

SIX Waypoint Contacts



WAYPOINT
TRADING SOLUTIONS

A TNS Business

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waytrade.net

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Waypoint Account Team - EMEA

Sales
 New Business Enquiries
 Order placement
 Pricing
 Billing
 New Product Developments

Technical Sales
 Pre-Sales Support
 Order Validation
 Technical Support & Design
 Change Management

Service Management
 Post-Sales Support
 SLA / Management Reporting
 Escalations on Fault
 Management,
 Delivery and
 Service Improvement

Service Delivery
 Order Processing
 Order Progress Reporting
 Customer Order Handover
 Documentation
 Scheduling

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Waypoint GSC (Incident) Escalation Matrix

Radianz Support Contacts | TNS