



# Client Escalation Process – External

## Business Hours

1

[Pulsant Portal](#)  
Or  
[Pulsant Service Status](#)

2

Client Technical Services  
T: 0345 119 9999

3

Client Technical Services  
T: 0345 119 9999  
Ask to speak to a Team Leader

4

Client Technical Services  
T: 0345 119 9999  
Ask to speak to a member of  
Senior Management

## Out of Hours

1

[Pulsant Portal](#)  
Or  
[Pulsant Service Status](#)

2

Client Technical Services  
T: 0345 119 9999

3

Client Technical Services  
T: 0345 119 9999  
Ask to speak to a  
Duty Manager

4

Client Technical Services  
T: 0345 119 9999  
Ask to speak to  
Senior Management

Access to the Pulsant ServiceNow to review Cases is via <https://portal.pulsant.com/>

For any open service impacting issues please visit the Pulsant Service Status page: <https://status.pulsant.com//>

Targeted response times for each level of escalation is 30 minutes.

Out of hours escalation is for Priority 1 issues only defined as

- Total loss of production service
- A significant revenue, operational or safety impact on the entire company
- Service severely degraded affecting the entire company

Business Hours 09:00 – 17:00 Monday to Friday.