

# Which service desk shall I contact

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**Category:** {'link':

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Global DTI Service Desk

The Global DTI Service Desk

The Global DTI Service Desk is your first point of contact in the event of support issues and questions regarding the the following topics:

WorldwideO365, Sharepoint, MS Teams, ServiceNow, Business Intelligence (BI), Fresenius Mobile Applications, Global Network, DocuSign, Enterprise Content Services, Virtual Workplace, User Administration

Germany (Rhine-Main)IT Workplace (notebook, peripherals), Windows, VPN Client

The Service Desk agents are available 24/7 for the services mentioned above and support you by taking your concern and trying to help you in the first step.

Major Incident

In case of a Major Incident (production impact, global outage of critical system) please contact the Global IT Service desk (GSD) via phone.

The GSD Team will activate the responsible Incident Manager (24/7) to initiate the required steps for resolution.

- Major Incidents can only be raised via phone. Tickets received via E-Mail or Portal will not ensure a proper handling.

- Which information are required: 1. Your name and contact details (incl. deputy) 2. Which system is affected? (e.g., network) 3. Which region is affected? 3. Error description (e.g., no login possible) 4. What is the business impact (e.g., trucks not leaving warehouse)

After raising a Major Incident, please make sure you stay available for follow up questions from the technical experts and/or name a deputy who can be contacted instead.

Raise a ticket with FreDi

Raise a ticket

Call us:

Germany\*\*+49 89262079472 Austria+43 13950657487 Dominican Republic+45 88 74 32 32  
Denmark+45 88 74 15 50France+33 159035455 India\*+49 89262079472 Canada\*+1 6469759032  
Mexico\*+52 5569520370 Netherlands+31 208093569 Poland+48221616775 Sweden+46 850536078  
Finland+49 89262079472 United Kingdom (UK)+44 2045700535 United States of America (USA) +1

6469759032 Spain+34 919268641 Portugal+35 1211226889 Local Service DesksFurther contacts

\*\* If you are from a country not listed above, please call the German hotline. You will then reach an English speaking agent.

You can reach the FME Global DTI Service Desk during the following times:

Entry channelTimeGermanMo.-Fr., 06-19 (CET)English24/7

Alternatively, you can reach us by e-mail for support inquiries. Please note that all tickets are opened with priority 4 by default. An overview of the priorities can be found here: [LINK](#)

E-Mail

Application specific support contacts

SAP-Support

Local Service Desks

E-MailLocationPhone numberSchweinfurt-St. Wendel+49 (0)6851 807555

Notes on individual topics

Change of last name

Please contact your local HR department:

Fresenius Medical Care

Account deletion/change

For account deletions or changes, including company changes or the change from external to internal, please send an e-mail to:

[GlobalDTIServiceDesk@freseniusmedicalcare.com](mailto:GlobalDTIServiceDesk@freseniusmedicalcare.com)

File share access

To request access to a file share, please use the according request in the Service Catalogue:

[Click here](#)

PIN/PUK Reset - Germany

Please contact the Global DTI Service Desk. Ideally have your mobile contract documents ready.

After a reset of your PIN/PUK you will receive the new PIN/PUK via mail sent to your Fresenius e-Mail address, which has to match the name of the contract holder.

PIN/PUK Reset - Other countries

For PIN/PUK reset please contact your local IT department. A contact list can be found here:

List of local Service Desks

Image: [StartupStockPhotos @ pixabay.com](#)

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