

25735193-CWIP000000375 (Shahrukh Siddiqui) ,C002A:NPC 1, 1st Floor - Airoli

Vendor Management <Vendor.Management@axisbank.com>

Wed 11/1/2023 2:28 PM

To: CWIP000000375@axisbank.com <CWIP000000375@axisbank.com>

Dear Sir,

This is with regards to your Ticket no 25735193

The transaction is pending for SVP I Approval. Kindly share SVP I and above (Department Head) mail approval for laptop keypad replacement.

Serial Number- 5CD824BXYT

Model Number - HP 240 G6

Note - Serial number should be mention in approval mail.

Please attach the required information in the ticket.

Kindly provide this information at the earliest to process your request.

Thanks & Regards,

Sasmita sahoo | CSD Team

| Escalation Levels | Name | Contact Nos | Email address |
|---------------------|-----------------------------|-------------------|--|
| Level 1 (1-4 hours) | IT Centralised Service Desk | 9833225225 | fms.servicedesk@axisbank.com |
| Level 2 (4-6 hours) | CSD Shift Lead | Jinal- 8767511126 | csd.teamlead@axisbank.com |
| | | Shweta-7506360619 | |
| | | Rana- 7605085384 | |
| Level 3 (6-8 hours) | Rizwan Shaikh - CSD Manager | 8208756421 | csd.manager@axisbank.com |
| Level 4 (>8 hours) | Amit Deb - Project Manager | 7603000300 | wipro.pm@axisbank.com |