

Sanofi & Tungsten Support Model

Tungsten Network Support Process - Increased Service and Efficiency

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 Georgi Stanev is the single point of contact at Tungsten for escalations
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