

Service Escalation Path





PIAUS Region – Escalation Path

Date: 7/26/2022

Version: 01

Description

PIA Automation Customer Service Support

Level	Escalation path (describe situation)	Contact
1	<ul style="list-style-type: none">For any service/customer service, new business inquires	First Point of Contact: Group Service email E: service-usa@piagroup.com
		
2	<ul style="list-style-type: none">Existing or current customer projects that need additional support or expedited service needs.	Second Point of Contact: Rick Birch Service Project Manager E: rick.birch@piagroup.com
		
3	<ul style="list-style-type: none">Urgent Request (time sensitive)	Third Point of Contact: Clayton Peacock Service Manager E: clayton.peacock@piagroup.com

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