

LP/PB Help & Support



LP/PB Role	When to Contact?	Who?
LP Software Asset Management (SAM)	- All software licence related services (LCC) - Contact before engaging LP Procurement	Tatjana Ramsauer: tatjana.ramsauer@loyaltypartner.com
PB IT Vendor Management	- All IT related services not covered by LP SAM - Contact before engaging LP Procurement	Helmut Müller: helmut.mueller@payback.net
LP Procurement (Einkauf-Admin)	- New vendor request – application through excel form - LP Procurement will start OneTrust assessment if governed by AEMP10	Central: Einkauf_Admin@loyaltypartner.com
PB TECH / Portfolio Architect	- New vendors/service providers -> Creation of Central ID - New external hosting approvals -> Hosting Approval Process	Phil Emery: philip.emery@payback.net Yogesh Nair: Yogesh.Nair@aexp.com
PB Office IT – LP Helpdesk	- Creation of AXP ADS accounts (4-7 business days) - Problems to access AXP Tools (LP OneTrust, CADANCE, AXP TLM HUB) - Forwarding rules (AXP e-mails forward to PAYBACK account)	https://pb-itsm.intra.loyaltypartner.com/servicedesk/customer/portal/2/user/
PB Information Security	- Uncertainty in regards to data classification - Consulting/evaluation of security concepts (third party)	Björn Klement: bjoern.klement@payback.net
PB Operational Excellence	- Structural complications with AXP process - OneTrust complications & feature requirements (vendor related) - Strategy in terms of existing vendors/third parties	Fabian Goedde-Menke: fabian.goedde-menke@payback.net
LP Data Privacy	- Support in regards to data privacy issues - OneTrust general support (User roles, Features, Attributes, Assessments)	Jens Selbach: jens.selbach@loyaltypartner.com