



SECURE[®]
Solutions
SMARTSOLUTIONS

Celebrating

21
YEARS

24×7 CUSTOMER SUPPORT & ESCALATION MATRIX



Date: 13 August 2026

Ver: 1.0

SUPPORT CHANNEL	CONTACT DETAILS
Ticketing System	ticket@securesolutions.co.in
24×7×365 Support Hotline	+91 98460 36802
Support Center	0484-4051133 / 44
24×7 WhatsApp Support	+91 98460 36802
Customer Relations Executive	cs@securesolutions.co.in 7592077700
Support Availability	24 Hours × 7 Days × 365 Days



CUSTOMER COMPLAINT ESCALATION PROCESS



Level 1:
Service Desk /
Help Desk

Contact our Service Desk / Help Desk by phone, email, or through the ticketing system.

i If the issue is not resolved within the applicable SLA



Level 2:
Technical Support
Engineer

Your ticket will be escalated to a Technical Support Engineer.

i If the issue remains unresolved



Level 3:
Senior Technical
Consultant

The case will be escalated to a Senior Technical Consultant for advanced technical assistance.

i If you are still not satisfied with the resolution



Level 4:
Customer Relations
Executive

You may contact our Customer Relations Executive, who will review your complaint and coordinate with the technical team to ensure an appropriate resolution.



Level 5:
Chief Executive
Officer (CEO) Desk

If the matter remains unresolved, you may escalate your complaint to the Chief Executive Officer (CEO) Desk for executive review and final resolution.



CEO Desk : 9846236802

ESCALATION LEVEL	DESIGNATION	BASIC SUPPORT	PREMIUM SUPPORT	ELITE SUPPORT
Level 1	Service Desk / Help Desk	Response: 3 Hours Escalate: 5 Hours	Response: 1 Hour Escalate: 2 Hours	Response: 30 Minutes Escalate: 1 Hour
Level 2	Technical Support Engineer	Response: 5 Hours Escalate: 1 Business Day	Response: 2 Hours Escalate: 4 Hours	Response: 1 Hour Escalate: 2 Hours
Level 3	Senior Technical Consultant	Response: 1 Business Day Escalate: 2 Business Days	Response: 4 Hours Escalate: 8 Hours	Response: 2 Hours Escalate: 4 Hours
Level 4	Customer Relations Executive	Complaint Review & Customer Coordination	Priority Complaint Handling	Dedicated Customer Care & Complaint Resolution
Level 5	Chief Executive Officer (CEO) Desk	Final Complaint Escalation	Executive Review	Immediate Executive Intervention



ISO
9001:2015
CERTIFIED



ISO
27001:2022
CERTIFIED



MSME
Registered



NSIC
Registered