

Service Escalation Matrix for Biometric Device

Escalation Level	Name	Email id	Contact number
Level 1- 1-2 hours	Amit Vedwal	amit.v@janussi.com/support@janussi.com	011-4338 2327-ext 24
Level 2- 4-6 hours	Abhay Sharma	abhay.s@janussi.com/ support@janussi.com	011-4338 2327-ext 23
Level 3- 12-14 hours	Saurabh Pandey	saurav.kumar@mantratec.com	9873242956