

# Eurofins eClinical Software 24/7 Support

Eurofins eClinical Software 24/7 support team receives incidents from customers only via the following reporters:

- Project Managers,
- IT-Project Leaders,
- Team leads from Sampling stations (sampling stations at port and on-ship sampling stations),
- Onboard staff of cruises (Guest Relations Manager, Infection Control Officer etc.)

Out of scope are:

- Direct queries from tested people / passengers,
- Direct queries from airport staff (sampling stations),
- Direct queries from customer Call Center and support of lab-systems.

## CONTACTS:

EMAIL IDs:	Phone Numbers *																				
For <b>P1 Critical</b> issues please call to the respective phone numbers followed by creating a ticket to support by dropping email to: <a href="mailto:eecl2@eurofins.com">eecl2@eurofins.com</a> .	<table border="1"> <tr><td>UK</td><td>+44 800 031 8661</td></tr> <tr><td>Spain</td><td>+34 900 861 468</td></tr> <tr><td>Germany</td><td>+33 805 08 13 74</td></tr> <tr><td>France</td><td>+33 805 08 13 74</td></tr> <tr><td>USA</td><td>+1 833 426 1485</td></tr> <tr><td>Italy</td><td>+39 800 776 837</td></tr> <tr><td>Greece</td><td>+30 800 848 1807</td></tr> <tr><td>Portugal</td><td>+351 800 180 930</td></tr> <tr><td>Belgium</td><td>+32 800 78 962</td></tr> <tr><td>Generic for all the countries</td><td>+32 800 78 962</td></tr> </table>	UK	+44 800 031 8661	Spain	+34 900 861 468	Germany	+33 805 08 13 74	France	+33 805 08 13 74	USA	+1 833 426 1485	Italy	+39 800 776 837	Greece	+30 800 848 1807	Portugal	+351 800 180 930	Belgium	+32 800 78 962	Generic for all the countries	+32 800 78 962
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For P2 to P4- <b>Urgent, Medium and Low Priority</b> issues email to: <a href="mailto:eecl2@eurofins.com">eecl2@eurofins.com</a>																					
<b>On-call Timings:</b> (Only for P1 emergency issues)																					
Monday to Friday: 7 PM CET to 4 AM CET Saturday: 12:00 AM to 23:59 PM CET (24hrs) Sunday: 12:00 AM to 23:59 PM CET(24hrs) until 4AM Monday morning																					
<b>Escalation Contacts:</b> (In case of country specific or Generic numbers are not reachable for any reason)																					
<table border="1"> <thead> <tr> <th>Name</th> <th>Email</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Guttappa Sajjan</td> <td><a href="mailto:guttappasajjan@eurofins.com">guttappasajjan@eurofins.com</a></td> <td>+91 8904078796</td> </tr> <tr> <td>Stefan Haubold</td> <td><a href="mailto:stefanhaubold@eurofins.de">stefanhaubold@eurofins.de</a></td> <td>+49 1727705319</td> </tr> <tr> <td>Shobhit Bhargava</td> <td><a href="mailto:shobhitbargava@eurofins.com">shobhitbargava@eurofins.com</a></td> <td>+91 9632408988</td> </tr> <tr> <td>Hugo Roncal</td> <td><a href="mailto:hugoroncal@eurofins.com">hugoroncal@eurofins.com</a></td> <td>+33 472801051</td> </tr> </tbody> </table>	Name	Email	Phone	Guttappa Sajjan	<a href="mailto:guttappasajjan@eurofins.com">guttappasajjan@eurofins.com</a>	+91 8904078796	Stefan Haubold	<a href="mailto:stefanhaubold@eurofins.de">stefanhaubold@eurofins.de</a>	+49 1727705319	Shobhit Bhargava	<a href="mailto:shobhitbargava@eurofins.com">shobhitbargava@eurofins.com</a>	+91 9632408988	Hugo Roncal	<a href="mailto:hugoroncal@eurofins.com">hugoroncal@eurofins.com</a>	+33 472801051						
Name	Email	Phone																			
Guttappa Sajjan	<a href="mailto:guttappasajjan@eurofins.com">guttappasajjan@eurofins.com</a>	+91 8904078796																			
Stefan Haubold	<a href="mailto:stefanhaubold@eurofins.de">stefanhaubold@eurofins.de</a>	+49 1727705319																			
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	*Please note, that despite country specific phone numbers, support language is always English																				

Basis information	Priority Matrix is followed while classifying the ticket based on the urgency and impact.																					
Minimum information needs to be included while creating the support ticket. <ul style="list-style-type: none"> <li>• Issue description.</li> <li>• Application impacted.</li> <li>• Region.</li> <li>• Number of users/sampling stations/Instances impacted.</li> <li>• Screenshot of the error.</li> </ul>	<table border="1"> <thead> <tr> <th colspan="2" rowspan="2">Priority Matrix</th> <th colspan="3">Urgency</th> </tr> <tr> <th>High</th> <th>Medium</th> <th>Low</th> </tr> </thead> <tbody> <tr> <th rowspan="3">Impact</th> <th>High</th> <td>P1</td> <td>P2</td> <td>P3</td> </tr> <tr> <th>Medium</th> <td>P2</td> <td>P3</td> <td>P4</td> </tr> <tr> <th>Low</th> <td>P3</td> <td>P4</td> <td>P4</td> </tr> </tbody> </table>	Priority Matrix		Urgency			High	Medium	Low	Impact	High	P1	P2	P3	Medium	P2	P3	P4	Low	P3	P4	P4
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