

# Get Help

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Worldwide support for reliable IT services

For questions regarding the FDT Service Shop please contact [GlobalServiceDesk@fresenius.com](mailto:GlobalServiceDesk@fresenius.com).

How is FDT support organized?

FDT provides you with a decentralized support concept that considers the local conditions and/or specific requirements. At most of the larger Fresenius locations, FDT has its own support staff in order to offer the best possible support to local users.

Under Maintenance & Releases in the FDT intranet, we inform you about scheduled IT systems maintenance and upcoming Releases.

If you want to be actively informed about incidents, please register for the Customer Notification Tool. This service includes incidents and status messages by email and / or SMS.

Which service desk shall I contact?

Please have a look at our dedicated knowledge article: Which Service Desk shall I contact?

The new "Global IT Service Desk" is the overarching central first level support and has been consolidated from three providers to one. This simplifies the contact procedure for the following topics: PC Helpdesk Bad Homburg, Microsoft 365, Fresenius Mobile Applications, FRED, Global Network, ServiceNow and BI .

From now on, you have only one contact for these topics. This makes it easier to reach the service desk. With a few exceptions, the support team can be reached via a single phone number and email address.

The new "Global IT Service Desk" offers support in German via telephone from 06:00-19:00 CET as well as via e-mail 24/7 (via automatic translation) and is generally available via telephone and e-mail in English 24/7.

Decentralized Service Desk (Decentralized Service Desks)

The decentralized service desks cover each a location and/or several locations in a country or region. They are specialized in the service portfolio that is used at the particular location. Whenever there is a local service desk available for your location, this is your first point of contact for questions and problems revolving around the FNC services. For questions concerning SAP, please contact the respective SAP service desk (see section "SAP Support Service").

Service Desk

Contact data

#### Office hours

Global IT Service Desk for Freseniusstraße 1 and Pfingstweide 53) +49 6172 608 1111

German

Mo.-Fr., 06-19 (CET)

English

24/7

Global IT Service Desk for UK & Ireland+44 20 8152 4668

German

Mo.-Fr., 06-19 (CET)

English

24/7

IT Service Desk North America (USA & Canada)

+1 847 550 5777Mo.-Fr. 05:30 - 20:00 GMT -6IT Service Desk Colombia

+57 (1) 756 04 04 Ext. 116

Mo.-Fr. 08:30 - 17:30 GMT -6

IT Service Desk FME Mexico

+52 333 540 4342

Mo.-Fr. 08:30 - 17:30 GMT -6

IT Service Desk Kabi Mexico

+52 333 540 7876

Mo.-Fr. 08:30 - 17:30 GMT -6

IT Support Center China+86 510 85960190Mo.-Fr. 08:00 - 17:00 GMT +8IT Service Desk

Guangzhou +8620 822 27758 8016Mo.-Fr. 08:00 - 17:00 GMT +8

#### SAP Support Service

Fresenius' business operations are primarily supported by SAP. In order to give you the best possible support with questions revolving around SAP, FNC runs an extensive SAP support organization. Please select your local SAP service desk from the linked page: Which service desk shall I contact?

**Emergency Support**The emergency support is available for the main Fresenius systems. With the emergency support, the support times outside the regular service times are provided. Attention please! The service shall only be used for major IT problems that fundamentally affect smooth business processes.

When using the emergency support, the following charges apply:

Each case / incident is invoiced at € 480 (up to two hours).If the efforts on the case exceed two hours, each additional hour commenced is invoiced at € 240.All other services that are not described in the service component "FNC Emergency Support" are invoiced according to time and effort.

**Stand-by-for Emergency Duties PhoneOffice Hours Emergency Service**+49 6172 608 7877Mo.-Fr. 18:00 - 06:00 GMT +1 Sa, Su, public holidays 0:00 - 24:00

Which on-site support services does FNC provide for my IT equipment?

IMAC – Services and On-site Support With the IMAC services (IMAC = Install, Move, Add, Change), the FNC technicians provide setup, disassembly, moving services and interference elimination as well as any changes to your IT equipment. The service is available for locations in the Rhine-Main area. On-site services are invoiced according to time and effort or at a flat rate.

ServicesDescriptionPrice per hour (target prices)

On-site Support (1000205)

Interference elimination and changing of IT equipment (e.g. adding memory)

€ 84

First Installation Service (1000203)

Configuring, delivering and installing new IT equipment

€ 84

IT Equipment Moving Service (1000204)

Moving IT equipment (order through Central Services)

€ 84

Computer Pick-up Service (1000211)

Disposing of used devices and returning to lessor, as well as backing up your data

€ 84

\*The services are always invoiced according to time and effort. The target prices are based on empirical values of average time and effort.