IT MEAIT Support and Escalation Management

Guest-facing Technology (with IT in the hotel)	IT Support (Offices and Hotels without IT)	Business Solutions	Project Management & Governance (including New Developments)
Hotel local IT	**MyIT**	**Hotel IT**	**Project Lead**

Guest-facing Technology column:

No response from Hotel IT after 12 hours, contact:

Keith.LESTEVE@accor.com
for UAE

Khalid.OMARI@accor.com
for Egypt, Qatar, Levant and Pakistan

Mohamed.DAWOOD@accor.com
for KSA, Bahrain, Oman and Kuwait

Nilesh.PATEL@accor.com
for India and South Asia

Otman.BERRADA@accor.com
for Northern & Western Africa and Turkey

Clinton.GOVENDER@accor.com
for Southern Africa

No response from Country Directors after 24 hours, contact:

Executive Director IT, Customer Technology Services
Roger.TABBAL@accor.com

No response from Executive Director after 48 hours, contact:

SVP IT
Tariq.VALANI@accor.com

**! In an IT emergency call
+971 56 509 0502**

An emergency is when a critical functionality is inaccessible or a complete network interruption is causing a severe impact on service availability.

Examples: Opera, TARS, the network or Accor website are inaccessible

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MyIT column:

No response from MyIT after 12 hours, contact:

MyIT Senior team
Accor.IMEAIT.SupportEscalation@accor.com

No response from MyIT senior team after 24 hours, contact:

Regional Director IT, Service Delivery
Binosh.MOOTHEDAN@accor.com

No response from Regional Director after 48 hours, contact:

Executive Director IT, Customer Technology Services
Roger.TABBAL@accor.com

No response from Executive Director after 72 hours, contact:

SVP IT
Tariq.VALANI@accor.com

Business Solutions column:

No response from Hotel IT after 12 hours, contact:

Mea.DigitalTransformation@accor.com

No response from MEA Digital Transformation after 24 hours, contact:

Senior Project Manager
Adam.HODSAGI@accor.com

No response from Senior Project Manager after 48 hours, contact:

Regional Director IT, Business Solutions
Maxime.SARRE@accor.com

No response from Regional Director after 72 hours, contact:

SVP IT
Tariq.VALANI@accor.com

Project Management & Governance column:

No response from Project Lead after 24 hours, contact:

MEAIT PMO
MEA.PMO@accor.com

No response from PMO after 48 hours, contact:

Regional Director IT, Projects
Adrian.WILSON@accor.com

No response from Regional Director after 72 hours, contact:

SVP IT
Tariq.VALANI@accor.com