



# Support Escalation Process

---

redcentric

---

AGILE • AVAILABLE • ASSURED

# Support Escalation Process

## Introduction

The Redcentric Customer Services and Support teams take pride in ensuring that all incidents, service calls, change requests or simple advice and guidance requirements from our customers are dealt with efficiently and effectively within clearly defined timescales.

If, however, you feel that your requirement is not being dealt with effectively or you wish to escalate a particular issue from either a management or technical aspect, you can request this action from any of our Customer Service and Support teams. The team will escalate the request and will confirm how your request has been escalated in accordance with our defined escalation process as set out below.

**PLEASE NOTE: We ask that all escalations and urgent requests are done so by telephone.**

Telephone: **01423 877600** (available 24/7)

Email: [support.escalation@redcentricplc.com](mailto:support.escalation@redcentricplc.com) (Monday to Friday between 0800-1730)

## Escalation Matrix - Support

Mon – Fri 08:00 to 17:30



## Out of Hours



\* Level 2 of the **out of hours escalation matrix** contains the on-call Manager. The on-call manager is responsible for coordinating restoration of service, senior management escalation and customer liaison. In addition to Levels 1 and 2, a 3<sup>rd</sup> Line on-call engineering team supporting all disciplines is available. Escalations to this 3<sup>rd</sup> Line on-call team are actioned by our Incident Management team.

---

## HEAD OFFICE

Central House  
Beckwith Knowle  
Harrogate  
HG3 1UG

---

T 0800 983 2522

E [sayhello@redcentricplc.com](mailto:sayhello@redcentricplc.com)

W [www.redcentricplc.com](http://www.redcentricplc.com)

---

# redcentric

---

AGILE • AVAILABLE • ASSURED

