



Technology Solutions, Delivered with Care

Client Support Escalation List - Business Hours

Thank you for choosing Access One. Please save this document, and reference it if you need to escalate support.
For service issues or questions, please contact the Service Management Team at 800-804-8333.

1st Level Escalation

Joanne Graczyk – Supervisor of Client Care
(D) 312-441-9970
jgraczyk@accessoneinc.com

Frank Peterson – Help Desk Manager
(D) 312-441-9785
fpeterson@accessoneinc.com

2nd Level Escalation

Luis Guerrero – Supervisor of NOC
(D) 312-441-9963
lguerrero@accessoneinc.com

3rd Level Escalation

Lori VanDyke – Director of Client Engagement
(D) 312-441-9912
lvandyke@accessoneinc.com

John Brinley – Director of Managed Services
(D) 312-441-9553
jbrinley@accessoneinc.com

4th Level Escalation

Nicki Watson - Chief Client Officer
(D) 312-441-9984
nwatson@accessoneinc.com

After business hours, contact 800-804-8333. The after hours recording will direct your call to the 24-hour NOC Center.

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