



**ESCALATION MATRIX**  
**SUPPLIERS**

# Suppliers Escalation Matrix

Suppliers	Fun	LA	EU	NA
<b>1st Level Escalation</b>	Ivalua	Ivalua Help desk support	Ivalua Help desk support	Ivalua Help desk support
<b>2nd Level Escalation</b>	Acc	Accenture Help Desk Support	Accenture Help Desk Support	Accenture Help Desk Support

**Note: Help desk support details is in the next slides.**

# Ivalua Help desk Support

Help-Desk Support (optional) Hours and Details			
	AMER	EMEA	APAC
<b>Operating Hours</b>	8am to 8pm Eastern Time (Montreal) †	8am to 6pm Central European time (France)†	6am to 6pm India Standard time†
<b>Languages during Operating Hours</b>	English, French, Spanish, Portuguese	English, French, German, Spanish, Italian, Portuguese	English, Hindi, Chinese (Mandarin), Japanese, Arabic
<b>Languages 24*7</b>	English		
<b>Contact Type</b>	Phone and/or Email		
<b>Time to Respond During Business Hours</b>	90% of questions answered within 1 hour		
<b>Time to Respond During Non Business Hours</b>	Within 8 hours, may be responded to by another region to reduce Time to Respond		

† Times are local to Region and exclude local public holidays.

**Contact detail:**

**Phone Number:**

- \* US: +1 (216)727-2748 ( Americas)
- \* FR: 01 87 05 80 98 ( Europe)
- \* SGP: +6567036868 ( APAC)

**Email address:** [support-O-I@ivalua.com](mailto:support-O-I@ivalua.com)

# Accenture Help Desk Support

## Emails:

Americas:

- [O-I.Procurement.AM@gbs.o-i.com](mailto:O-I.Procurement.AM@gbs.o-i.com)

Europe

- [O-I.Procurement.EU@gbs.o-i.com](mailto:O-I.Procurement.EU@gbs.o-i.com)

## Phones:

- +48221042685 Procurement Operations Chennai - English
- +12812208405 Procurement Operations Chennai - German
- +12088723229 Procurement Operations Chennai - Polish
- +12812208415 Procurement Operations Chennai - Spanish
- +13122654058 Procurement Operations Americas - English