

SAP ERP Help Line Nos

Escalation Matrix to handle the support issues effectively(Revised) :-

SN.	Module-SAP	Level-1	Level-2	Level-3	Project Manager(SAP)-RVPN
1.	FICO Module	1. Preeti Methi AAO-II Mob.-9414014629 methi.preeti@rvpn.co.in 2. Kratik Poddar Jr Accountant Mob.-9414014630 poddar.kratik@rvpn.co.in	1. Smt. Himangini Sharma AEn(MIS&IT) Mob.-9413393659 sharma.himangini@rvpn.co.in 2.Smt.Babita Rathor JEn rathore.babita@rvpn.co.in Mob.- 9413393658	Sh.Manish Athaiya XEn(MIS&IT) Mob.-9414061000 athaiya.manish@rvpn.co.in	Sh.Anoop Maheshwari SE(MIS&IT) Mob.-9414061071 se.mis@rvpn.co.in
2.	Treasury and Risk Management Module	1.Smt.Babita Rathor JEn rathore.babita@rvpn.co.in Mob.- 9413393658	1. Smt. Himangini Sharma AEn(MIS&IT) Mob.-9413393659 sharma.himangini@rvpn.co.in		
3.	Project System Module	1.Sh.Amit Mathur AEn Mob.9413382606 mathur.amit@rvpn.co.in 2.Sh.Manish Jain Jen Mob.-9413392938 jain.manish@rvpn.co.in	1. Smt. Anupma Kapil AEn(MIS&IT) Mob.-9413393663 kapil.anupama@rvpn.co.in		
4.	MM/ Inventory Module	1.Sh.Daniel S. AEn(Civil) Mob.-9413393518 daniel.s@rvpn.co.in 2.Sh.Rajesh Arora AEn Mob.-9413393608 arora.rajesh@rvpn.co.in 3.Sh.Manish Jain Jen Mob.-9413392938 jain.manish@rvpn.co.in	1.Sh.Umesh Sharma AEn(MIS&IT) Mob.-9413393655 sharma.umesh@rvpn.co.in 2. Smt. Anupma Kapil JEn(MIS&IT) Mob.-9413393663 kapil.anupama@rvpn.co.in		
5.	PM Module	1. Sh.Manasvi Sharma JEn(MIS&IT) Mob.-9413393656 sharma.manasvi@rvpn.co.in	1.Sh.Anshu Jain AEn(MIS&IT) Mob.-9413393662 jain.anshu@rvpn.co.in		
6.	HCM & Payroll Module	1.Sh.Om Singh Shekhawat UDC Mob.-9414014623 shekhawat_omsingh@hotmail.com 2.Sh.C.P.Dhakar UDC Mob.- 9414014868 cpdhakar@yahoo.in 3.Sh.Imran Ahmad Jr.Actt. Mob.-9414014624 ahmed_imran87@yahoo.com	1.Sh.Bhawana Hundawal AEn(MIS&IT) 9413393657 hundawal.bhawana@rvpn.co.in 2.Smt.Meena Kumari AEn Mob.-9413393973 Kumari.meena@rvpn.co.in		
7.	SPPP, E-Procurement , Work Performance Building(WP B)	Smt. Garima Sharma AEn(MIS&IT) 9413393660	Smt. Garima Sharma AEn(MIS&IT) 9413393660		
8.	Basis –issues	Sh.Prashant Saxena	1.Sh.Anshu Jain		

	regarding authentication -SAP & re-setting of Login & password	Jen(MIS&IT) Mob.-9413393944 saxena.prashant@rvpn.co.in	AEn(MIS&IT) Mob.-9413393662 jain.anshu@rvpn.co.in 2. Smt. Himangini Sharma AEn(MIS&IT) Mob.-9413393659 sharma.himangini@rvpn.co.in	
9.	Network Connectivity -Data card, Lease line , Broad band etc.	Sh.Kusumlata Bansival AEn(Communication) Mob.-9413382337 banshiwal.kusum@rvpn.co.in	Sh.Mukesh Chelani XEn-2(MIS&IT) Mob.-9413382607 chelani.mukesh@rvpn.co.in	
10.	RVPN Web Site	Sh.Prashant Saxena Jen(MIS&IT) Mob.-9413393944 saxena.prashant@rvpn.co.in	Sh.Umesh Sharma AEn(MIS&IT) Mob.-9413393655 sharma.umesh@rvpn.co.in	Sh.Manish Athaiya XEn(MIS&IT) Mob.-9414061000 athaiya.manish@rvpn.co.in
11.	Bio-metric Attendance system	Sh.Pramod Poonia JEn Mob.-9413393652 poonia.pramod@rvpn.co.in	Sh.Anil Prajapati AEn(MIS-Hardware) Mob.-9413393653 prajapati.anil@rvpn.co.in	Sh.Kamal Singh XEn-3(MIS&IT) Mob.-9413382673 singh.kamal1@rvpn.co.in
12.	Computer Hardware issues/LAN Connectivity	1.Sh.Pramod Poonia JEn Mob.-9413393652 poonia.pramod@rvpn.co.in 2. Sh.Kamal Kishore TH Ext.0141-2740381--1584	Sh.Anil Prajapati AEn(MIS-Hardware) Mob.-9413393653 prajapati.anil@rvpn.co.in	Sh.Kamal Singh XEn-3(MIS&IT) Mob.-9413382673 singh.kamal1@rvpn.co.in

NOTE :- The IP phones have been provided to above mentioned named of IT core team(Level-2)/Domain Core Team(Level-1) at IT Centre , Chamt Power House premises , which is also hereby enclosed with this Help Desk Strategy . The users may call at these IP-Phones at IT Centre to concerned person of respective modules .