

Service update from Alliance Healthcare

UPDATED COMMS ISSUED AT 3:00PM, WEDNESDAY 13 SEPTEMBER

- Following an air conditioning outage at Alliance Healthcare UK on 7 September 2017, which caused service disruption across our network, we can confirm that the faults have been fixed, and our IT system has been fully operational since Monday 11 September 2017.
- Teams at Alliance Healthcare UK have been working around clock to process and pick orders, and we have made significant progress towards a full recovery of our service. We have also added 100 personnel to the Service Centres to support the recovery effort.
- As a result, 80 per cent of our Service Centres will have recovered today, Wednesday 13 September 2017, and twice-daily deliveries have resumed for all customers.
- The remaining sites will have recovered by close of play tomorrow.

Most importantly, customers are advised:

- **We can now take orders as normal via all channels.**
- **A normal service is now operating at the following Service Centres: Chessington, Croydon, Newcastle, Belfast, Swansea, Leeds, Hinckley, Livingston and Exeter.**
- **Full service will return at our Preston and Letchworth Service Centres by tomorrow afternoon, Thursday 14 September.**
- We offer our sincere apologies for the ongoing disruption and inconvenience caused by these issues.
- 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](#)
- 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