group) <mehedi.shaikat@sqgc.com>
Subject: RE: Data entry service tracker not working

Hi Firuj,
We need quick feedback once any issue raised as it support committed to work 24 hours.
@Mahbubur Rahman (Head of IT, SQ Group) Really we are getting poor feedback from IT department whereas all data related work & one hour delay will be huge impact in our daily work. At least should inform us to solve how much time it will take to solve through by mail.

Md. Ahsanul Kabir
Executive, Marketing & Merchandising
SQ Birichina Limited
sqgc.com

SQ *stand tall or naught*

From: IT Support <itsupport@sqgc.com>
Sent: Saturday, March 13, 2021 3:43 PM
To: Ahsanul Kabir (Executive, Merchandising, Birichina) <ahsanul.kabir@sqgc.com>; Amimul Ehsan Naim (Executive, Marketing & Merchandising, Birichina) <amimul.naim@sqgc.com>; Atiqul Islam Silvee (IT Service Management Lead, SQ Group) <atiqul.silvee@sqgc.com>; Mahbubur Rahman (Head of IT, SQ Group) <mahbub.rahman@sqgc.com>
Cc: Faisal Akhter (Account Lead, Marketing & Merchandising, SQ Birichina Ltd.) <faisal.akhter@sqgc.com>; Kazi Md. Yeasin Jewel (Sr. Executive, Marketing & Merchandising, Birichina 2) <yeasin.jewel@sqgc.com>; Anamul Haque (Executive, Data Entry Center, IT, SQ Group) <anamul.haque@sqgc.com>; Mehedi Hasan (Technical Lead, IT

Applications, SQ Group) <mehedi.shaikat@sqgc.com>
Subject: RE: Data entry service tracker not working

Dear Ahsan,

Below issue has been resolved. Pls check from your end & Confirm

Thanks

Sazzadul Kabir Firuj
System Engineer, IT Application Mgt.
SQ Group
sqgc.com

From: Ahsanul Kabir (Executive, Merchandising, Birichina) <ahsanul.kabir@sqgc.com>
Sent: Saturday, March 13, 2021 10:38 AM
To: Amimul Ehsan Naim (Executive, Marketing & Merchandising, Birichina) <amimul.naim@sqgc.com>; IT Support <itsupport@sqgc.com>; Atiqul Islam Silvee (IT Service Management Lead, SQ Group) <atiqul.silvee@sqgc.com>; Mahbubur Rahman (Head of IT, SQ Group) <mahbub.rahman@sqgc.com>
Cc: Faisal Akhter (Account Lead, Marketing & Merchandising, SQ Birichina Ltd.) <faisal.akhter@sqgc.com>; Kazi Md. Yeasin Jewel (Sr. Executive, Marketing & Merchandising, Birichina 2) <yeasin.jewel@sqgc.com>; Anamul Haque (Executive, Data Entry Center, IT, SQ Group) <anamul.haque@sqgc.com>; Mehedi Hasan (Technical Lead, IT Applications, SQ Group) <mehedi.shaikat@sqgc.com>
Subject: RE: Data entry service tracker not working

Hi Mahbubur,
Could you please advise your team to replay on below .

Md. Ahsanul Kabir
Executive, Marketing & Merchandising
SQ Birichina Limited
sqgc.com

From: Amimul Ehsan Naim (Executive, Marketing & Merchandising, Birichina) <amimul.naim@sqgc.com>
Sent: Thursday, March 11, 2021 4:36 PM
To: IT Support <itsupport@sqgc.com>; Atiqul Islam Silvee (IT Service Management Lead, SQ Group) <atiqul.silvee@sqgc.com>
Cc: Faisal Akhter (Account Lead, Marketing & Merchandising, SQ Birichina Ltd.) <faisal.akhter@sqgc.com>; Kazi Md. Yeasin Jewel (Sr. Executive, Marketing & Merchandising, Birichina 2) <yeasin.jewel@sqgc.com>; Ahsanul Kabir (Executive, Merchandising, Birichina) <ahsanul.kabir@sqgc.com>; Mahbubur Rahman (Head of IT, SQ Group) <mahbub.rahman@sqgc.com>; Anamul Haque (Executive, Data Entry Center, IT, SQ Group) <anamul.haque@sqgc.com>; Mehedi Hasan (Technical Lead, IT Applications, SQ Group) <mehedi.shaikat@sqgc.com>
Subject: RE: Data entry service tracker not working

IT support Team,

Is there any update ? still we cant excess and due to this problem order execution will be impacted.

Thanks.

Amimul Ehsan Naim
Executive, Marketing & Merchandising
SQ Birichina Limited
sqgc.com

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From: Ahsanul Kabir (Executive, Merchandising, Birichina) <ahsanul.kabir@sqgc.com>
Sent: Thursday, March 11, 2021 1:27 PM
To: IT Support <itsupport@sqgc.com>; Anamul Haque (Executive, Data Entry Center, IT, SQ Group) <anamul.haque@sqgc.com>
Cc: Faisal Akhter (Account Lead, Marketing & Merchandising, SQ Birichina Ltd.) <faisal.akhter@sqgc.com>; Kazi Md. Yeasin Jewel (Sr. Executive, Marketing & Merchandising, Birichina 2) <yeasin.jewel@sqgc.com>; Mahbubur Rahman (Head of IT, SQ Group) <mahbub.rahman@sqgc.com>; Amimul Ehsan Naim (Executive, Marketing & Merchandising, Birichina) <amimul.naim@sqgc.com>; Mehedi Hasan (Technical Lead, IT Applications, SQ Group) <mehedi.shaikat@sqgc.com>
Subject: Data entry service tracker not working

Hi IT Team,
Not able to provide any task through data entry service. Please check & solve the issue.
@anamul.haque Though service tracker isn't working Please help to complete attached BOM task num of task 7

Md. Ahsanul Kabir
Executive, Marketing & Merchandising
SQ Birichina Limited
sqgc.com

SQ stand tall or naught