

Standard Information Message For Authorized Users



In the IBM data center to the Service Desk, The rules apply to both Rhodia and Solvay legacies.

As our internal organization for "Global Application Hosting Services (GAHS)" has changed, please report incidents to IBM service desk only. Do NOT report them anymore to SC-TAS, RCS or Datacenter Technical Teams.

Please find here the best practices for incident processing with IBM.

Reporting the incident to the IBM Service Desk

We recommend to register the incident into Maximo tool, preferably to write an email to IBM Service Desk.

If the incident resolution is urgent: Always give a phone call to the IBM Service Desk and mention as reference to the Maximo ticket.

Clearly describe the incident, its urgency and impact so that the Service Desk agent can assign the correct priority to the incident.

- IBM Service Desk email address slvhd@be.ibm.com
- IBM Service Desk phone number +32 2 711 8500
- IBM Maximo web access <https://www.ess8.uk.smi.ibm.com:8452/maximo>

Follow up the incident resolution

- You can always follow the status of an incident by logging into the Maximo tool.
- If the incident resolution is not delivered as expected, please contact our GAHS teams (IS-Adagio-SAP-Operations@solvay.com or IS-Adagio-Wintel@solvay.com) for escalation.