

What are the IT Service Desk phone numbers?

Question

- What are the Service Desk phone numbers
- What is the number to my local Service Desk

Answer

Languages listed are the support language provided by the site in addition to English.

Note: This is a dynamic list and is not completed yet.

Asia Pacific

IT Service Desk	Australia	
Australia Pharma - Sydney	English	+61 2 9454 9888
Australia Pharma - Melbourne	English	+61 2 9454 9888
Australia DC - Bella Vista	English	+61 2 9454 9888
Australia DIA - North Ryde	English	+61 2 9860 2277
Australia DIA - Melbourne	English	+61 2 9860 2277
Australia DIA - Adelaide	English	+61 2 9860 2277
Australia DIA - Wembley	English	+61 2 9860 2277
Australia DIA - Stones Corner	English	+61 2 9860 2277
Australia DIA - Greystanes	English	+61 2 9860 2277

IT Service Desk	Bangladesh	
Bangladesh Pharma - Dhaka	English	+88 0 9612403141

IT Service Desk	China	
China Pharma	Mandarin	+86 (21) 2892 2999 / 400 820 2999 (toll free)
China DIA	Mandarin	+86 (21) 3397 1300 / 400 161 1300 (toll free)
China DC	Mandarin	+86 21 23522600
China - External	Mandarin	+86 21 3397 1700

IT Service Desk	Hong Kong	
Hong Kong	English/ Mandarin	+85225204567

IT Service Desk	India	
India Pharma/DC - Mumbai	English	+91 22 50457359
India DIA - Mumbai	English	+91 22 6697 4990

IT Service Desk	Indonesia	
Indonesia Pharma - Jakarta	Indonesian Bahasa	+62 21 3041 3030
Indonesia DIA - Jakarta	Indonesian Bahasa	+62 21 3041 3030

IT Service Desk	Japan	
Japan	Japanese	+815038513014

IT Service Desk	Korea	
Korea Pharma - Seoul	Korean	+82 2 3451 3660
Korea DIA - Seoul	Korean	+82 2 3550 3392

IT Service Desk	Malaysia	
Malaysia Pharma / RSS (Select Option 1)	English	+603 7628 6299
Malaysia DIA	English	+603 7967 2300

IT Service Desk	Myanmar Cambodia Laos
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Myanmar Cambodia Laos - Pharma - Yangon, Mandalay, Vientiane, Phnom, Penh	Burmese	+95 1 230 1822
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Myanmar Cambodia Laos - DIA - Yangon, Mandalay, Vientiane, Phnom, Penh	Burmese	+95 1 230 1822
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IT Service Desk	New Zealand
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New Zealand Pharma (Auckland)	English	+64 9 523 9485
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New Zealand DIA (Mount Wellington)	English	+64 9 259 5151
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IT Service Desk	Pakistan
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Jordan - Amman	English	+922136101396
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IT Service Desk	Philippines
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Philippines - Manila (Select Option 1)	English	+63 2 7718 7716
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IT Service Desk	Singapore
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Singapore Pharma / DC (Select Option 1)	English	+65 64914550
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Singapore DIA	English	+65 6371 6577
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IT Service Desk	Taiwan
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Taiwan Pharma - Taipei (Select Option 1)	Mandarin	+886 (2) 2544-6643
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Taiwan DIA - Taipei	Mandarin	+886 2 2183 6608
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Taiwan DC - Taipei	Mandarin	+886 2 2183 6608
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IT Service Desk	Thailand
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Thailand Pharma - Bangkok	Thai	+66 2 017 5700
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Thailand DIA - Bangkok	Thai	+66 2 791 2244
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IT Service Desk	Vietnam
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Vietnam Pharma - Ho Chi Minh	Vietnamese	+84 8 3915 7762
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Vietnam DIA - Ho Chi Minh	Vietnamese	+842838133223
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EMEA

IT Service Desk	Albania
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Albania - Tirana	English	+35544504046
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IT Service Desk	Algeria
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Algeria Pharma, Dia - Algier	French	+33147614141
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IT Service Desk	Austria
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Austria Pharma, DC - Vienna	German	+43127739222
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Austria MySugr - Vienna	German	+43127727222
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Austria DIA - Vienna	German	+43127787444
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IT Service Desk	Belgium
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Belgium DIA - Brussels, Vilwoorde, Wavre	French	+3222474650
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Belgium Pharma - Brussels, Vilwoorde, Wavre	French	+3225258385
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IT Service Desk	Bosnia & Herzegovina
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Bosnia & Herzegovina - Sarajevo	English	+387 33 568480
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IT Service Desk		Bulgaria
Bulgaria Pharma, DIA - Sofia	English	+359 89 5672615
IT Service Desk		Cameroon
Cameroon - Douala	French	+33147614141
IT Service Desk		Congo
Congo - Kinshasa	French	+33147614141
IT Service Desk		Côte d'Ivoire
Côte d'Ivoire Pharma - Abidjan	French	+33147614141
IT Service Desk		Croatia
Croatia Pharma, DIA - Zagreb, Split, Rijeka, Osijek	English	+38514722390
IT Service Desk		Czech Republic
Czech Republic - Prague, Brno	English	+420220382133
IT Service Desk		Denmark
Denmark - Copenhagen	English	+45 7030 1019
Denmark - Hvidovre	English	+45 7030 1009
IT Service Desk		Egypt
Egypt Pharma, DIA - Cairo, Alexandria	English	+20 2 38543306
IT Service Desk		Estonia
Estonia - Tallin	English	+372 617 7355
IT Service Desk		Finland
Finland - Espoo/Helsinki	English	+358 105545403
IT Service Desk		France
France Pharma - Paris	French	+33 14761 4141
France DIA - Paris	French	+ 33 47676 3121
France DC - Meylan	French	+33 47676 3060
IT Service Desk		Germany
Germany Pharma, DC - Grenzach	German	+497624143030 +496217593300
Germany - Mannheim	German	+496217593341 +496217593344
Germany - Penzberg	German	+49 621 759 3300
Germany - Waiblingen	German	+49 621 759 3300
IT Service Desk		Greece
Greece Pharma - Athens, Thessaloniki, Patra	English	+302106166112
Greece DIA - Athens, Thessaloniki, Patra	English	+302108174099
IT Service Desk		Hungary
Hungary RSS - Budapest	Hungarian	+36 14618700
Hungary DIA - Budaörs	Hungarian	+36 1 279 4525
IT Service Desk		Ireland
Ireland - Belfast, Dublin, Clarecastle, Bray, Galway	English	+44 1707 366444
IT Service Desk		Israel

Israel Pharma - Caesarea, Hod Hasharon, Tel Aviv, Yoqneam Illit	English	+972 9 9737878
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IT Service Desk	Italy	
Italy Pharma, DC - Monza	Italian	+ 390392475555
Italy - Monza	Italian	+390392475888
Italy DIA - Monza	Italian	+ 39 0392817830

IT Service Desk	Jordan	
Jordan - Amman	English	+96176881334

IT Service Desk	Kosovo	
Kosovo Pharma - Prishtina	English	+ 383 38 609 216

IT Service Desk	Latvia	
Latvia - Riga	English	+ 371 67715493

IT Service Desk	Lebanon	
Lebanon - Beirut	English	+96176881334

IT Service Desk	Lithuania	
Lithuania - Vilnius	English	+370 5254 6888

IT Service Desk	Mauritius	
Mauritius - Port Louis	French	+2711 504 4895

IT Service Desk	Morocco	
Morocco - Casablanca, Berrechid	French	+212522959082 + 33147614141

IT Service Desk	Montenegro	
Montenegro Pharma - Podgorica	English	+382 20 653 207

IT Service Desk	The Netherlands	
The Netherlands DIA - Almere, Venlo	English	+31365394268
The Netherlands - Woerden	English	+31348438035

IT Service Desk	North Macedonia	
North Macedonia Pharma - Skopje	English	+389 23 133 167

IT Service Desk	Norway	
Norway Pharma - Oslo	English	+47 2278 9090

IT Service Desk	Poland	
Poland Pharma - Poznan, Warsaw	Polish	+48 22 345 1844
Poland DIA, DC - Poznan, Warsaw	Polish	+48 22 345 1744

IT Service Desk	Portugal	
Portugal Pharma, DIA - Porto, Amadora	English	+351 214257132

IT Service Desk	Romania	
Romania Pharma, DIA - Otopeni, Bucharest	English	+3612553000

IT Service Desk	Russia	
Russia - Moscow, Novosibirsk, Saint Petersburg, Ordzhonikidze	Russian	+7 4952296296 +7 4952296299

IT Service Desk	Saudi Arabia	
Saudi Arabia Pharma, DIA - Jeddah, Riyadh, Khobar	English	+971 4 816 9117

IT Service Desk	Serbia	
Serbia - Belgrade	English	+381 11 4350 100

IT Service Desk	Slovakia
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Slovakia Pharma, DIA - Bratislava	English	+3612553000
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IT Service Desk	Slovenia
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Slovenia Pharma, DIA - Maribor, Ljubljana	English	+386 1 360 26 66
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IT Service Desk	South Africa
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South Africa - Midrand, Capetown, Brackenfell, Germiston, Durban	English	+2711 504 4895
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IT Service Desk	Spain
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Spain Pharma - Madrid, Leganes, Josefa Valcarcel, Getafe	Spanish	+34 91 324 8400
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Spain DIA - Sant Cugat	Spanish	+ 34935834888
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Spain DC - Sant Cugat	Spanish	+ 34935834500
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IT Service Desk	Sweden
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Sweden - Stockholm, Gothenburg, Solna	English	+46 872 61212
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IT Service Desk	Switzerland
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Switzerland - Basel	English/ German	+41616880111
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Switzerland - Reinach	English/ German	+41617154222
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Switzerland - Rotkreuz	English/ German	+41 41 792 33 00
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IT Service Desk	Tunisia
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Tunisia Pharma, DIA - Tunis	French	+33147614141
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IT Service Desk	Turkey
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Turkey Pharma, DIA - Istanbul, Ankara, Izmir, Antalya	English	+902123669111
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IT Service Desk	Ukraine
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Ukraine - Kiev	Russian	+3612298546
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IT Service Desk	United Arab Emirates
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United Arab Emirates Pharma, DIA - Dubai	English	+971 4 816 9117 +97148169072
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IT Service Desk	United Kingdom
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United Kingdom Pharma - Welwyn	English	+44 1707 366444
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United Kingdom DC - Burgess Hill	English	+ 441444256274
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United Kingdom DIA - Burgess Hill	English	+ 441444256274
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AMER

IT Service Desk	Argentina
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Argentina - Buenos Aires	Spanish	+54 11 5129 8888
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IT Service Desk	Peru
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Brazil - Rio de Janeiro, Sao Paolo	Portuguese	+55 11 3719-7777 / 0800170243
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IT Service Desk	Chile
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Chile - Santiago	Spanish	+562 2441 3333
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IT Service Desk	Colombia
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Colombia - Bogota	Spanish	+57 1 417 8900
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IT Service Desk	Costa Rica
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Costa Rica	Spanish, French, Portuguese	+506 4110-1690
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IT Service Desk	Ecuador
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Ecuador - Guayaquil, Quito	Spanish	+593 2399 7199
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IT Service Desk	Guatemala
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Guatemala - Guatemala, Mixco, Villa Nueva	Spanish	+502 2424 1588
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IT Service Desk	Mexico
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Mexico - Mexico City, Santa Fe, Toluca	Spanish	+52 55 52585411, +52 55 5258333, 01800 007 3773
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IT Service Desk	North America
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US - Ponce	English	+1 877 459 2051
US - Boston / (and Westborough)	English	+1 877 459 2051
US - Branchburg	English	+1 908 253 7285 , +1 877 459 2051
US - Madison	English	+1 877 459 2051
US - Hamilton, Bermuda	English	+1 877 459 2051
US - Hillsboro	English	+ 1 650 553 8444
US - Indianapolis	English	+1 317 521 2051, +1 877 459 2051
US - Little Falls	English	+1 650 225 3700, +1 877 459 2051
US - Marlborough	English	+1 877 459 2051
US - Wilmington	English	+1 877 459 2051
US - New York	English	+1 650 225 3700, +1 877 459 2051
US - Tucson	English	+1 520 229 3806, +1 877 459 2051
US - Los Gatos	English	+1 925 730 8461, +1 877 459 2051
US - Oceanside	English	+1 650 225 3700, +1 800 646 8656 , +1 877 225 8111
US - Pleasanton	English	+1 925-730-8461, +1 877-459-2051
US - Redwood City	English	+1 650 225 3700, +1 800 646 8656 , +1 877 225 8111 Centrex : +1 650 225 3700 (5-3700) +1 650 225 7777 (5-7777) +1 650 225 8111 (5-8111) +1 650 225 5500 (5-5500)
US - San Jose, CA	English	+1 877-459-2051
US - Santa Clara	English	+1 877-459-2051
US - South San Francisco	English	+1 650 225 3700, +1 800 646 8656 , +1 877 225 8111
US - Sunnyvale	English	+1 800 779 5608, +1 877 459 2051
Canada - Laval	English	+1 450 686 3044, +1 877 686 3044
Canada - Mississauga	English	+1 650 225 3700, +1 800 646 8656

IT Service Desk	Panama
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Panama - Panama City, Bella Vista	Spanish	+507 378 1320
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IT Service Desk	Peru
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Peru - Lima, San Borja	Spanish	+51 1 630 2881
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IT Service Desk

Uruguay

Uruguay - Maldonado, Montevideo, Pernas, Spanish
Pintos, Zavala

+598 2626 1303

IT Service Desk

Venezuela

Venezuela - Caracas, Maracay

Spanish

+58 212 821 6920
