



# Out Of Hours Support Process

Revised Mar 2018

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/Speedy oncall 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



**PLANT HIRE**  
DESK

# Out Of Hours Contacts

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Speedy Services	OOH Centre	08456 099999	<a href="mailto:outofhours@speedyservices.com">outofhours@speedyservices.com</a>
Magnor Plant	Lee Davidson	07976 181774	<a href="mailto:lee.davidson@morgansindall.com">lee.davidson@morgansindall.com</a> **
GAP Hire Solutions	Gap One	07841 250476	<a href="mailto:gapone.t1@gap-group.co.uk">gapone.t1@gap-group.co.uk</a>
Nationwide Platforms	Technical Support Centre	08457 450000	Not Available
A Plant	A Plant	01543 364100	<a href="mailto:customerservice@aplant.com">customerservice@aplant.com</a> **
P.Flannery	Veronica Ryan	07837 752258	Not Available
Ainscough	National Hire Centre	0845 1130474	<a href="mailto:nhc@ainscough.co.uk">nhc@ainscough.co.uk</a>
Selwood	OOH Service	03330 142000	Not Available
UK Forks (VP)	Andy Allan	0800 123101	Not Available
Supply UK	Jim Field	07912 277401	<a href="mailto:Jim.field@supplyuk.net">Jim.field@supplyuk.net</a>
Plant Hire UK	David Kay	08450 766677	<a href="mailto:hire@planthireuk.co.uk">hire@planthireuk.co.uk</a>
Hydrainer Pumps	Ron Bryant	07808 144733	<a href="mailto:ronbryant@hydrainer.com">ronbryant@hydrainer.com</a> **

\*\* Denotes not monitored 24 hours