

Escalation Matrix for Nimbus Team**		
Support Team		Technical Support
Email ID		support@nimbusitsolutions.com
Phone #		+91-9278780303
Level 1	Contact Name	Mudit Gaur
	Contact Number	+91-8447404138
	Email ID	support1@nimbusitsolutions.com
Level 2	Contact Name	Shalini Kumari
	Contact Number	+91-9540098821
	Email ID	shalini@nimbusitsolutions.com
Level 3	Contact Name	Mandip Kumar
	Contact Number	+91-9711552271
	Email ID	mandip.kumar@nimbusitsolutions.com
Level 4	Contact Name	Sandeep Kumar Prasad
	Contact Number	+91-9711304231
	Email ID	skprasad@nimbusitsolutions.com
Team		Marketing
Email ID		marketing@nimbusitsolutions.com
Contact Number		+91-9278780404
**We request to always follow escalation Matrix, Next level's should only be contacted if there is no response or Appropriate response. Allow atleast 1 hour to the respective Level to respond from the time the issue is escalated.		
NOTE: For Sales, we would suggest you to contact your Account Manager first in case of any related requirement.		
For Support, please note that Support will be limited on Sundays and National Holidays. You can follow Escalation Matrix in any case.		