



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](mailto:jgraczyk@accessoneinc.com)

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

### **2nd Level Escalation**

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

### **3rd Level Escalation**

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

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

### **4th Level Escalation**

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