



Dear Customers,

The ongoing global outbreak of COVID-19 (Coronavirus) has changed the way we live, work and do business. i2k2 Team would like to assure you that we are fully equipped to serve our clients from home or any remote location 24x7.

Please find the quick assistance phone numbers in case of any assistance.

Level 1 Support Team

Support Helpdesk (24x7) – support@i2k2.com
Skype: i2k2-support
0120-466-3000/+91-8285851111/+91-82858 88822

Level 2 Escalation:

Windows Server Escalation:

Himanshu Joshi/8383043903/himanshu.joshi@i2k2.com
Hanish Rohilla/9873490061/hanish@i2k2.com

Linux and Zimbra Server Escalation:

Vishal Saxena/9810791189/vishal@i2k2.com
Shiv Kumar/9015077068/shiv@i2k2.com

Backup:

Surmeet Singh/ 9205429365/surmeet@i2k2.com
Ajeet Kumar/9773761825/ajeet@i2k2.com

Public Cloud (AWS/Azure/Tencent/GCP)

Yash Pal/9501480107/yashpal@i2k2.com
Mohit Rai/ 7018356760/mohit.raii@i2k2.com

Level 3 Escalation:

Rahul Pathak/9953452352/rpathak@i2k2.com
Vinay Sharma/9711918847/vinay@i2k2.com
Piyush Agrawal/ 9718808706/ piyush.agrawal@i2k2.com
Nikunj Aggarwal/9818755155/nikunj@i2k2.com

Level 1 Quick Response Team – All general queries (Commercials/upgradation/support tickets)

Nupur Gupta/9821333806/nupur.gupta@i2k2.com
Shailendra Singh/8285010017/shailendra@i2k2.com
Mili Bal/ 8448098220/mili@i2k2.com



Level 2 Quick Response Team – All general queries (Commercials/upgradation/support tickets)

Mili Bal/ 8448098220/mili@i2k2.com

Vivek Anand/8285050063/vivek.anand@i2k2.com

Escalation to Management (in case issue not resolved within 24 hours) :

Kamleshwar Bhatt/COO/9811995545/kamal@i2k2.com

Rahul Aggarwal/CEO/9999106990/rahul@i2k2.com

We understand that effective planning coupled with proactive digital communication is important now more than ever. As part of the measures, all i2k2 employees have started taking meetings through video conferencing only as a way of minimizing human contact.

To ensure continuous support and on-time delivery, a team is always available in our NOC to ensure smooth functioning of all the resources.

Let's all stay positive, listen to the advice from experts, and work towards a return to normalcy.

Stay Safe!

Team - i2k2 Networks!