

Arrow ECS Support Services Escalation Path

We would expect all of our engineers to be able to deal with your incident efficiently and effectively. However, should you feel the nature of the incident requires further escalation within Arrow ECS then please let us know.

By Email: dutymanagers.ecs.emea@arrow.com
By Phone: Using the number on your Support Certificate

For escalation out of hours, please telephone us only. If you wish to speak with individuals then please contact the following people in the order listed below:

First Escalation



Peter Lawrence
Service Desk Manager
t: +44 1638 569771
e: matthew.manning@arrow.com



Reinhold Zauner
Team Manager
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e: reinhold.zauner@arrow.com



Peter Bunyan
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Second Escalation



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Support & Field Services Manager
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Matthew Manning
NOC Manager
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Third Escalation



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