

Alliance Healthcare

Severe service impact update from Alliance Healthcare

UPDATED COMMS ISSUED AT 7:30AM, TUESDAY 12 SEPTEMBER

- Due to a server failure on Thursday 7 September, our business critical systems were impacted, resulting in severe service disruption across our network.
- Over the last 24 hours, our teams have worked around the clock to process and pick orders, and we have made significant progress towards a full recovery of our service.

This morning, customers are advised that:

- **We can now take any orders as normal via all channels.**
- **Orders placed via the following Service Centres today by your morning cut-off will arrive in your afternoon delivery: Chessington, Croydon, Newcastle, Belfast, Swansea and Leeds.**
- **Orders placed via the following Service Centres will be made either today or in your Wednesday morning deliveries – Preston, Hinckley, Livingston and Exeter.**
- **Orders placed via Letchworth Service Centre will be delivered no later than your afternoon delivery on Wednesday 13 September.**
- 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 morning (Letchworth - Wednesday 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

- 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.