

Alliance Healthcare

Severe service impact update from Alliance Healthcare

UPDATED COMMS ISSUED AT 7:30AM, WEDNESDAY 13 SEPTEMBER

- Due to a server failure on Thursday 7 September, our business critical systems were impacted, resulting in severe service disruption across our network.
- Our teams are continuing to work around the clock to process and pick orders, and we have made significant progress towards a full recovery of our service.
- However, given the significant backlog of orders, the situation remains very fluid and we are now (7.30am) advising customers that:
 - **We can now take orders as normal via all channels.**
 - **Orders placed via the following Service Centres yesterday will be delivered no later than this morning: Chessington, Croydon, Newcastle, Belfast, Swansea and Leeds.**
 - **Orders placed via the following Service Centres yesterday will be delivered no later this afternoon – Hinckley, Livingston and Exeter.**
 - **Orders placed via Preston and Letchworth Service Centres from yesterday will be delivered no later than your afternoon delivery on Thursday 14 September.**
- We will keep you updated as much as we can.
- We offer our sincere apologies for the ongoing disruption and inconvenience caused by these issues. Patient safety remains our main priority and we have all possible contingency plans in place, and our teams are working around the clock to ensure we resolve this issue and clear the backlog as soon as possible.
- Please note – any remaining medical orders placed since 7pm on Thursday 7 September have been captured and we are still in the process of delivering these on a first in, first out basis. We expect to fully clear the backlog of orders by Wednesday afternoon (Letchworth and Preston – Thursday afternoon). Our teams are working hard to clear these as soon as possible.
- If you require emergency orders during opening hours, please email Customer Services: customerservice@alliance-healthcare.co.uk with the subject 'EMERGENCY ORDER' to ensure that these are prioritised. Please provide as much detail as possible regarding the order required, including customer number, pip code, product name and contacts details so we can process the order as quickly as possible. Alternatively, call Customer Services direct using the usual numbers, which you will find on our website [here](#)
- Emergency orders will be delivered on your next available delivery. For our supply chain arrangements, see our website: <http://www.alliance-healthcare.co.uk/useful-information/our-supply-chain-arrangements>
- For emergency orders outside of opening hours, please follow our out-of-hours emergency order process on our website.
- We offer our sincere apologies to all customers for the inconvenience caused, and thank you for your support while we continue with our recovery efforts.

- Wherever possible, we ask that customers support us by minimising any calls into Customer Service, so that we can continue to prioritise any emergency orders.
- Further up-to-date information and advice is available via our website - www.alliance-healthcare.co.uk