

IT Workplace Support

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'value': '8266584cc34e1a100acd3300150131c1'}

IT Workplace Services

E-Mail

Bad Homburg (region): GlobalDTIServiceDesk@freseniusmedicalcare.comSchweinfurt:

DE_SCW_FME_IT-Operations@fmc-ag.comDenmark: ITservicedesk-DK@fresenius.comNeufahrn:

ICT-Helpdesk.Neufahrn@fresenius.comNetherlands: ICT-Helpdesk.FHCN@fresenius.comNA (USA

and Canada): servicedesk@fresenius.comPoland (Wroclaw): helpdesk-wroclaw@fresenius.comSt.

Wendel: de-wn.it-support@fresenius.comSweden: IT-Support.Sweden@fresenius.comUK and Ireland:

IT.Helpdesk-UK@Fresenius.com

Raise a ticket

For Bad Homburg region only

Phone

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Bad Homburg (region): +4989262079472

St. Wendel: +49 6851 807555

Austria (Vienna): +43 (0) 720882086

China: +85 51085960190

Colombia: +57 (1) 7560404

Denmark: +45 43310614

France: +33 173240790

Mexico (Kabi): +52 3335407876

Mexico (FME): +52 3335404342

Netherlands: +31 591355858

Poland: +48 717471999

Spain: +34 918362945

Sweden: +46 18644500

UK/Ireland: +44 1928533700

USA: +1 847 869 7443

Information on booking appointments at the Service Point can be found below.

Details per country(Click to expand)

The local PC 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 (e.g. standard applications, service, hardware). 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 SAP service desk.

Countries / Sites

Contact Data

Office Hours

Bad Homburg, Oberursel

+4989262079472

Mo.-Fr. 06:00 - 19:00 GMT +1

From 19:00-05:00 support in english language

» Neufahrn

+49 8165 901 471

Mo.-Fr. 08:00 - 17:00 GMT +1

» St. Wendel

+49 6851 807 555

Mo.-Fr. 08:00 - 17:00 GMT +1

» Schweinfurt

+49 9721 678 989

Mo.-Fr. 07:00 - 16:00 GMT +1

Austria (only for FME Vienna)

+43 (0) 720 882086

Mo.-Fr. 08:00 - 17:00 GMT +1

China

+86 510 859 601 90

Mo.-Fr. 08:00 - 17:00 GMT +8

China (Guangzhou)

+86 20 822 277 58 8016

Mo.-Fr. 08:00 - 17:00 GMT +8

Colombia

+57 (1) 756 04 04(External: 116)

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

» Denmark

+45 43310614

Mo.-Fr. 08:00 - 17:00 GMT +1

Mexico (Fresenius Medical Care)

+52 333 540 4342

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

» Netherlands (Emmer-Compascuum)

+31 591 355 858(Internal: 666)

Mo.-Fr. 08:00 - 17:00 GMT +1

» North America (USA & Canada)

+1 847 550 5777

Mo.-Fr. 05:30 - 18:00 GMT -6

» Poland (Wroclaw)

+48 71 747 1999

Mo.-Fr. 08:00 - 17:00 GMT +1

» Sweden

+46 18 64 45 00

Mo.-Fr. 08:30 - 16:45 GMT +1

» UK & Ireland

+44 1928 533 700

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

Contacts above are the ones from the local PC Service Desks

[Back to support overview](#)

Photo: Jan Vasek, Pixabay

FDT Service Department: Workplace as a Service*

The service "IT Workplace" contains all FDT services to equip your workstation with a computer or laptop. This portfolio includes a data protection package that protects your important data from any third party and from loss in a reliable manner.

With end to end responsibility the Digital Workplace team provides the complete place of work for IT end users including device endpoint security.

The team supports the classic physical setup with all its components such as laptop, desktop, monitor, mouse, camera and much more. But they also offer a complete virtual workstation or even a single virtualized application that can be used on almost any hardware platform.

Did you know?

You can also book an appointment at the ServicePoint in EK1 (room 0A-0-96). You can reach our colleagues there from Monday to Friday from 08:00 to 15:30. It is best to book an appointment

Photo: geralt, Pixabay

[Related topics and links](#)

Photo: janeb13, Pixabay

Information on Fred*

Digital Workplace information page*

IT products & services*

Hardware catalogue*

Order hardware*

* Might require a connection to the Fresenius network (VPN or local network)