



Out Of Hours Support Process

Revised June 2019



Call goes in to MSPD as normal, voicemail provides them with Speedy Out Of Hours Service number
0345 609 9999

Speedy OOH team address the requirement and filter as appropriate

Breakdown

New Hire

Call & email to appropriate plant family member/Speedy oncall for action

Can Speedy/Partner Services Supply?

Hire arranged as requested by customer

Appropriate plant family member contacted by Speedy OOH team who will pass across full details of the customer requirement

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

Email sent to planthiredesk@morgansindall.com the next working day confirming detail and for the relevant processes to be completed

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	outofhours@speedyservices.com
Magnor Plant	Lee Davidson	07976 181774	Lee.Davidson@morgansindall.com
GAP Hire solutions	GAP one	07841 250476	gapone@t1@gap-group.com
Nationwide Platforms	Technical Support Centre	08457 450000	Not available
A Plant	A Plant	01543 364100	customerservices@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 Allen	0800 123101	Not available
Plant Hire Uk	David Kay	08450 766677	hires@planthireuk.co.uk
Hydrainer Pumps	OOH Centre	01708 370770	Not available