



TD SYNnex

| **Services**

Cloud Support Services

CSS team overview

CSS Support Team

L1 Support

This is basic/initial level of support where support engineer logs, categorizes, prioritizes, tracks incidents or alarms reported by user or monitoring tools. L1 engineers generally have 1-2 years relevant experience.

- Team has a count of **10+ L1 engineers**

L2 Support

Engineer manage and act on incidents raised by the L1 Team and follow workflow or Runbook to resolve incidents as per SOP within timeline agreed and documented SLA (Service Level Agreement). And if required escalate the Incident as per Escalation Matrix. L2 engineers generally have 2-4 years relevant experience.

- Team has a count of **20+ L1 engineers**

L3 (SMEs) Support

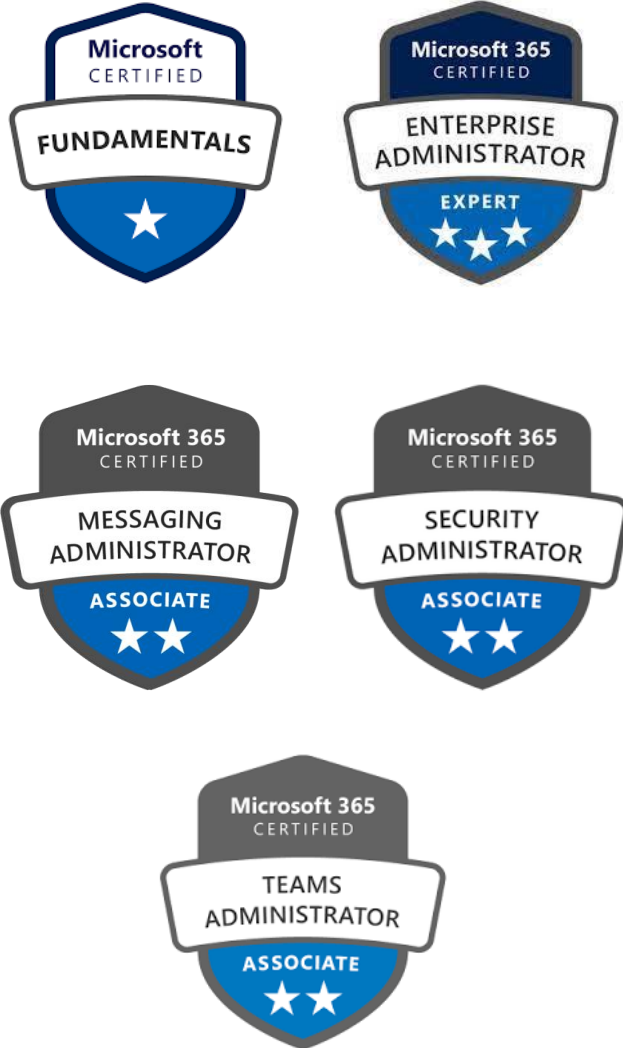
Engineers are technical experts resolve issues that are typically difficult and escalated. They have deep understanding and expertise in one or more technology platforms. L3 engineers generally have 4- 6 Years or more relevant experience

- **7 SMEs are aligned to supporting team 24x7**

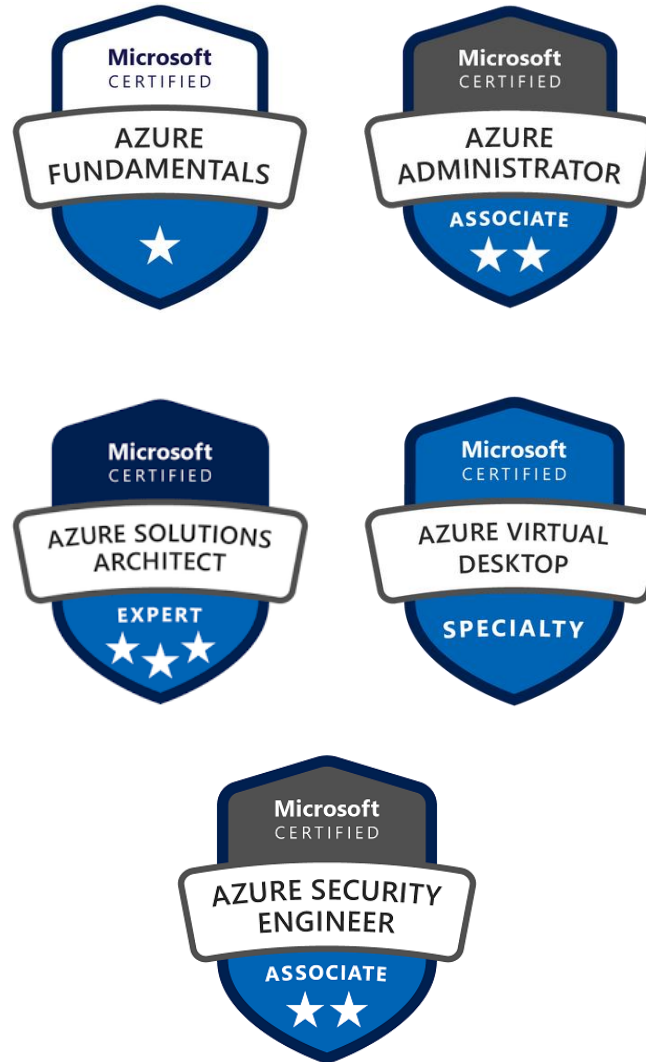


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