

Dear all,

As the precautionary steps and social distancing control measures are extending and for good reason, we are staying vigilant in our responsibility towards the business too. I am sure Operations will require us to support and since we also need to protect ourselves we need to balance and work as a team. The challenge of being physically present can be overcome with technology especially with collaboration tools, remote access and vpn, and we will aim to deliver the same service quality as normal.

**I wanted to share an 'EMERGENCY' Business Whatsapp number you can reach us on, this is a first for us, we will automate the messaging and also use this to trial and improve services when we are out of office. →
Whatsapp - 94960 07221 .**

In addition to the already published support site [OTRS SUPPORT DESK](#) and Email addresses - IT Service Centre, itsupport@nestgroup.net, and IT Service Requests itservicerequest@nestgroup.net, let me share individual primary contacts:

COCHIN / Pune :

1. ERP – Ashwin , 9846933737
2. PMS and related apps – Lekshmi , 9744642924
3. SharePoint – Viju , 9895307283
4. Network – Bino, 9249504292
5. Mail / Internet / VPN / Remote access – Tony, 9249504320

BANGALORE:

1. ERP , ACS , SharePoint , PMS - Kiran, 9739907063
2. Network , Mail, VPN , Remote access –Mech/Icam/Plastics – Sanil, 9739910279
3. Network , Mail, VPN , Remote access –Electronics – Shyam, 9620080541

IT will log all support calls in OTRS and we would tag them with COVID so we can get a report of this. Primary team members are fully empowered to leverage the remaining team to address issues and everyone is expected to fully support so we can deliver as a team.

We will also make sure we have someone who is in close proximity to office locations and can physically go there as the situation demands.

For any Escalations – Prince Joseph, 8111812368.