

e-know.net Support & Escalation Procedure

Contact details:

Support desk:	01952 225 111
Email:	support@e-know.net
Support system portal:	www.e-know.net (select support tab at the top right hand side of the site, please refer to your support system user manual for instructions on how to use the system)

All calls should be raised via the support portal or by ringing the support desk. Additional information and / or screenshots can be emailed to support or attached to the web based support system directly. Progress of requests can be seen via the web based support portal.

If you are ringing for progress on an existing call please:

Contact the support engineer assigned to your call

In the event of the engineer being unavailable or your request not being actioned in line with your expectations please follow the escalation route outlined below. In the first instance please:

Contact a Team Leader

Liam Ralph – 1st Line Team Leader (liam.ralph@e-know.net, 01952 225 111)

Stephen Peak – 2nd Line Team Leader (stephen.peak@e-know.net, 01952 225 111)

or

Contact the Support Manager - Pete Cartwright

(pete.cartwright@e-know.net, 01952 225 111 or 07818 047 852)

In the unlikely event of Team Leaders and Support Manager being unavailable or if you still feel that your call is not being dealt with appropriately then please:

Contact the Customer Services Manager - Keith Irons

(keith.irons@e-know.net, 01952 225 111 or 07818 047 859)