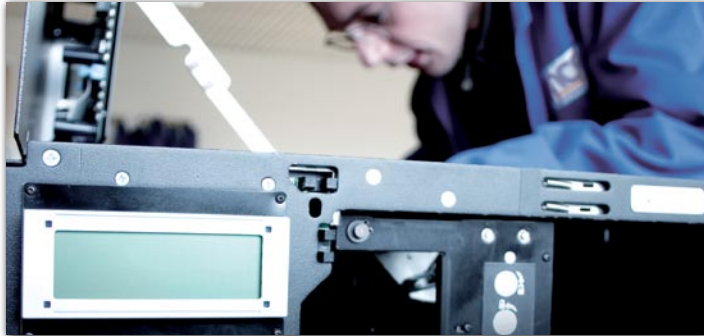




## Call Logging and Escalation procedures



### Call Logging:

1. A fault call should be logged through the NCE Customer Call Centre on 619.212.3000.
2. Fault details should include:
  - a) NCE Contract number
  - b) Serial Number of Faulty Unit
  - c) Contact details and address
  - d) Description of fault
  - e) Customers Reference Number for the call
3. A fault call is opened on the NCE call database and assigned a unique call number.
4. An NCE Technical Engineer will contact the end user within 15 mins. of the call being logged with NCE to discuss the fault details and where possible to resolve the issue. If the fault cannot be resolved over the phone they will identify parts required and assign the engineer to be dispatched to site. Note: the response time will start when the Engineer has made contact with the end user to verify the fault details and all external possibilities S/W etc. have been eliminated.
5. On completion of the call NCE contact the Customer call centre to close the call providing call reference numbers, repair details, arrival, repair and departure times and any parts used. This information is also entered onto the NCE repair database.
6. Call Close

### Out of Hours calls

An "out of office hours" fault call is logged as before using the same Call Centre number 01249 813666, Select option 3 and then 2 the call will automatically be routed to NCE's call agency who will ask for information to be passed on, they will then contact the NCE on-call engineer.

### Escalation Procedure:

#### Escalation Criteria

1. The Escalation procedure is activated for the following incidents;
- 2a) NCE Field Engineer cannot contact the end user to verify the fault.
- b) FE encounters a situation that could cause a failure to meet the SLA
- c) SLA not met
- d) Part unavailable or faulty
- e) FE on site > than 1 hr without diagnosis of the fault.
- f) FE feels it is necessary to escalate the problem

#### Escalation Level 1 (Priority Level 5- Green)

1. Normal procedures apply.

#### Escalation Level 2 (Priority Level 4- Blue)

1. Call handled by Field Engineer (FE) the NCE Duty Manager must be notified of the problem.
2. The issue is discussed and action agreed – this action is communicated to all relevant parties involved.

**NB: In situations where the NCE contract holder is not the end user, an agreement is reached between NCE and the contract holder as to who will communicate any necessary information to the end user.**

3. Problem Resolved – Communicate the necessary information to all relevant parties
4. Monitor Status.

#### Escalation Level 3 (Priority Level 3- Yellow)

1. Action in 2nd escalation Level failed to cure the problem or time scales expired.
2. Escalate for action by the Duty Manager and inform the Service Manager.
3. Communicate the necessary information to all relevant parties.

#### Escalation Level 4 (Priority Level 2- Orange)

1. Action in 3rd escalation Level failed to cure the problem or time scales expired.
2. Escalate the issue to the Service Manager for review and action.

**IMPORTANT : At this stage the Managing Director must be informed.**

#### Escalation Level 5 (Priority Level 1- RED)

1. Action in 4th escalation Level failed to cure the problem or time scales expired. This issue will now be escalated to the Managing Director to decide on the next Course of action required to resolve the issue.

**Call the NCE On-site Support team, on 619.212.3000 for more information, or email [info@ncegroup.com](mailto:info@ncegroup.com)**

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