

CIRCULAR

Sub: Annual Maintenance Contract for the period from 1-12-2014 to 30-11-2015 of 295 HCL Desktop Computers and 258 Toshiba A3 multifunction Laser printers supplied to various PWD Offices State wide in 2010.

1. Agreement No. 2/CE/R&B/IT/2014-15 dated 25-03-2015 (Multifunction Printers)
2. Agreement No. 3/CE/R&B/IT/2014-15 dated 25-03-2015 (HCL Computers)

In connection with the implementation of various e-Governance applications in PWD, One HCL computer and one Toshiba e-studio multifunction printer was supplied to all Sub divisions, Divisions, Circle and Chief Engineer Offices of PWD through KSTP in the year 2010. **295 HCL Computers and 258 Toshiba e-studio 182 multifunction printers** are purchased from M/s HCL Infosystems Ltd with 3 year warranty and supplied to all the above offices. The warranty of all these computers and printers expired on **July & August 2013**. On completion of warranty an AMC agreement was executed with M/s HCL Services Pvt limited for the period from July 2013 to 30-11-2014. Now vide references cited above the Annual Maintenance Contract was extended for the period from 1-12-2014 to 30-11-2015.

Hence the all the Office Heads in Sub Divisions, Divisions and Circle offices are requested to utilize this AMC contract and repair any of the defunct HCL Desktop Computers and Toshiba e-Studio printers through M/s HCL Services ltd at the earliest. They should also ensure that the computers and printers included in the AMC at Offices under their jurisdictions are being fully utilized. M/s HCL has also offered to supply the consumables like Toners, Drum Kit and Heat Rollers at special prices to PWD and the details of the same is attached herewith. The contact numbers for support call registration at various districts is attached herewith. As per the AMC agreement, the service provider should attend the case within 24 Hours and should rectify the fault within 48 hours. Under any circumstances the downtime should not exceed 3 working days. If exceptional cases arise, the service provider needs to arrange alternate machines until the complaint is resolved. As per the agreement, the Company Engineers need to inspect all the printers and machines at an interval of 3 months (The first routine inspection is scheduled in the month of May-June 2015). If there is any delay in attending the complaints the matter may be reported to AE IT Cell PWD (9645096310) and the PWD Electronics sections in the corresponding district.



Chief Engineer
R&B and Administration

To

1. To all Superintending Engineers, PWD
2. To all Executive Engineers, PWD
3. To all Assistant Executive Engineers, PWD
4. To Executive Engineer (Electronics Wing, PWD), for informing the District Coordinators.
5. M/s HCL Services Ltds., 4th Floor, Thompil Building, Sasthamangalam, Thriuvananthapuram.

ESCALATION MATRIX FOR AMC Service of Toshiba Multifunction Printers			
HCL SERVICES LTD-Office Automation Division			
AREA	NAME	TELEPHONE NUMBER	EMAIL ID
NATIONAL CALL CENTER NUMBER		18601802425 & 01202406614	hcloa.callcentre@hcl.com
KERALA REGION			
1 ST LEVEL ESCALATION	GANESH - AREA MANAGER	9895320817	r.g@hcl.com
2 nd LEVEL ESCALATION	SHIVARAM-DY REG MANAGER	9633276340	shivrama@hcl.com
3 RD LEVEL ESCLATION	ANIL Z ANTONY--REG MANAGER	9995035830	aantony@hcl.com
TRIVANDRUM	NITHIN	8129090022	nithin.ks@hcl.com
	KISHORE	8129566883	krishore.kumar@hcl.com
ESCALATION MANAGER	GANESH	9895320817	r.g@hcl.com

KOLLAM	KISHORE	8129566883	krishore.kumar@hcl.com
ESCALATION MANAGER	GANESH	9895320817	r.g@hcl.com
PATHANAMTHITTA & ALLAPUZHA	TAMIL ARASAN	9567760595	thamizharasan.k@hcl.com
ESCALATION MANAGER	GANESH	9895320817	r.g@hcl.com
KOTTAYAM & IDUKKI	TAMIL ARASAN	9567760595	thamizharasan.k@hcl.com
ESCLATION MANAGER	GANESH	9895320817	r.g@hcl.com
ERNAKULAM	PADMAJAN	9995801327	padmajan@hcl.com
1 ST LEVEL ESCALATION	SHIVARAM-DY REG MANAGER	9633276340	shivrama@hcl.com
2 ND LEVEL ESCALATION	ANIL Z ANTONY--REG MANAGER	9995035830	aantony@hcl.com
TRISSUR	MATHEW	9895009065	
ESCALATION MANAGER	SHIVARAM	9633276340	shivrama@hcl.com
PALAKAD	AKASH	9567058872	
ESCALATION MANAGER	SHIVARAM	9633276340	shivrama@hcl.com

CALICUT,WAYNAD,MALAPURAM	JAYESH	9633276341	jayeshmanikoth@gmail.com
1 ST LEVEL ESCALATION	SHIVARAM-	9633276340	shivrama@hcl.com
2 ND LEVEL ESCALATION	ANIL Z ANTONY	9995035830	aantony@hcl.com
KANNUR	PRIJO THOMAS	8138021515	PRIJO.THOMAS@HCL.COM
ESCALATION MANAGER	SHIVARAM	9633276340	shivrama@hcl.com
KASRAGOD	ASWANT	9995018025	ASWANTHPANOOR777@GMAIL.COM
ESCALATION MANAGER	SHIVARAM	14	shivrama@hcl.com

Support Escalation Contacts Details for HCL Computers

	Escalation Level-1		Escalation Level-2		Escalation Level 3	
District	Name	Mobile No	Name	Mobile No	Name	Mobile No
TRIVANDRUM	Anumol NT	9895242825	Mr.Abhilash C	8129941540	Sobin PK	9895431027
KOLLAM	Nithya Sasi	9567043051	Mr.Amal jose	8547523565	Mr.Sreejith B	9567869497
PATHANAMTHITTA	Lilly jeena Joseph	8129133444	Mr.Bipin Raj	9567325673	Mr.Sreejith B	9567869497
ALAPPEY	Reshma Babu	8129133444	Mr.Prasanth	9497711770	Dhanesh Balan	9995803819
KOTTAYAM	Nithya Sasi	9567043051	Mr.Sanju Joseph	9567762467	Mr.Sreejith B	9567869497
THODUPUZHA	Sandhya VR	8129133555	Mr.Sibu Babu	9567014119	Dhanesh Balan	9995803819
COCHIN	Soumya TC	8129133666	Mr.Abin T V	9567863204	Vijeesh. K C	9567864972
KAVARATHI	Raji R Kaimal	9497711760	Mr.Manoj kumar	9567264772	Dhanesh Balan	9995803819
THRISSUR	Sandhya VR	8129133555	Mr.Amal George	9567863392	Mr.Arun Kumar C	9567869470
MALAPPURAM	Lilly jeena Joseph	8129133444	Mr. Akhil	9567863203	Dilraj V S	9633305355
CALICUT	Manju M	9567024349	Mr.Shojilal	9567861369	Dilraj V S	9633305355
KANNUR	Raji R Kaimal	9497711760	Mr.Abilash	9567732268	Sijo K P	9567869487
KASARGODE	Reshma Babu	8129133444	Mr.Sanu R	9567765122	Sijo K P	9567869487
WAYANADU	Manju M	8129133666	Mr.Shojilal	9567861369	Dilraj V S	9633305355

Escalation Level 4

Escalation Level 5

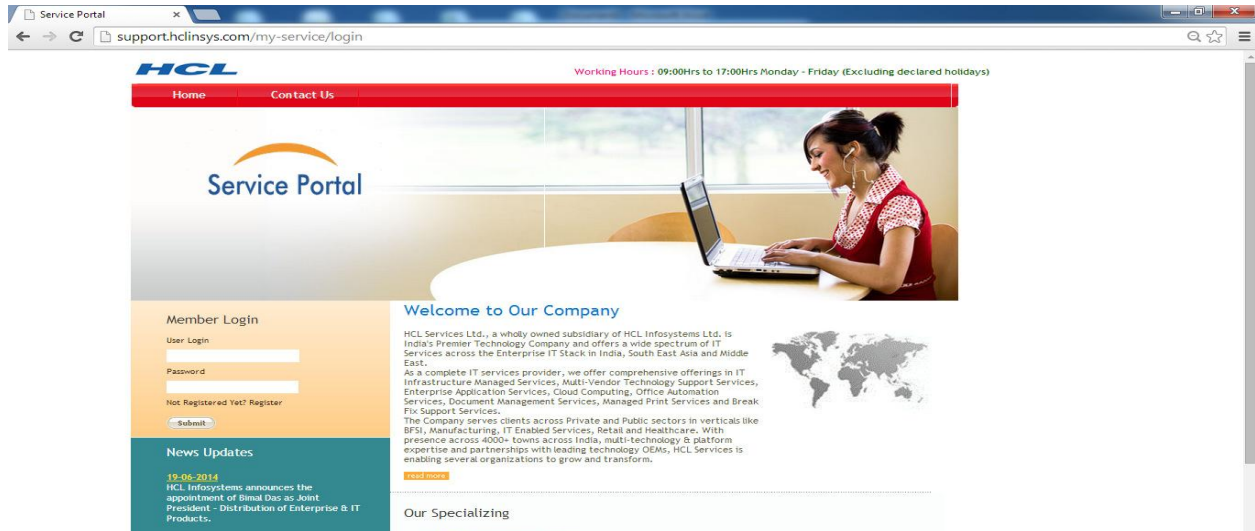
Vijeesh K C	9567864972
Geetha.P.R	9746661328

Online Portal Registration Link

<http://support.hclinsys.com/my-service/login>

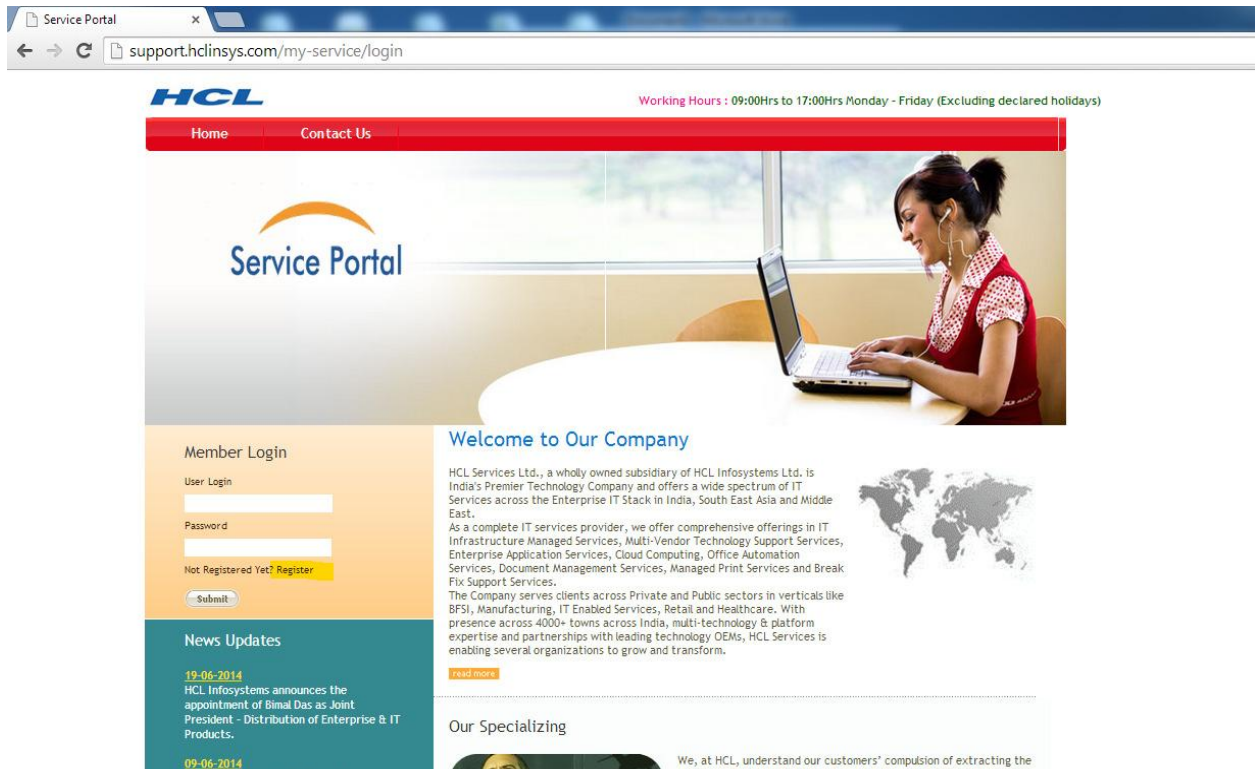
User Registration Process

Homepage



This is for Customers or Users who are trying to register SO

To register click on



You are requested to atleast enter one sample serial number in the column

The screenshot shows a web browser window with the URL support.hclinsys.com/my-service/newUser. The page is titled "Customer Registration Form" and includes a "return to home" link. The form is divided into several sections: "Help us with some details about yourself" (with a "Verify" button), "Customer Details" (with fields for Customer Name, Email, State, Contact Person Name, Mobile, Address, Pincode, Contact Person Email, Alternate Phone No, City, Country, and Contact Person Phone), "Product Details" (with fields for Product Code and Product Description), and "Other Information" (with a field for Preferred UserName). A red "register" button is located at the bottom right of the form. Below the form, there is a "News Updates" section with a "Submit" button and a "Let us turn your stressful environment" message.

Enter Serial Number, Email address to which the password has to be sent to and also the preferred username.

****Mobile number should start with +91**

All highlighted items to be filled. Once done then click on Register.

Once the register option is done then automatically an email will be received to the email address which has been specified already.

Using the password provided Users will be able to register Online Portal Service Orders.

Password email format

The screenshot shows an email message from automail@hcl.com with the subject "HCL Service Portal || Account Confirmation". The email body contains the following text:

Hello SAP Telecom, Noida, India (Code-7000000192)

Your account has been created successfully with following Product SerialNumber:

Serial Number: testphoenix03

Please use below link for login into the service portal:

URL: <http://support.hclinsys.com/my-service>

User Name: k2Y6Um33HB

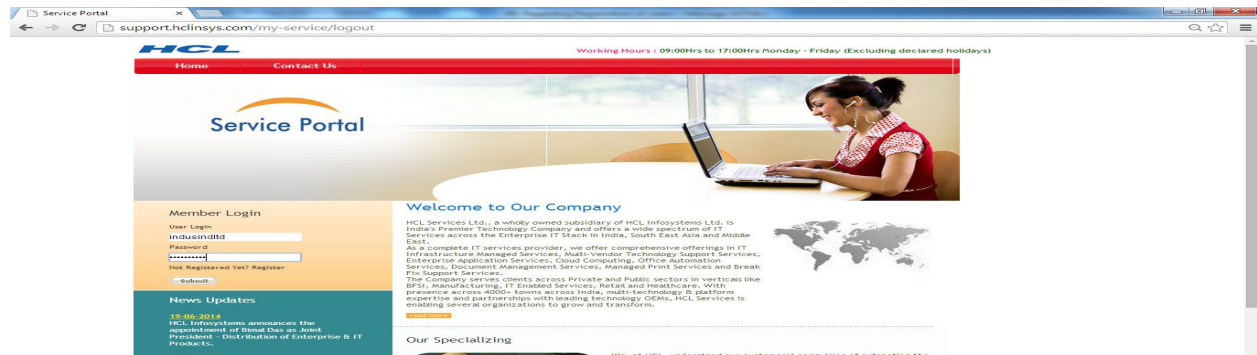
Password: k2Y6Um33HB

Note: This is an automatically generated email, please do not reply.

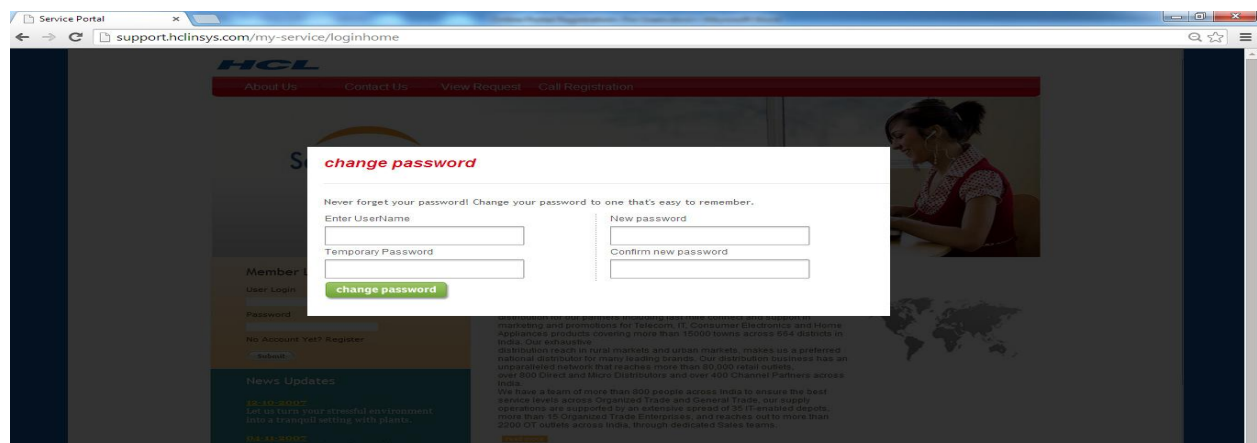
Team HCL

Post receiving the Temporary password steps to be carried:

Enter the username which you have specified and the temporary password which you have received in your email and click on submit

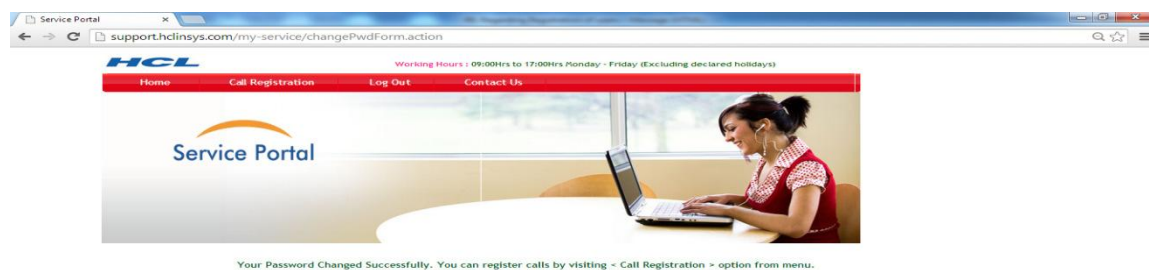


Once done it will again ask for the username and temporary password. Followed by new password and confirm password.



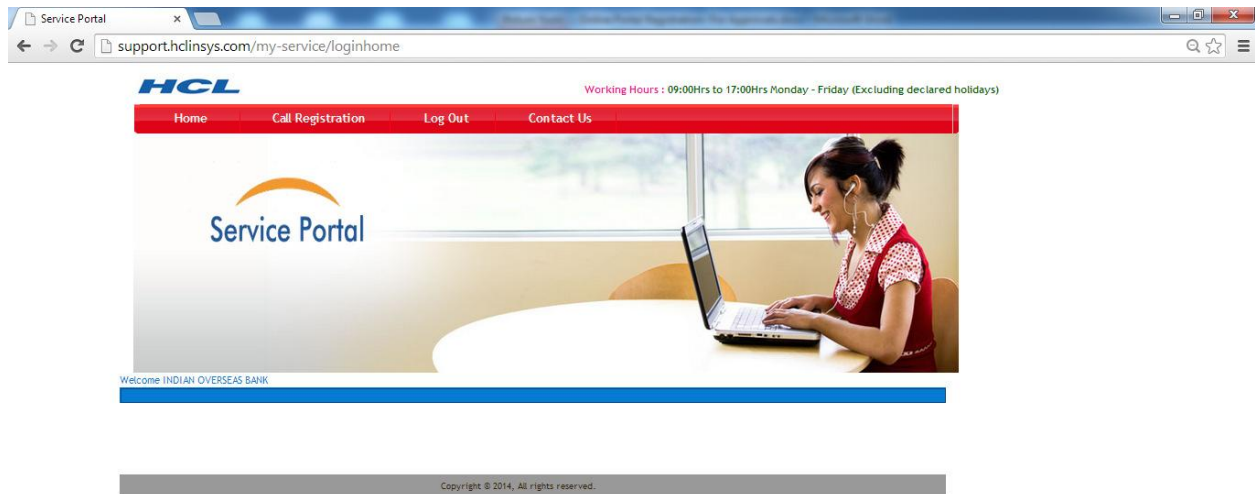
Once done you will get a message below-

Your Password Changed Successfully. You can register calls by visiting < Call Registration > option from menu.



This will then enable you to register calls online.

Call Registration Process



Once logged in then you are now authorized to register Service Order online.

To proceed with the registration request you to click on call registration, below is the screenshot-

A screenshot of the 'Call Registration Form' on the HCL Service Portal. The form is titled 'Call Registration Form' and has a 'return to home' link. It contains several sections: 'Customer Details' with fields for Customer Name, Email, State, Contact Person Name, Mobile, Address, Pincode, Contact Person Email, Alternate Phone No, City, Country, and Contact Person Phone; 'Product Details' with fields for Product Type, Product Description, AMC/Warranty Code, AMC/Warranty From, and AMC/Warranty To; and 'Other Information' with dropdown menus for Category 1, 2, 3, and 4, a 'Rapid Resolution' radio button (Yes/No), and a 'Remarks' text area. A 'Verify' button is located at the top right of the form, and a 'Submit' button is at the bottom right. The background of the page shows a dark sidebar with 'News Updates' and a world map.

Initially you are requested to enter the serial number to display details available.

The screenshot shows a web browser window with the URL `support.hclinsys.com/my-service/callRegister`. The page title is "Call Registration Form". It features a "Verify" button next to the "Enter Serial Number" field, which contains the text "ddr82bs". The form is divided into three main sections: "Customer Details", "Product Details", and "Other Information".

Customer Details:

- Customer Name *: INDUSIND BANK LIMITED Group
- Email *: sdagent@indusind.com
- State *: Madhya Pradesh
- Contact Person Name *:
- Mobile *:
- Address *: Nirman Ma 04, Village- Kolukhe
- Pincode: 462030
- Alternate Phone No:
- City *: Bhopal- 462030
- Country *: IN
- Contact Person Phone *:

Product Details:

- Product Type: 00000000035057612
- Product Description: 3rd Party Manufactured Desktop
- AMC/Warranty Code: 6500192900
- AMC/Warranty From: 01-07-2014
- AMC/Warranty To: 30-09-2014

Other Information:

- Category 1 *: Select
- Category 2 *:
- Category 3 *:
- Category 4 *:
- Rapid Resolution: ☒ Yes ☐ No
- Remarks *:

A red "Submit" button is located at the bottom right of the form.

Section1: Customer Details

This will have all details like Name, Number, Alternate number, Email address, Postal address with valid Pin code.

The above details will be displayed as Service address for which an engineer will be calling for 1st level diagnosis on Phone and followed by an engineer visit if required.

Section 2: Product Details

This will hold details about the equipment like warranty/AMC details with validity period

Section 3: Other Information

This is very important as it should be properly selected to have the quick resolution with right person at right time.

Category 1 *: Always Corrective Maintenance

Category 2 *: To be chosen appropriately like desktop, notebook, Server, Copier, Printer etc., from the dropdown

Category 3 *: Should select the exact component where the actual issue is like RAM, OS, Motherboard, HDD, Heat sink, wireless, Applications, from the dropdown.

Category 4 *: Problem symptoms to be chosen

Rapid Resolution: Should be selected appropriately whether it is required or not. Note: It will be provided by default.

Remarks *: Enter the exact problem description.

Once required details are filled then click on submit.

Service Portal x support.hclinsys.com/my-service/callRegister

Call Registration Form [return to home](#)

Enter Serial Number:

Customer Details

Customer Name *:	INDUSIND BANK LIMITED Group	Mobile *:	+919894176962	Alternate Phone No:	04132672200
Email *:	sdagent@indusind.com	Address *:	Nirman Ma 04, Village- Kolukhe	City *:	Bhopal- 462030
State *:	Madhya Pradesh	Pincode:	462030	Country *:	IN
Contact Person Name *:	Sheik Sulaiman	Contact Person Email *:	sheik.sulaiman@hcl.com	Contact Person Phone *:	+919894176962

Product Details

Product Type:	00000000035057612	Product Description:	3rd Party Manufactured Desktop	AMC/Warranty To:	30-09-2014
AMC/Warranty Code:	6500192900	AMC/Warranty From:	01-07-2014		

Other Information

Category 1 *:	Corrective Maintenance	Category 2 *:	Desktop	Category 3 *:	Memory (RAM)
Category 4 *:	Beep sound	Rapid Resolution:	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Remarks *:	<input type="text" value="Ram issue"/>				

Once submitted then you will get service Order number online which you are requested to note.

News Updates

18-10-2007
Let us turn your stressful environment into a tranquil setting with plants.

over 800 Direct and Micro Distributors and over 400 Channel Partners across India.
We have a team of more than 800 people across India to ensure the best service levels across Organized Trade and General Trade, our support operations are supported by an extensive spread of 35 IT-enabled depots, more than 15 Organized Trade Enterprises, and reaches out to more than 2200 OT outlets across India, through dedicated Sales teams.

Message format on screen will be like below-

- Your Request has been registered successfully. Please note the service number 8300000022 for further reference. A call agent will soon get in touch with you.

Service Portal x support.hclinsys.com/my-service/NewCallRegister

HCL Working Hours : 09:00Hrs to 17:00Hrs Monday - Friday (Excluding declared holidays)

[Home](#) [Call Registration](#) [Log Out](#) [Contact Us](#)

Service Portal

Your Request has been registered successfully. Please note the service number 8300000022 for further reference. A call agent will soon get in touch with you.

Invalid cases will show the below message

The screenshot shows a web browser window with the URL `support.hclinsys.com/my-service/callRegister`. The page is titled "Enter Serial Number" and contains a form for registering a service call. The form is divided into three main sections: Customer Information, Product Details, and Other Information. A modal dialog box is displayed over the form, indicating an error: "The page at support.hclinsys.com says: Serial Number does not exist in our Database. Please check with Call Executive". The dialog box has an "OK" button. The form fields include:

- Customer Information:** Customer Name *, Mobile *, Email *, Address *, State *, Pincode, Contact Person Name *, Contact Person Email *, Contact Person Phone *.
- Product Details:** Product Type, Product Description, AMC/Warranty Code, AMC/Warranty From, AMC/Warranty To.
- Other Information:** Category 1 *, Category 2 *, Category 3 *, Category 4 *, Rapid Resolution: ☒ Yes ☐ No, Remarks *.

A red "Submit" button is located at the bottom right of the form. The background of the page shows a dark blue sidebar with "News Updates" and a main content area with text about HCL's distribution network.