



Business Services Cross-Team Collaboration



Greg Rhodes Son Nguyen Alex Rohr Tony

When one of the finance servers had a issues, **Greg Rhodes**, Manager of NMO and members of his team **Alex Rohr**, **Tony Bennett** and **Lance Melancon** joined **Son Nguyen** to work though the issue.

Within minutes, the team activated a recovery plan to restore full functionality to the system. In the meantime, system users were routed around the down server, minimizing the impact to the users.

It is wonderful to see cross-team collaboration resulting in excellent customer service.