Your client relations team

North east

Getting hold of us at Nucleus couldn't be simpler, we're open from 8.30am - 5.30pm Monday to Friday (excluding bank holidays).

You should contact us securely through Jira to raise a platform issue, or through Live Support if it's a quick query. You can also phone your CRM directly using the number below, or use the team contact number.

Jira

Jira is our online servicing system and main communication method between you and your client relations team. You should use Jira to ask your CRM questions and view existing issues that you've already raised.

Live support

If you have a quick question, you can use Live Support – our instant messenger service. This is useful if you're in the middle of keying an application for example. Just look for the link on the top-right of the platform.

Individual contact numbers

Client relations team manager

Claire Mcintosh
0131 226 9736

Client relations managers

Your contacts for specific platform issues via phone and Jira.

Keith Brown
0131 226 8116

David Peterson
0131 226 9788

Client relations support

Your contact for more general platform queries and Jira support.

Ross Edgar
0131 226 9785

Team contact number: 0131 226 9808

Your region

Legend:
- Scotland and Northern Ireland
- North east
- North west
- Midlands
- South
- South west
- London
- South east

London Postcodes