

## Herambraj Sonawane

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**From:** sasidhar <sasidhar@itti.com>  
**Sent:** Tuesday, April 30, 2024 2:19 PM  
**To:** Deepak Dhyani  
**Cc:** Venu Madhav Singaraju; Harsha.bn@itti.com  
**Subject:** RE: Revised Proposal for NAV and LS Support.

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Dear Deepak,

Any update on the Proposal approval. Because we are getting end of April,24, our finance will chase for raising the Invoice. Please do the needful and release the PO for the same.

Thanks & regards,  
Sasidhar

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**Sasidhar M V | Delivery Head - MS Dynamics NAV | M: +91-9591233923**

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**ERP | Application Development & Maintenance | Support Services**

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**From:** Deepak Dhyani <Deepak.dhyani@travelfoodservices.com>  
**Sent:** Wednesday, April 24, 2024 12:50 PM  
**To:** sasidhar <sasidhar@itti.com>  
**Cc:** Venu Madhav Singaraju <venu.singaraju@travelfoodservices.com>; Harsha.bn@itti.com  
**Subject:** RE: Revised Proposal for NAV and LS Support.

Thank you, Sasidhar for clarification and update.  
We will check internally and come back for proposal.

Best Regards,  
Deepak Dhyani

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**From:** [sasidhar@itti.com](mailto:sasidhar@itti.com) <[sasidhar@itti.com](mailto:sasidhar@itti.com)>  
**Sent:** Wednesday, April 24, 2024 12:43 PM

**To:** Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>  
**Cc:** Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>; [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)  
**Subject:** RE: Revised Proposal for NAV and LS Support.

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Dear Deepak,  
Shankar is working from mid of September,23. Before Jagraj is working. At that issue log is sharing by Jagraj directly. From Shankar, I am reviewing and sending through me. In TFS, always resource is occupied full time only.

The cost hike due to Yearly increment of 10% given which was a regular increment. If any clarification related to commercials, please talk to Harsha.

Thanks & regards,  
Sasidhar

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**Sasidhar M V | Delivery Head - MS Dynamics NAV | M: +91-9591233923**

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**From:** Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>  
**Sent:** Wednesday, April 24, 2024 11:34 AM  
**To:** sasidhar <[sasidhar@itti.com](mailto:sasidhar@itti.com)>  
**Cc:** Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>; [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)  
**Subject:** RE: Revised Proposal for NAV and LS Support.

Hi Sasidhar,  
Can you please share an update on trial mail?  
Also, last year proposal value was Rs. 2,42,000 /- and this year is Rs. 2,66,200/-. Can you please revisit and come back?

Best Regards,  
Deepak Dhyani

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**From:** Deepak Dhyani  
**Sent:** Monday, April 22, 2024 4:50 PM  
**To:** [sasidhar@itti.com](mailto:sasidhar@itti.com)  
**Cc:** Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>; [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)  
**Subject:** RE: Revised Proposal for NAV and LS Support.

Hi Sasidhar,

Thank you for sharing this data and found before september'2023 are 0, and Sep'23 has only 7 hours.

Any reason for this?

Total Time spent Month wise			
Month	No. of Hours	No. of Days	
Apr-23	0.00	0.00	0.00
May-23	0.00	0.00	0.00
Jun-23	0.00	0.00	0.00
Jul-23	0.00	0.00	0.00
Aug-23	0.00	0.00	0.00
Sep-23	7.00	0.88	

Also, can you please share more details about this CR as not getting cleared?

RFC_21-22/0006		14-03-2022	Vjaindra	Implementation of P2P process in NAV 2016 & LS Hospitality 9.0
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Best Regards,  
Deepak Dhyani

**From:** [sasidhar@itti.com](mailto:sasidhar@itti.com) <[sasidhar@itti.com](mailto:sasidhar@itti.com)>

**Sent:** Monday, April 22, 2024 3:48 PM

**To:** Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Cc:** Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>; [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)

**Subject:** RE: Revised Proposal for NAV and LS Support.

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Dear Deepak,

Please find attached issue log till March,24. We will share this on Monthly basis.

Related to SLA, this is dedicated support of 1 FTE. Shanker will be working only for TFS. Hence, he will attend the issues and there will not be any SLAs. If there is any additional developments those things will be consider as Change request and on approval we will start the development and deliver.

Harsha will share the revised Proposal with escalation email ids.

Thanks & regards,  
Sasidhar

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**Sasidhar M V | Delivery Head - MS Dynamics NAV | M: +91-9591233923**

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**From:** Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>

**Sent:** Monday, April 22, 2024 2:21 PM

**To:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)

**Cc:** sasidhar <[sasidhar@itti.com](mailto:sasidhar@itti.com)>; Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>

**Subject:** RE: Revised Proposal for NAV and LS Support.

Hi Harsha,

Can you please share an update on email below?

Also, let me know if you are logging all the case in your helpdesk tool raising by TFS team.

Kindly share last 2 months ticket's data if you are maintaining this.

Names and contact details are missing from escalation matrix chart, please add that too.

Best Regards,

Deepak Dhyani

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**From:** Deepak Dhyani

**Sent:** Saturday, April 20, 2024 2:38 PM

**To:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)

**Cc:** sasidhar <[sasidhar@itti.com](mailto:sasidhar@itti.com)>; Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>

**Subject:** RE: Revised Proposal for NAV and LS Support.

Hi Harsha,

Can you please incorporate SLA with priority of cases too?

Also, can you share monthly status report as mentioned in proposal?

We will connect soon to discuss more for this proposal.

Best Regards,

Deepak Dhyani

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**From:** Deepak Dhyani  
**Sent:** Saturday, April 20, 2024 2:05 PM  
**To:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)  
**Cc:** sasidhar <[sasidhar@itti.com](mailto:sasidhar@itti.com)>; Venu Madhav Singaraju <[venu.singaraju@travelfoodservices.com](mailto:venu.singaraju@travelfoodservices.com)>  
**Subject:** RE: Revised Proposal for NAV and LS Support.

Thank you, Harsha for sharing this.  
We will review and come back with an update.

Best Regards,  
Deepak Dhyani

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**From:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com) <[Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)>  
**Sent:** Saturday, April 20, 2024 2:01 PM  
**To:** Deepak Dhyani <[Deepak.dhyani@travelfoodservices.com](mailto:Deepak.dhyani@travelfoodservices.com)>  
**Cc:** sasidhar <[sasidhar@itti.com](mailto:sasidhar@itti.com)>  
**Subject:** FW: Revised Proposal for NAV and LS Support.

You don't often get email from [harsha.bn@itti.com](mailto:harsha.bn@itti.com). [Learn why this is important](#)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Deepak,

Please find attached NAV/LS Support proposal shared with Nikhil.

Regards,

Harsha

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**Harsha B Narayanappa | Senior Manager | M: +91-9886869081 | Skype: harshabnarayanappa**

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**From:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com) <[Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)>  
**Sent:** Wednesday, March 20, 2024 12:39 PM  
**To:** 'Nikhil Bhushan' <[nikhil.bhushan@travelfoodservices.com](mailto:nikhil.bhushan@travelfoodservices.com)>  
**Cc:** 'Sasidhar Machiraju' <[sasidhar@itti.com](mailto:sasidhar@itti.com)>  
**Subject:** RE: Revised Proposal for NAV and LS Support.

Dear Nikhil,

Please find attached Renewal Proposal for LS and NAV Support for the year 2024-25. We have revised our rates by 10%, look forward for your confirmation and PO.

Regards,

Harsha

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**Harsha B Narayanappa | Senior Manager | M: +91-9886869081 | Skype: harshabnarayanappa**

ITTI Pvt. Ltd. | "Galaxy", 1st Floor, Plot No 30, 1st Main Road, J P Nagar 3rd Phase | Bangalore- 560 078 | INDIA

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T: +91-80-22547575 (Ext. 119) | F: +91-80-22547500 | \* [www.itti.com](http://www.itti.com) \*

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**From:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com) <[Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)>  
**Sent:** Tuesday, May 9, 2023 3:06 PM  
**To:** 'Nikhil Bhushan' <[nikhil.bhushan@travelfoodservices.com](mailto:nikhil.bhushan@travelfoodservices.com)>  
**Cc:** 'Sasidhar Machiraju' <[sasidhar@itti.com](mailto:sasidhar@itti.com)>  
**Subject:** RE: Revised Proposal for NAV and LS Support.

Hi Nikhil,

Thank you very much. Kindly request you to expedite this as we have to submit our invoices.

Further, I have attached a revised proposal, I have made termination notice to be thirty days for both the parties.

Kindly consider new proposal as final.

Regards,

Harsha

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**Harsha B Narayanappa | Senior Business Manager | M: +91-9886869081 | Skype: harshabnarayanappa**

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T: +91-80-22547575 (Ext. 119) | F: +91-80-22547500 | \* [www.itti.com](http://www.itti.com)\*

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**From:** Nikhil Bhushan <[nikhil.bhushan@travelfoodservices.com](mailto:nikhil.bhushan@travelfoodservices.com)>

**Sent:** Tuesday, May 9, 2023 12:18 PM

**To:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)

**Subject:** FW: Revised Proposal for NAV and LS Support.

FYI

Needed some inputs from Finance for the entity details

Sorry for the delay

Regards,

**Nikhil**

+91 9820171661

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**From:** Nikhil Bhushan

**Sent:** 09 May 2023 12:17

**To:** Samrat Narvekar <[samrat.narvekar@travelfoodservices.com](mailto:samrat.narvekar@travelfoodservices.com)>; Herambraj Sonawane <[mumbai.purchase1@k-corp.in](mailto:mumbai.purchase1@k-corp.in)>

**Subject:** FW: Revised Proposal for NAV and LS Support.

Please arrange a PO for 12 April 23 to March 24 in name of BLR Lounge asap

Regards,

**Nikhil**

+91 9820171661

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**From:** [Harsha.bn@itti.com](mailto:Harsha.bn@itti.com) <[Harsha.bn@itti.com](mailto:Harsha.bn@itti.com)>  
**Sent:** 04 April 2023 12:32  
**To:** Nikhil Bhushan <[nikhil.bhushan@travelfoodservices.com](mailto:nikhil.bhushan@travelfoodservices.com)>  
**Cc:** sasadhar <[sasadhar@itti.com](mailto:sasadhar@itti.com)>  
**Subject:** Revised Proposal for NAV and LS Support.

Hi Nikhil,

Please find the revised NAV and LS Retail Support proposal attached. Please note the previous support engagement has ended on 31<sup>st</sup> March 2023.

Request you to release the revised PO and also our outstanding payments.

Regards,

Harsha

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**Harsha B Narayanappa | Senior Business Manager | M: +91-9886869081 | Skype: harshabnarayanappa**

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