



ACCESSONE

Managed IT Services

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

Contact your Customer Success Manager

or email

csm@accessoneinc.com

2nd Level

JON BAUMHART, Director of Support Services

(D) 312-441-9962

jbaumhart@accessoneinc.com


3rd Level


ENZO SCAFIDI, Vice President of Operations


(D) 312-441-9211

escafidi@accessoneinc.com

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

 Website
accessoneinc.com

 Email
info@accessoneinc.com

 Address
820 W. Jackson Boulevard, 6th Floor
Chicago, IL 60607

 Phone
312.441.1000