

eir evo MSC Escalation Matrix & Process



Service Desk Support

The Service Desk is the single point of contact for logging incidents and customers should contact the Service Desk in the first instance for queries or issues with the service
Contact Details: 1800 255255

Escalation Process

What is an escalation?

An escalation within the CRC is required if:
Order has not been fulfilled within the lead time.
Repair had not been fulfilled within the lead time.
Customers SLA has breached

An escalation is not to be confused with an expedite, an expedite is where a customer wants an order or fault fulfilled before the lead time or SLA has breached. An expedite will follow the same process as an escalation.

Escalation Process

eir evo recommends that customers consider the following conditions when triggering the escalation process:

- ❖ Where incident or change is in jeopardy or has already breached SLA Service Level Targets (SLT)
- ❖ Believe that either the nature or impact of the issue is more serious than initially thought
- ❖ Dissatisfied with the progress of a particular incident or change

Level	Contact	Title	Contact Details
1	Service Desk	Level 1 Support	servicedesk@eirevo.ie 1800 255255
2	Paul Daly	MSC Operations Manager	Paul.Daly@eirevo.ie 085 8755545
3	Keith Matthews	Head of Service Operations	Keith.matthews@eirevo.ie 085 8005719
OOH	Service Desk	Duty Manager	1800 701 801 +353 1 711 6004 (from outside Irl.) servicedesk@eirevo.ie