

Tungsten Network & Sanofi Support Process

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

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

3 Dedicated contacts at Tungsten for escalation regarding Tungsten support:
EMEA & NA: andrian.dimitrov@kofax.com
AJ PAC: mark.anil@kofax.com

