

**From:** Moran, Regina[/O=FUJITSU EXCHANGE ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C576144C207A4679B706AC9E1FB]  
**Sent:** Mon 09/05/2016 7:46:14 PM (UTC)  
**To:** Alisdair Cameron [GRO]  
**Cc:** Rob Houghton [GRO]; Chris Broe [GRO]; Bell, Gavin [GRO]  
**Subject:** Re: Service, Horizon etc

Hi Al

I am really sorry you have had to write to me. I had already organised a full review of the situation. I assure you that we will take whatever steps are necessary. I will revert with further details asap.

Regards  
Regina

Sent from my iPhone

> On 9 May 2016, at 20:37, Alisdair Cameron [GRO] wrote:  
>  
> Regina,  
>  
> I want to flag a real concern about the level of service we are receiving.  
>  
> Chris and I have been discussing a number of concerns in recent weeks about the tone and quality of your support. I am sure that Gavin will have relayed these conversations to you.  
>  
> I was extremely disappointed by your response to the agents' pay failure in recent weeks. Had we relied on you, agents would have been paid late by several days, creating a vast disruption. Fortunately we found a plan B - while your plan never improved or accelerated by a single day and at no time did we sense real urgency or an understanding of the seriousness of the situation.  
>  
> Rob is now on board, is aware and is meeting your team shortly. We were discussing a follow on escalation to you later in the month.  
>  
> However, we had to close and disrupt the branch network today because Horizon failed. That is the worst outage for a number of years and is wholly unacceptable, damaging our financial position and our brand.  
>  
> My real anger is that this is the second time this has happened this year. We also had a failed recovery service that had to be re-booted earlier in 2016. That was at a weekend and was less substantial but it seems to me (a) that the lessons were simply not learnt and (b) that the testing we undertook must have been inadequate or it would have picked up the failure at high volumes.  
>  
> We will escalate this to you formally under our contract but I wanted to signal to you personally that I expect your most serious response and a cold, hard look at the quality of the service we are receiving, and of the team providing it, especially given the cost of having our own unique data centre and back up support.  
>  
> Al  
>  
> Sent from my iPad  
>  
> \*\*\*\*\*  
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