

Escalation Process

Escalation tier	Role
<u>Tier 1</u> Taranto Service Desk – Technical Engineers Senior Technical Engineers Technical Consultants support@wsp.freshdesk.com 01518320600	<ul style="list-style-type: none"> Raise Incidents, questions, service requests and changes. Own and resolve issue if it is within their skill-set/sphere of knowledge. Assign ownership of issue to Senior Technical Engineer/Service Delivery Manager if issue is not within their skill-set/sphere of knowledge.
<u>Tier 2</u> Service Delivery Manager Thomas Wadsworth: thomas.wadsworth@tarantosystems.com 07541 025631 AND/OR John Lloyd: john.lloyd@tarantosystems.com 07377633616	<ul style="list-style-type: none"> All Client Escalations for P1 issues and/or no response from Tier 1 as per SLA
<u>Tier 3</u> Service Delivery Director Simon Bradley: simon.bradley@tarantosystems.com 07977 930323	<ul style="list-style-type: none"> Client escalation if no response from Tier 2
<u>Tier 4</u> Client Director Shon De Vroede: shon.devroede@tarantosystems.com 07880 157500	<ul style="list-style-type: none"> Client escalation if no response from Tier 2/3