



## Out Of Hours support process

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

YES

Can Speedy/Partnered Services Supply?

NO

Call and email to Appropriate plant Family member / Speedy on call for action

Hire arranged as requested by customer

Appropriate plant family member contact by Speedy OOH team who will pass them detail of customer requirement

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

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

Plant family member contacts customer directly to confirm hire and delivery



# PLANT HIRE DESK

## Out Of Hours contacts

Speedy Services	OOH Centre	0345 609 9999	outofhours@speedyservices.com
Magnor Plant	Lee Davidson	07976 181774	lee.davidson@morgansindall.com**
GAP Hire Solutions	Gap One	07841 250476	gapone.t1@gap-group.co.uk
Nationwide Platforms	Technical Support Centre	0845 745 0000	Not available
Sunbelt	Sunbelt	01543 364100	customerservice@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 Allan	0800 123101	Not available
Plant Hire UK	David Kay	08450 766677	hire@planthireuk.co.uk
Hydrainer Pumps	Call Centre	01656 729829	Not Available
RVT	Andy Robins	07488 740538	<a href="mailto:andy.robins@rvtgroup.co.uk">andy.robins@rvtgroup.co.uk</a>
Morris Leslie	National Hire Centre	0345 030 6000	Not Available
Marwoods	Out Of Hours	07813 886501	Not Available
Andrew Sykes	Out Of Hours	0800 211 611	Not Available

\*\* Denotes not monitored 24 hours