

Your client relations team

North

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



Scott Nisbet
0131 226 9797

Client relations managers

Your contacts for specific platform issues via phone and Jira.



Claire McIntosh
0131 226 9736



Emma Thomson
0131 357 6517



Ross Edgar
0131 226 9785



Tina Duff
0131 226 8110



Kirsty Dooner
0131 357 6516



Debbie Haggarty
0131 226 9732



Stacey Dunseith
0131 357 6506

Client relations support

Your contact for more general platform queries and Jira support.



Emma O'Brien
0131 322 3510

Team contact numbers: North east – 0131 226 9808 North west – 0131 357 6501

Your region

