

Tungsten Network & Sanofi Support Process

1

Tungsten as single point of contact for vendor queries
<https://www.tungsten-network.com/customer-campaigns/sanofi/support/>



2

If needed Tungsten contacts third parties to solve a query themselves. This avoids email ping-pong for vendors



3

Dedicated contact at Tungsten for escalation regarding Tungsten support
EMEA: andrian.dimitrov@tungsten-network.com
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