

ICT / AVAYA NETWORK/SERVER ISSUE ESCALATIONS

Internet/ Avaya critical issues:

Such as network, server and other issue related to inbound and outbound calls/ unable to login to Avaya.

1. Immediately report the issue to Imperium (Natesh - 0553406917, Harish – 0523912871, Venkat - +91 9535767773, Goutham – 0529833313,)
2. Bootz- (0509456127) - for all issues
3. Ayman – (0551502018) – Network Issue
4. Jayson – (0502400867)- Server Issue
5. Email to support@imperiumapp.com

Imperium Escalation Matrix

Imperium Support Protection Escalation Matrix			
24X7 Help Desk	Level I	Level II	Level III
Imperium Support Team	Ram	Ravimani	Manikandan
+97142443417	+971521064698	+971556073335	+971553547268
support@imperiumapp.com	ramnarayanan@imperiumapp.com	ravimani.r@imperiumapp.com	mani@imperiumapp.com

ICT Issues

- **ICT requests and incidents:** Contact **800 0182958/** [Service Desk Web Portal/](#) email to itsupport@macegroup.com/
 - VPN
 - Outlook
 - Infomace
 - Other IT requests

Concept Evolution/ MRI

For Emergency issue like Concept Failure during out of hours please call **as per the ON CALL ROTA.**

Working Hours: 8AM UK time till 5.30PM UK

Outside of these hours, please call the Primary contact for the month you are in and if there is no answer from them, please contact Kai.

Rota		
Month	Primary	Secondary
Dec-22	Mo	Kai
Jan-23	Peter	Kai
Feb-23	Louise	Kai
Mar-23	Peter	Kai
Apr-23	Louise	Kai
May-23	Peter	Kai
Jun-23	Louise	Kai
Jul-23	Peter	Kai
Aug-23	Louise	Kai
Sep-23	Peter	Kai
Oct-23	Louise	Kai
Nov-23	Peter	Kai
Dec-23	Louise	Kai

Contact Names and Telephone Numbers	
Contact Name	Contact Number
Kai	+447946153844
Louise	+447879492886
Peter	+447925887846

All Concept Issue, reports request and other concept admin related issues should be logged or email to the Support Team in the UK.

- <https://www.fm24systems.com>
- support@fm24systems.com