

Your client relations team

South

Getting hold of us at Nucleus couldn't be simpler, we're open from 8.30am - 5.30pm Monday to Friday (excluding bank holidays).

You should contact us securely through Jira to raise a platform issue, or through Live Support if it's a quick query. You can also phone your CRM directly using the number below, or use the team contact number.

Jira

Jira is our online servicing system and main communication method between you and your client relations team. You should use Jira to ask your CRM questions and view existing issues that you've already raised.

Live support

If you have a quick question, you can use Live Support – our instant messenger service. This is useful if you're in the middle of keying an application for example. Just look for the link on the top-right of the platform.

Individual contact numbers

Client relations team manager



Lynn Boyd
0131 226 9543

Client relations managers

Your contacts for specific platform issues via phone and Jira.



Tilly Martin
0131 226 8561



Ellie Ramsay
0131 226 8596



Kenneth Davidson
0131 226 9782



Andrew Johnston
0131 226 9796

Client relations support

Your contact for more general platform queries and Jira support.



Fiona Mather
0131 226 8597

Team contact number: 0131 357 6502

Your region

