



ODMedia France / Pixagility Escalation Matrix

Any standard request or minor incident

Lvl 1
24/24h 7/7J

Support Freshdesk
Operations Team

✉ support@pixagility.com
✉ operations@pixagility.com
☎ +33 (0)1 46 21 87 38
☎ +33 (0)7 82 02 82 27 (06H30 - 00H00)

24/24h

No response from Level 1 OR incident affecting service quality

Lvl 2

Dorian Foucher
Operations Manager

✉ dorian.foucher@pixagility.com
☎ +33 (0)1 46 21 87 38

**09H00 -18H00
business days**

Blocking incident or confirmed technical emergency

Lvl 3

Equipe technique
Technical Support

✉ headend@pixagility.com
☎ +33 (0)1 46 21 87 38

**09H00 -18H00
business days**

Critical incident unresolved after 4 hours OR strategic decision required

Lvl 4

Benoît. BERTHELIN
Head of Operations

✉ benoit.berthelin@pixagility.com
☎ +33 (0)1 46 21 87 38

**09H00 -18H00
business days**

Post-incident follow-up or non-technical coordination with the client

Blandine CORDEAU
Customer success manager

✉ blandine.cordeau@pixagility.com
☎ +33 (0)1 46 21 87 38

**09H00 -18H00
business days**