

## *Minutes of Meeting*

### ***Event: 'Care Conference' hosted on 27<sup>th</sup> August, 2016***

#### ***Attendees:***

*From Nutec Infotech Pvt Ltd.*

Senior Management and Executives from Support Team as well as Implementation Team

*From Client Companies:*

Respected guests either from Management Team or/and IT Team Managers and Executives

#### ***Sessions of the day***

***Session 1:*** Introduction of 'Care Corporate Munim' by Nutec Infotech with its purpose, system, way of working and future road map.

***Session 2:*** How were they able to use several unique features and functionalities in a strategic manner for the betterment of organizational performance along with their tangible results – An energetic and knowledge sharing session by Client Teams

***Session 3:*** It was suppose to be a one to one discussion session between Team Corporate Munim and Client Teams which pleasantly turned out to be a highly interactive open discussion.

Many queries of clients were correctly answered by the other clients based on their expertise and experience with system. These discussions boosted both enthusiasm and confidence of Client Teams as well as Team Corporate Munim

During the same session, Team Corporate Munim addressed clients with result oriented approach for their difficulties, routine issues, their suggestions & expectations

***Session 4:*** A comprehensive session was handled by Mr Hetal Shah himself to educate the attendees about how Tire 1 ERP solution Corporate Munim can get converted into strategic business driver with its right usage. He started the session with very basic concepts and, eventually he looks forward to see the guests being as growth achieving teams than just IT teams.

At the end, tentative date for 2<sup>nd</sup> 'Care Conference' was discussed along with even better possibilities of making it increasingly worthwhile and more meaningful.

***While 'Care Corporate Munim' was being explained, Escalation for Support Team and Implementation Team was shared in Session – 1. Please find the relevant information and connect details.***

### ***Escalation for Support Team***

First, kindly communicate to Support Team for any routine issues or new developments. → If you don't get satisfactory respond, please communicate to Project Manager (T&S) Mr Nitin Parjapati → Still, if you are not satisfied, please communicate to General Manager (T&S): Mr. Mehul Kesaria → Even if GM could not help you out for desired results, drop a mail to 'Care Corporate Munim'. Your issues will be responded immediately

Following are the connect details. But please make sure that you follow the right channel for communication. Don't bring PM, GM or Care into the picture from initial stage. Contact them if and only if you really need them for particular solution. This Escalation System has been developed to help you. Use it in the best way.

Support Executive:

Email: [support@corporatemunim.com](mailto:support@corporatemunim.com)

Phone No: +91 8690190190

Project Manager (T&S): Mr Nitin Prajapati

Email: [nitin.prajapati@corporatemunim.com](mailto:nitin.prajapati@corporatemunim.com)

Phone No: +91 9904707360

General Manager (T&S): Mr. Mehul Kesaria

Email: [mehul.kesaria@corporatemunim.com](mailto:mehul.kesaria@corporatemunim.com)

Phone No: + 91 9324256404

Care Corporate Munim: Email: [care@corporatemunim.com](mailto:care@corporatemunim.com)

### ***Escalation for Implementation Team***

First, kindly communicate to On Site Implementation Executive → If you don't get satisfactory respond, please communicate to Project Head Mr Kasif Ansari → Still, if you are not satisfied, please communicate to General Manager (T&S): Mr. Mehul Kesaria → Even if GM could not help you out for desired results, drop a mail to 'Care Corporate Munim'. Your issues will be responded immediately

Following are the connect details. But please make sure that you follow the right channel for communication. Don't bring Project Head, GM or Care into the picture from initial stage. Contact them if and only if you really need them for particular solution. This Escalation System has been developed to help you. Use it in the best way.

Project Head: Kasif Ansari

Email: [kashif@corporatemunim.com](mailto:kashif@corporatemunim.com)

Phone No: +91 9769595963

General Manager (T&S): Mr. Mehul Kesaria

Email: [mehul.kesaria@corporatemunim.com](mailto:mehul.kesaria@corporatemunim.com)

Phone No: + 91 9324256404

Care Corporate Munim: Email: [care@corporatemunim.com](mailto:care@corporatemunim.com)

### ***Announced New service standards of 'Support Corporate Munim':***

#### ***Query:***

Standard Query will be replied within 1 working day and resolved within 3 working days

#### ***Bugs:***

Urgent bug will be resolved within 4 working days

Normal bug will be resolved within 40 working days

#### ***Enhancement:***

Any enhancement request will be responded within 7 working days

***You can use the Escalation when you feel the given standards have not been followed.***