

<i><b>Team Name</b></i>	<i><b>Desk manager</b></i>	<i><b>Desk team leader</b></i>	<i><b>Desk phone number</b></i>	<i><b>Customer name</b></i>	<i><b>Aligned Service delivery manager</b></i>	<i><b>Desk coverage</b></i>	<i><b>Weekend coverage</b></i>	<i><b>Bank holiday coverage</b></i>
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Centrex	Izzy Hibbert	09:00-17:00	Yes	Yes
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	COMPUTACENTER	Graham Harris	08:00-17:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Coputacenter SSE	Graham Harris	08:00-17:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	CXM - KYC	Paul Dewsnap	09:00-18:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	CXM LMI - Tech (IMA)	Paul Dewsnap	09:00-18:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	CXM - Sight And Sound	Paul Dewsnap	09:00-18:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	CXM TALECH- Tech (IMA)	Paul Dewsnap	09:00-18:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	CXM - Tech (IMA)	Paul Dewsnap	09:00-18:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	ITS	Sabrina Johnson	08:00-17:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Stone	Carl Owen	09:00-17:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	PayPoint - MFG Installations	Izzy Hibbert	08:00-17:00	Yes	Yes
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	PayPoint Network_Collections	Izzy Hibbert	08:00-17:00	Yes	Yes
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	PAYPOINT NETWORK Ltd - (IMA)	Izzy Hibbert	08:00-17:00	Yes	Yes
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Paypoint - RDP - (IMA) Tech	Izzy Hibbert	08:00-17:00	Yes	Yes
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	PayPoint Unscheduled	Izzy Hibbert	08:00-17:00	Yes	Yes
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Symec (IMA) Tech	Sabrina Johnson	09:00-17:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Symec Mitchell & Butler	Sabrina Johnson	09:00-17:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Symec Sainsburys / Argos	Sabrina Johnson	09:00-17:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Symec Technologies Limited	Sabrina Johnson	09:00-17:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Symec Technologies Ltd Rascal	Sabrina Johnson	09:00-17:00	Yes	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Symec Travis Perkins (IMA)	Sabrina Johnson	09:00-17:00	Yes	No

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Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	TCS M&S (IMA)	Justine King	09:00-17:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Cognizant	Sabrina Johnson	09:00-17:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Verifone UK (IMA)	Mick Pemberton	09:00-18:00	Yes	Yes
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	First Technology	Sabrina Johnson	09:00-18:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Rhenus	Martyn Stevenson	09:00-17:00	No	No
Team A	Sabrina Johnson	Stacey Barlow	0203 356 7646	Iansyst	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	ALV: ATOS ISS	Carl Owen	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	ALV: ATOS National Grid	Carl Owen	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Carousel (IMA) Tech	Carl Owen	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	CDW DWP	Izzy Hibbert	08:00-18:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	CDW Ltd	Izzy Hibbert	08:00-18:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Concorde - AHG	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	DHL - RBSg (IMA) Tech	Izzy Hibbert	08:00-19:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Diebold Nixdorf Banking	Justine King	08:00-18:00	Yes	Yes
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	EPAY Limited	Martin Algar	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	ESP GLOBAL SERVICES LTD (IMA)	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	ESP Global Services Ltd	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Fujitsu Global	Martin Algar	08:00-18:00	Yes	Yes
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Fujitsu UK	Martin Algar	07:00-19:00	Yes	Yes
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	ALV: GE Medical Systems Ltd	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	HP CDS LTD	Izzy Hibbert	09:00-17:00	No	No

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Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Herbert Retail (IMA)	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	ALV: Jade Solutions Ltd (now Renovotec )	Izzy Hibbert	09:00-17:00	Yes	Yes
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	National Grid	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	NDA	Carl Owen	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Smart Capital	No Aligned SDM	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	Technology Services Group	Izzy Hibbert	09:00-17:00	No	No
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	ALV: Zetes Ltd IMA	Izzy Hibbert	09:00-17:00	Yes	Yes
Team C	Makeba Date	Charlotte Griffith	0203 356 7647	TCS VIRGIN MEDIA O2	Justine King	09:00-17:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Back Care Solutions	Dave Jones	08:00-19:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	HCL - Barclays	Paul Dewsnap/Justine Ki	08:00-18:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	SCC - Countrywide	No Aligned SDM	08:00-18:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	SCC - Breakfix	No Aligned SDM	08:00-18:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	HCL - Network Rail	Justine King	08:00-18:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Retail Response-McColls	Martin Algar	08:00-18:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Retail Response-WHSmith	Martin Algar	08:00-18:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Secure Retail	Martin Algar	08:00-19:00	Yes	Yes
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Consillion	Martin Algar	08:00-18:00	No	No
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Vista Retail Support Limited	Martin Algar	08:00-19:00	Yes	Yes
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Pret TechMahindra UK BAU	Graham Harris	08:00-19:00	Yes	Yes
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Cocktails Machine	Izzy Hibbert	08:00-19:00	Yes	Yes
Team D	Shahriar Alom	Satya Metha	0203 356 7270	Unisys BT	Paul Dewsnap	08:00-19:00	No	No

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Posturite	Shahriar Alom	Satya Metha	0203 356 7627	Posturite Limited	Dave Jones	08:00-19:00	No	No
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	AMI Education	Carl Owen	08:00-17:00	No	No
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	Hemmersbach - PM Kits	Carl Owen	08:00-17:00	No	No
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	Xerox (UK) Technical	Carl Owen	08:00-18:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR - BOOTS	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR - FLEX Outsourcing	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR - Morrisons	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR Ltd Catalina	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR - Sainsburys (Kronos Clock Exchanges)	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR Argos - Tape Media	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR Boots & Argos	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR Sainsburys Print	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	NCR Voice - Sainsburys	Dave Jones	08:00-17:00	Yes	Yes
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	Renovotech (Datatrade)	Carl Owen	08:00-17:00	No	No
Print Support	Sabrina Johnson	Eve Oosthuizen	0203 356 7690	The DEOS Group	Carl Owen	08:00-17:00	No	No
Unisys Dell	Amy Owen	Danils Mozgins	0203 356 7694	Unisys Dell	Paul Dewsnap	08:00-17:00	No	No