

Message

From: Kevin Gilliland [REDACTED] **GRO**
Sent: 10/02/2014 20:15:41
To: Rebecca Barker [REDACTED] **GRO**
CC: Gina Gould [REDACTED] **GRO**; Lesley J Sewell [REDACTED] **GRO**; Dave Hulbert [REDACTED] **GRO**; Jackie Meylak [REDACTED] **GRO**; Steve Beddoe [REDACTED] **GRO**; Duty Manager [REDACTED] **GRO**; David H Wright [REDACTED] **GRO**; Antonio Jamasb [REDACTED] **GRO**
Subject: Re: Michele Middleditch - Baughurst

Many thanks Rebecca and all,

Good response,

K

Sent from my iPad

On 10 Feb 2014, at 10:29, "Rebecca Barker" [REDACTED] **GRO** wrote:

Good Morning

Apologies for the delay in issuing this report.

Please see update from joint POL and Fujitsu visit:

The joint visit with Fujitsu and Post Office went ahead as planned, with senior technical support from Fujitsu investigating the performance of all the Onsite kit. Each element of hardware was checked, with Fujitsu and the branch comfortable that all items were working as expected. There was some components that Fujitsu proactively replaced, to ensure they didn't cause any faults in the future.

Overview of Visit

- <!--[if !supportLists]--><![endif]-->David (PO Branch IT Advisor)
 - <!--[if !supportLists]--><![endif]-->Explained the current Service Improvements that were being developed with Fujitsu to further improve the Outreach site Horizon equipment . PM was interested and had a lot of useful ideas and has voiced that she would like to be involved in testing any new equipment. All the points have been taken away to be investigated.
- <!--[if !supportLists]--><![endif]-->Nick (Senior Fujitsu Troubleshooting Technician)
 - <!--[if !supportLists]--><![endif]-->Replaced a number of cables with newer ones, and cleared the "spares" cable box (this is provided by Fujitsu to ensure Branches can quickly replace faulty cabling.), which the PM had been mixed up damaged and new cabling, which may have caused issues if faulty cables were used.
 - <!--[if !supportLists]--><![endif]-->Router again was working fine, but to remove any risk a proactive call was placed to replace the router and this was carried out yesterday afternoon

PM understood that POL and Fujitsu were wanting to help her to ensure that she maintains a reliable service to her and her customers. Fujitsu and Post Office will remain in touch with the branch to ensure

any faults are identified quickly over the next month. The branch is also on the Fujitsu Hotsite list to create added awareness to both Post Office and Fujitsu should future issues occur.

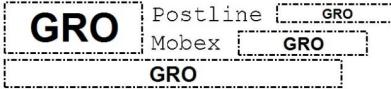
PM appreciated the visit and thanked Post Office for its support and taking its issues seriously.

Regards

Rebecca Barker I IT Service Manager - Live Service & Continuity.

<image001.png>

Dearne House, Cortonwood Drive, Barnsley S73 0UF



Please note I do not work Thursdays

<image002.png>

<image003.jpg>