

## Severe service impact update from Alliance Healthcare

UPDATED COMMS ISSUED AT 1:15PM, MONDAY 11 SEPTEMBER

- As you will be aware, due to a server failure on Thursday 7 September, our business critical systems have been impacted, resulting in severe service disruption across our network.
- The system is now fully operational, and our Service Centre teams are working hard to process and pick orders, to resume full service as quickly as possible. We are making significant progress with the recovery, but there is still a large backlog of orders to clear.
- **Please note - Chessington, Swansea and Newcastle are now fully operational, and normal orders can be received.**

Alliance Healthcare advises customers that:

- Centrally stocked slow-moving medical lines or third-party parcel volumes (including Well, Alcura, Alloga and NWOS deliveries) are not affected by this issue and these will be delivered as normal.
- Health and beauty orders placed since 7pm on Thursday 7 September have been captured and these will be delivered today.
- Medical orders placed since 7pm on Thursday 7 September have been captured and we will start delivering these today on a first in, first out basis. However, there is a large backlog of orders, so we do not expect to clear the full backlog of orders until Wednesday afternoon at the earliest. Our teams are working hard to clear these as soon as possible.
- We ask for all customers support to clear this backlog of orders, and return to normal service, by limiting orders to **emergency medical solus orders only**. All other orders should be placed with an alternative supplier today. **This is not applicable to Chessington, Swansea and Newcastle, where normal orders can be received.**
- Emergency solus medical products (only available via Alliance Healthcare) 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>
- If you require emergency solus medical orders during opening hours, please email Customer Services: [customerservice@alliance-healthcare.co.uk](mailto: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 deal with this severe service disruption.
- Wherever possible, we ask that customers support us by minimising any calls into Customer Service while we deal with this very difficult situation, so that we can prioritise emergency orders.

- Further up-to-date information and advice will be provided via our website throughout the day – [www.alliance-healthcare.co.uk](http://www.alliance-healthcare.co.uk)
- 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.

#### **Chessington, Swansea and Newcastle Service Centre**

- Chessington, Newcastle and Swansea Service Centre's are now operating normally and if your store is serviced by Chessington, Newcastle or Swansea, you will receive all of your back orders on today's delivery. From now on you should now place **all** of your orders for stock in the normal way.