



## **ESCALATION MATRIX – PUNE**

**24 X 7 VERTIV "CUSTOMER RESOLUTION CENTRE" (CRC)**

**Toll Free :- 1800-209-6070 Chargeable :- 022-61171300**

**E. Mail: [Customer.Care@vertivco.com](mailto:Customer.Care@vertivco.com)**

**Note : Please log call with Customer Resolution centre(CRC) for Service Support  
Please quote service Call ID provided by CRC while communicating escalation contacts**

### **Escalation if not responded within 1/2 hours from the time of call Log**

**Mr.Sagar Ghorpade / Mr.Rakesh Gaikwad**  
**Mobile No: +91 8291030917 /8976705760**  
**E-mail: [.sagar.ghorpade@vertivco.com](mailto:.sagar.ghorpade@vertivco.com) /[manish.barhate@vertivco.com](mailto:manish.barhate@vertivco.com)**

### **Escalation if not responded within 2 hours from the time of call Log**

**Mr.Vishwanath Bidre / Mr.Dayanand Pai**  
**Mobile No: +919922962027/+919822940009**  
**E-mail: [vishwanath.bidre@vertivco.com](mailto:vishwanath.bidre@vertivco.com)/[Dayanand.Pai@vertivco.com](mailto:Dayanand.Pai@vertivco.com)**

### **Escalation if not responded within 4 hours from the time of call Log**

**Mr. Ravi Rai (Manager- Service Operations)**  
**Mobile No: +919321643612**  
**E-mail : [Ravi.Rai@vertivco.com](mailto:Ravi.Rai@vertivco.com)**

### **Escalation if call not responded within 8 hours from the time of call Log**

**Mr. Vijay Kulkarni (Director-Zonal Service-West)**  
**Mobile : +919850828277**  
**E-mail : [Vijay.Kulkarni@vertivco.com](mailto:Vijay.Kulkarni@vertivco.com)**