



Data Backup / Restoration

Save business / company-related data in appropriate directories on designated Servers. This will ensure security and timely backup of data. For data restoration, contact ITM Administrator after obtaining proper approvals.



Software

Software required to fulfill business needs shall be obtained only through the ITM Department. End users shall not develop software without the approval of their respective HODs. Only legal / licensed versions of a software are / shall be used in the company.



Internet

The Internet is to be used strictly for business purposes only. Commercial software / Freeware download and installation on company network, requires appropriate approvals and is to be done through the ITM Department.

Contacts for Assistance & Emergencies



IT Helpdesk

Mumbai
Vikhroli : 022 4047 8693 / 8694

ITM Department

Mumbai : 022 4047 8454 / 8451
Pune : 020 4624 9600 / 4621 1333

Security

Mumbai
Vikhroli : 022 4047 8690 / 8691
Pune : 020 4621 1102

Police : 100
Fire : 101
Ambulance : 102

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Information Technology

Quick Guide



thyssenkrupp

Formerly
thyssenkrupp
Industrial
Solutions (India)
Private Limited



Private Computers & Peripherals

Please refrain from using private Computer equipment in the company premises in line with our Security requirements (Virus protection, Data protection etc.)



Virus Attack

Never use programs from unsecured sources or download data from Internet without first checking for the presence of Virus. In case of suspected Virus attack / Virus alerts, contact our IT Helpdesk immediately.



Theft

Report all cases of theft related to IT Hardware or Software without any delay to the IT Department, so that the matter can be dealt with immediately.



Spam

In case of suspicious emails delete them permanently, since they may be SPAM / contain a Virus. Report the email to our IT Helpdesk at once.



Hardware / Network Outage

Contact our IT Helpdesk in case of any problem encountered with operation of Computer, Networks or Peripherals like Printers, Scanners, Plotters etc. Please do not attempt to rectify the problem yourself.



Data Security

Data on the Servers is replicated to an offsite location and additionally backed up on external media that are stored in fire-safe storage units. Data taken outside our offices through external media (CD, USB etc.) requires adequate approvals. For access permissions pertaining to Applications / Data, contact your respective departmental application software STAR user / IT Administrator.



Email

Email should be used strictly for business purpose only. Employees found to be sending objectionable emails stand to be reprimanded. It is incumbent on employees to report such cases to their HoF, should such emails come to their notice. Contact our IT Helpdesk for any help regarding email operation.



Power Outage

Critical IT Systems with UPS are provided for proper shutdown during prolonged power failures. Switch off / shutdown the Computers & Peripherals in case of power outage. Inform ADM immediately on the following numbers.



Mumbai (ADM) : 8595
Pune (ADM) : 1382



Green Practices

While printing of your documents is allowed, we request you consider refraining from printing a document, unless the same is absolutely necessary. This aligns with our 'purpose' of ensuring a livable planet.



Fire / Flood

In case of fire / flood, DO NOT PANIC. Move quickly in an orderly manner, exiting the building through the EMERGENCY EXIT route. DO NOT USE THE LIFT.



Vigilance

Do not leave mobile devices like Notebook / Computer unattended / unsecured. Secure note books with your Kensington lock or keep them secured when away from your workplace for an extended period. eg: end of working day etc.