

RDP | Support SLA

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4

Service-level agreement

	Incident Type	Warranty Status	Warranty Type	Support Category	Initial Reponse Time (SLA)	Resolution Time (SLA)	Total Time
0	Any New Ticket				2 Hrs		
1	Software Issue	In-Warranty	Inside/Remote Support	FREE (Under warranty coverage)	2 Hrs	6 Hrs	8 Hrs / One Business Day
2	Hardware Issue	DOA (Dead on Arrival)	Pickup, Replace with New Device, Drop (PRD)	FREE (Under warranty coverage)	1 Hr	<ul style="list-style-type: none"> • Pickup - We'll Initiate Pickup in 3 Hrs for Same/ Next day • Replace - Once we receive the device we'll confirm the DOA & Ship New Device on the same day !!! 	<ul style="list-style-type: none"> • 4 Hrs / Same Business Day (plus) • 1 Business Day to Confirm DOA & Ship New Device (plus) • Courier time (both receive & sending)
3	Hardware Issue	In-Warranty	First of it's kind in India Pickup, Repair, Drop (PRD)	FREE (Under warranty coverage)	2 Hrs	<ul style="list-style-type: none"> • Pickup - We'll Initiate Pickup in 6 Hrs for Next day • Repair/Replace - Once we receive the device with in 2 days we'll ship back the device after repair 	<ul style="list-style-type: none"> • 8 Hrs / One Business Day (plus) • 2 Business Days for repair/replace (plus) • Courier time (both receive & sending)
4	Hardware Issue	In-Warranty	Return to Bench (RTB) by Customer to RDP RMA Center	FREE One way Courier by Customer Another way by RDP	2 Hrs	<ul style="list-style-type: none"> • After receiving, we'll repair/ replace and ship the device with in 2 working days 	<ul style="list-style-type: none"> • 8 Hrs / One Business Day (plus) • 2 Business Days for repair/replace (plus) • Courier time (both receive & sending)
5	Hardware Issue	In-Warranty	Onsite Support	FREE (Under warranty coverage)	2 Hrs	<ul style="list-style-type: none"> • NBD - Next Business Day*/**/**** (Support engineer will visit your office/home) 	<ul style="list-style-type: none"> • Same / Next Business Day
6	Hardware Issue	In-Warranty	Nearest Authorised Service Center (ASC)	FREE (Under warranty coverage)	2 Hrs	<ul style="list-style-type: none"> • NBD - Next Business Day*/**/**** (Customer should walkin to the nearest ASC) 	<ul style="list-style-type: none"> • Next Business Day
7	Software Issue	Out-of-Warranty	Inside/Remote Support	PAID	2 Hrs	<ul style="list-style-type: none"> • 6 Hrs(After purchase of support pack) 	<ul style="list-style-type: none"> • With in 8 Hrs (after activation of the support pack)
8	Hardware Issue	Out-of-Warranty	Pickup, Repair, Drop(PRD) (to RDP RMA Center)	PAID (Part+Repair+ Courier Charges)	2 Hrs	<ul style="list-style-type: none"> • Pickup - We'll Initiate Pickup in 6 Hrs for Next day • Repair / Replace- Once we receive the device and charges with in 2 days we'll ship back the device 	<ul style="list-style-type: none"> • 8 Hrs / One Business Day (plus) • 2 Business Days for repair/replace (plus) • Courier time (both receive & sending)
9	Hardware Issue	Out-of-Warranty	Return to Bench (RTB) (to RDP RMA Center)	PAID (Part+Repair Charges) Courier Drop & Pickup by Customer	2 Hrs	<ul style="list-style-type: none"> • After receiving, we'll repair/ replace and ship the device with in 2 working days 	<ul style="list-style-type: none"> • 8 Hrs / One Business Day (plus) • 2 Business Days for repair/replace (plus) • Courier time (both receive & sending)
10	Hardware Issue	Out-of-Warranty	Onsite Support	PAID (Part+Repair+Visit Charges)	2 Hrs	<ul style="list-style-type: none"> • NBD - Next Business Day*/**/**** (Support engineer will visit your office/home) 	<ul style="list-style-type: none"> • Same / Next Business Day
11	Hardware Issue	Out-of-Warranty	Nearest Authorised Service Center (ASC)	PAID (Part+Repair Charges) Walk-in (Drop & Pickup) by Customer	2 Hrs	<ul style="list-style-type: none"> • NBD - Next Business Day*/**/**** (Customer should walkin to the nearest ASC) 	<ul style="list-style-type: none"> • Next Business Day

Escalation Matrix

Escalation Matrix	Title	Contact	When you can escalate !!! (Promised SLA failed time)
Level 1	Your Account Manager	Your Account Manager	After 1 Day
Level 2	Support Delivery Head	manohar@rdp.in	After 2 Days
Level 3	National Business Head	rajesh@rdp.in	After 3 Days
Level 4	Chief Operating Officer	coo@rdp.in	After 4 Days
Level 5	Chief Executive Officer	ceo@rdp.in	After 5 Days

Notes:

1. For different device categories, different channels has different warranty types by default.
2. Based on the warranty type which is applicable to your purchase the same will be considered for delivering service.
3. Helpdesk department working hours are 10 am – 6 pm, monday to saturday, all working days.
4. Request to communicate to escalation matrix contacts only after the said SLA failed.
5. Our support coordinators & support engineers speak only english, hindi & telugu.
6. we are recording all the calls for quality assurance and training purpose.
7. *Only if the spare is available in the respective service center.
8. **Else we'll ship the spare from the nearest hub in this case additional transit time will be added.
9. ***Class A/B/C cities in india will be provided faster resolution compared to Class D/E/F cities, J&K and North East.
10. Out-of-warranty payments are accepted only thru RDP online.
11. Software Issue support meaning limited to our scope only*.
12. We use high speed couriers (Air/Surface) with notifications/tracking.
13. For projects based on the customer specified SLA we'll sign a SLA contract.
14. RDP Helpdesk department is 100% digital (both ticket & inventory management) including PRD process, we can pickup/deliver from 27000 pincodes.

RDP RMA Center

Survey No. 56, Plot No's. 43 to 54, Tech Park (MTP) Nacharam, TSIC-IALA Nacharam, Hyd-500 076, TS, India.

Registered Office: #403, Ashoka Capitol, Road No-2, Banjara Hills (Opp: KBR Park), Hyderabad-500 034, TS, India.