

# Out Of Hours Support Process

Revised July 1<sup>st</sup> 2015

Call goes in to MSPD as normal, voicemail provides them with Speedy Out Of Hours Service number

**08456 099999**

Speedy OOH team address the requirement and filter as appropriate

**Breakdown**

**New Hire**

Call & email to appropriate plant family member for action

Speedy OOH team call customer to confirm whom the issue has been handed to for resolution

**YES**

Can Speedy Partnered Services Supply?

**NO**

Hire arranged as requested by customer

Email sent to [planthiredesk@morgan-sindall.com](mailto:planthiredesk@morgan-sindall.com) the morning of next working day confirming detail and for relevant processes to be completed

Appropriate plant family member contact by Speedy OOH team who will pass them detail of customer requirement

Plant family member contacts customer directly to confirm hire and delivery

## Out Of Hours Contacts

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Speedy Services	OOH Centre	08456 099999	outofhours@speedyservices.com
Magnor Plant	Lee Davidson	07976 181774	lee.davidson@morgansindall.com**
GAP Hire Solutions	Gap One	07841 250476	gapone.t1@gap-group.co.uk
Nationwide Platforms	Technical Support Centre	08457 450000	Not Available
A Plant	A Plant	01543 364100	customerservice@aplant.com**
P.Flannery	Veronica Ryan	07837 752258	Not Available
Ainscough	National Hire Centre	0845 1130474	nhc@ainscough.co.uk
Selwood	OOH Service	03330 142000	Not Available
UK Forks (VP)	Andy Allan	0800 123101	Not Available
Supply UK	Spencer Roots	07725 962644	roots@supplyuk.net**
Plant Hire UK	David Kay	08450 766677	hire@planthireuk.co.uk
Hydrainer Pumps	Ron Bryant	07808 144733	ronbryant@hydrainer.com**

\*\* Denotes not monitored 24 hours