



HERE TO SUPPORT YOU

Service Desk Opening Hours

The service desk is open during UK business hours Mon – Fri - 8am – 5pm for all issues. You should only contact us outside of UK business hours if your system is down or you cannot serve a customer.

For issues that arise out of hours that are not urgent, please email us so that we can deal with it on the next business day.

How and when to use our Service Desk

We aim to resolve your IT issues as quickly as possible. Please ensure that you log any support requests with the Service Desk in the first instance. Please also log “how to” questions with the Service Desk, who will be more than happy to help you.

What to expect when you contact our Service Desk

When you call the service desk, we will ask you to provide your name, company, and location. We will ask you to describe the issue or ask a question and will issue a ticket number. Please keep this number handy, as it helps us to get to your case quickly should the need arise.

You will be automatically updated whenever our engineer updates the ticket.

How to contact our Service Desk

By Telephone

UK +44 (0) 20 3747 4366

FR +33 1 87 21 46 87

For URGENT issues or questions, please call FIRST as it's the quickest way to get a response.

By Email

Email the Service Desk on support@pinnacaretail.com

Your request will be logged in our system and an engineer will call or reply to you via our ticketing system.

Online Support Portal

Our online portal is accessible via our website. Log new tickets and check the progress of outstanding tickets using the portal.

If you do not have a username and password for the support portal, please email support@pinnacaretail.com and we will set this up for you.

WWW.PINNACARETAIL.COM