

## 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



Dylan Posey

#### Client relations managers

Your contacts for specific platform issues via phone and Jira.



Claire McIntosh  
0131 226 9736



Ross Edgar  
0131 226 9785



Tina Duff  
0131 226 8110



Kirsty Dooner  
0131 357 6516



John Bruce  
01313701921



Chad Nisbet  
01313850311

#### Client relations support

Your contact for more general platform queries and Jira support.



Emma O'Brien  
0131 322 3510



Fiona Milne  
0 1313576520

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

# Your region

