



[CALL escalation Details - M Intergraph Systems Pvt. Ltd.](#)

Incase, you are not getting proper response from the local contact person/s please find below escalation matrix at

**LEVEL ONE: CENTRAL SERVICE DESK**

a. Service Desk Analyst

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**LEVEL TWO:**

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**LEVEL TWO:**

c. Mr. Hitesh Kumar (Astt. Manager)  
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**LEVEL THREE:**

d. Mr. Anil Verma (Sr. Service Delivery Manager)  
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**LEVEL FOUR:**

e. Mr. Ashu Jain - General Manager Service Delivery  
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**LEVEL FIVE:**

f. Mr. Pranad Bhatt – General Manager Sales  
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